DEPARTMENT FOR FAMILIES AND COMMUNITIES

ANNUAL REPORT 2010-11

Feedback on the *Department for Families and Communities Annual Report 2010-11* can be submitted via email to annualreport@dfc.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 2011-12 financial year.

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

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

Letter of transmittal

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

Dear Minister

I am pleased to submit the Department for Families and Communities Annual Report for the year ended 30 June 2011.

This report highlights the many achievements of the department during the 2010-11 financial year 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 Families and Communities

30 September 2011

Contents

Chief Executive's report

Growing partnerships with community organisations, projects to tackle homelessness and nation-wide collaborations for people with disability have been significant highlights over the past year, as staff continue to work hard for all South Australians who rely on our services. As always, acting to enrich the lives of our most vulnerable children, young people, their families and carers has been at the forefront of our efforts.

Housing SA has continued to work hard to meet the targets under the Nation Building - Economic Stimulus Plan, with the practical completion of the 1000th home achieved in the past year. The majority of new stock allocated under the Plan will directly benefit some of the most vulnerable South Australians including people who are or at risk of homelessness, people with disability and women and children experiencing domestic violence.

New accommodation and 24 hour specialised support for young people who are homeless or at risk of becoming homeless have been provided through the Ladder St Vincent Street project. The project in Port Adelaide is jointly funded by the South Australian and Commonwealth governments via the National Partnership Agreement on Homelessness, with Ladder being a joint initiative of the AFL Players Association and the AFL Foundation.

The Ladder St Vincent Street project, which was officially launched in early February 2011 by the Hon Jennifer Rankine MP, Minister for Housing, and Senator the Hon Mark Arbib, Commonwealth Government Minister for Social Housing and Homelessness, offers a range of ways to break cycles of poverty and homelessness. Residents are supported through mentoring to help them develop independent living skills, gain and maintain employment, achieve goals in education and engage positively with local communities.

We continue to build on our connection with the South Australian Aboriginal population through the dedicated work of our staff and their relationships with clients and their families, taking up opportunities to address gaps and improve living standards in the wider Aboriginal community. I am pleased to advise that the 2010-11 target of constructing 28 new houses in the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands under the National Partnership Agreement on Remote Indigenous Housing was achieved, while 58 upgrades were completed, exceeding the target of 52.

In October 2010, a Memorandum of Understanding with the Aboriginal Lands Trust was signed by Minister Rankine and the Minister for Aboriginal Affairs and Reconciliation, the Hon Grace Portolesi MP. This was a significant step forward in establishing a long-term commitment to improve housing for people living on Aboriginal Lands Trust communities across South Australia.

The draft *Directions for Alternative Care in South Australia 2010-13* was released for public consultation between July and September 2010. The document outlines a central vision to 'enable all children and young people in our care to experience a childhood in all its fullness'. On 9 September 2011, the final *Directions for Alternative Care in South Australia 2011-15* was officially released by the Hon Jennifer Rankine MP, Minister for Families and Communities.

Chief Executive's report

In line with our vision for 'an integrated, seamless and equitable community care service system', a single point of access for disability and ageing services in South Australia was introduced on 10 January 2011. Community and Home Support SA brings together Disability SA, Domiciliary Care SA and the Office for the Ageing to make our assistance more person-focused.

Regardless of age, location or diagnostic condition, people can now connect with statewide community care and support systems more easily and a greater number of service providers are available, so that clients can be more quickly matched to services that meet their particular needs. It is a credit to all staff that the transition has been a smooth process.

Vital steps towards improving the wellbeing, participation and inclusion of people with disability were made in March 2011 with the launch of the National Disability Strategy. Developed by Commonwealth, State and Territory governments through the Council of Australian Governments, with the assistance of the Australian Local Government Association, the strategy sets out a ten year national plan for improving the lives of people with disability, their families and carers.

The National Disability Strategy aims to support people with disability to accomplish their goals and live more inclusively amongst the wider community and with greater dignity and respect. Areas identified for action are extensive in their scope and include design of public and private housing, help when dealing with the criminal justice system and initiatives to assist people with disability in small business.

The need to maximise opportunities for seniors to participate in civic and community life has resulted in South Australian Age Friendly Environments and Communities, an initiative under the State Reform Agenda 'Adding Life to Years'. This initiative is about designing inclusive and accessible environments that promote opportunities for active ageing, better health and security, to enhance the quality of life of our ageing population.

To progress the age friendly work, the South Australian Government has provided funding to bring Dr Alexandre Kalache to Adelaide as a Thinker in Residence. The primary aim of Dr Kalache's residency is to develop strategies that allow a greater number of older South Australians to maintain their independence and participate in life as a connected member of their community.

The department regularly consults with our ageing population, to identify and explore how we can best support this most rapidly growing and experienced group within our community, as demand for services increases with them.

In April 2011, the Hon Jennifer Rankine MP, Minister for Ageing, launched the Personal Alert Systems Rebate Scheme to help older South Australians buy and maintain personal alert systems that inform a delegated person or monitoring centre when an older person is unable to use a telephone in an emergency. The Personal Alert Systems Rebate Scheme will enable older people who live alone, and who are at risk of falls or medical emergencies, to access immediate emergency assistance. This will help them to stay independent and in their homes longer.

Chief Executive's report

The department plays a significant role in emergency management, providing relief and assistance to affected communities and supporting the coordination of whole-of-government recovery services following an event. In the past twelve months the department has responded to a severe weather event at Penola in July 2010 and the flooding at Stockport in December 2010. In each event, Families SA responded to the needs of the affected community, which included the establishment of a Local Recovery Centre, appointment of a Local Recovery Coordinator and provision of emergency grants.

No matter how well we plan, some natural disasters are almost impossible to prepare for. The enormity of the Queensland floods placed extreme demands on the Queensland Department of Communities. Following a request for assistance from Queensland members of the National Disaster Recovery Sub-committee to their Australian and New Zealand counterparts in February 2011, the Families SA Emergency Management Unit coordinated a team of volunteer recovery workers to travel to Brisbane.

The role of volunteer recovery workers was to talk with people affected by the flood, assess their eligibility for financial assistance and ensure they were linked to appropriate support services such as Lifeline and Centrelink. Volunteers also connected people to clean up assistance, rubbish removal and other very practical services to alleviate an otherwise overwhelming situation. The expertise of the volunteer recovery workers provided a valuable contribution to the flood victims and I applaud their efforts to help their fellow Australians at such a painful time.

During the coming year the department will continue to work to improve the wellbeing of vulnerable South Australians. Through the 2011-12 State Budget, the South Australian Government provided a commitment to protecting the most vulnerable in our community through the allocation of additional funding over four years including:

- $69.1 million for children requiring alternative care, the construction of new community residential care facilities and increasing the level of reunification of children entering State care with their families
- $37.5 million to meet the growth in demand for disability services
- $10.8 million in additional disability equipment and home modifications funding
- $7.7 million to relocate 32 Strathmont Centre residents to group home accommodation in the community
- $1.8 million to provide an energy concession to assist people on low or fixed incomes who incur high electricity costs because of their medical need
- $22.1 million to increase water rate concessions, providing further support to pensioners and other eligible low income earners to help manage increases in the cost of essential services.

In December 2010 we were saddened by the passing of our friend and colleague, Suzanne Carman, who had a long and distinguished career in the public service and approached each of her roles within the department with great dedication and commitment. Suzanne considered the job of a public servant to be one of society's most trusted positions and believed that the clients we serve are entitled to the best of our efforts.

Chief Executive's report

Finally, I would like to thank all staff members for their hard work and dedication and, to Minister Rankine, I would like to thank you for your leadership and your unwavering dedication to our clients and the public support that you have provided to the department.

Ms Joslene Mazel
Chief Executive
Department for Families and Communities

September 2011

About DFC

Objective	The Department for Families and Communities (DFC) is responsible for setting strategic priorities, policy development and administration of public and community housing, child protection, ageing and community care services and disability services.
Our Commitment	We are committed to delivering a better life for South Australians. The department is focused on placing the needs of our citizens and their families at the centre of our service delivery. Clients are at the centre of our thinking and planning and we continuously strive for excellence in customer service. We work to benefit the community now and in the future through community engagement and partnerships.
Our Clients	We connect clients to services in: • accommodation and housing • family and carer support • care and protection of children • youth justice • disability • ageing • domiciliary care • anti-poverty • problem gambling • disaster relief and recovery.
Our Culture	We facilitate positive outcomes for our clients by applying our values: connected, ethical, brave and respectful. *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. We act 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 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.

About DFC

Organisational structure at 30 June 2011

Organisational structure chart at 30 June 2011 showing:

HON JENNIFER RANKINE MP — Minister for Families and Communities, Minister for Housing, Minister for Ageing, Minister for Disability

JOSLENE MAZEL — Chief Executive

Boards reporting: South Australian Housing Trust Board; South Australian Affordable Housing Trust Board; HomeStart Finance Board; **John Oliver** — Chief Executive Officer HomeStart Finance

Advisory bodies: Child Death and Serious Injury Review Committee; Council for the Care of Children; Ministerial Advisory Board on Ageing; Minister's Disability Advisory Council

Pam Simmons — Guardian for Children and Young People

Sue Wallace — Manager, Strategic Policy and Intervention

Catherine Harman — Manager, Special Investigations Unit

Ronnie Faggotter — Director, State Recovery

Philip Fagan-Schmidt — Executive Director, Housing SA

Peter Bull — Executive Director, Organisational and Community Development

Joe Ullianich — Executive Director, Financial Services

David Waterford — Executive Director, Families SA

Lynn Young — Executive Director, Disability and Domiciliary Care Services Community and Home Support SA

David Caudrey — Executive Director, Disability, Ageing and Carers Community and Home Support SA

= Executive Leadership Team

Department for Families and Communities

About DFC

On 3 December 2010, the Hon Jennifer Rankine MP, Minister for Disability, announced a new single access point for disability and ageing services in South Australia, to be known as Community and Home Support SA. The new division, which came into effect from 10 January 2011, brought together services previously provided by Disability SA, Domiciliary Care SA and the Office for the Ageing.

Five Year Strategic Plan 2009-2013

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

The Plan is focused on initiatives that improve and enhance our service capability. It does not attempt to describe the services we currently provide to our clients, nor the existing work we do with our partners. Instead it offers a commitment of what more we will do to make real improvements to the lives of South Australians by:

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

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

The plan supports the achievement of targets in *South Australia's Strategic Plan*, in particular the targets that the department is responsible for leading, and the whole-of-government targets to which we contribute.

The Plan is a living document and will continue to be reviewed to ensure it provides a clear vision about the department's direction, and is responsive to changes in the department's strategic environment that could impact on our clients or partners.

A scorecard of the department's performance against the outcomes of the strategic plan ensures internal and external accountability, and informs evidence-based decision making processes, particularly in relation to the allocation of resources (refer to page 20).

About DFC

Five Year Strategic Plan 2009-2013

Our Vision: *a better life for South Australians*

HOUSING	
Outcomes	**KPIs**
Improved affordability and sustainability of housing for rental and private ownership markets	• number of affordable home purchase and rental opportunities * • number of South Australians experiencing housing stress *
Improved Aboriginal housing outcomes	• overcrowding in Aboriginal households *
Access to high needs housing	• number of high needs clients placed in housing • number of 'rough sleepers' in South Australia *
Accelerate urban and community renewal	• expand affordable housing options
Strategies • 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	• number of child protection notifications
Children remain safely with their families	• number of children placed in alternative care
Children and young people in our care have stable and appropriate placements	• number of children and young people in interim emergency accommodation
Children and young people in our care have improved outcomes	• safety, health, education, and social development indicators
Young people in contact with the justice system receive appropriate support in response to their offending	• second or subsequent youth justice sentence
Strategies • 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 for which the department is the lead agency or a key contributor

About DFC

DISABILITY	
Outcomes	**KPIs**
Choices aligned to individual need to support active participation in the community	• 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	• use of community-based accommodation *
Improvements for people with disability through participation in reform under the National Disability Agreement	• National Disability Agreement targets
Strategies	
• 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	• compliance with COAG timeframes
Reform Home and Community Care (HACC) arrangements	• compliance with COAG timeframes
Strategies	
• 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 South Australia's Strategic Plan for which the department is the lead agency or a key contributor

About DFC

COMMUNITIES AND PARTNERS	
Outcomes	**KPIs**
State of the art contract management for non-government organisations	• level of compliance with DFC service and master agreements
Solid relationships with communities and partners	• non-government organisations satisfied with their partnership arrangements • other partners satisfied with relationship with DFC
Strengthened non-government organisation sector	• strong relationships between DFC and the non-government sector • improved quality of service • successful completion of agreements
Improved family resilience	• improved safety outcomes for children
Strong and supported communities	• South Australians receiving government benefits * • movement in Community Strength indicators
Carers are recognised and valued	• level of compliance with *Carers Recognition Act 2005* requirements
Whole of DFC strategic plan for carers	• 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	• assessment of Business Excellence Framework Category 1: Leadership
Effective resource management	• ratio of operational to administrative expenditure [†]
Continuous quality improvement culture	• satisfaction of South Australians with government services [†]
Employer of Choice	• 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 South Australia's Strategic Plan for which the department is the lead agency or a key contributor
[†] Whole-of-government target of South Australia's Strategic Plan

Our performance

South Australia's Strategic Plan

The current iteration of *South Australia's Strategic Plan* (SASP), released by the Premier on 24 January 2007, contains 98 measurable targets under six interrelated objectives. These objectives are:

- Objective 1 – Growing prosperity
- Objective 2 – Improving wellbeing
- Objective 3 – Attaining sustainability
- Objective 4 – Fostering creativity and innovation
- Objective 5 – Building communities
- Objective 6 – Expanding opportunity.

Each target has been assigned to a government agency, known as the 'lead agency'. The lead agency has responsibility for developing implementation plans and strategies to achieve the target within the given timeframe.

Housing Targets

The department is the lead agency for the following housing targets under Objective 6:

- **T6.7 – Affordable housing**: increase affordable home purchase and rental opportunities by five percentage points by 2014
- **T6.8 – Housing stress**: halve the number of South Australians experiencing housing stress by 2014
- **T6.9 – Aboriginal housing**: reduce overcrowding in Aboriginal households by ten per cent by 2014.

Outcomes achieved during 2010-11 to progress the targets are outlined in the Housing section of Our Performance, commencing on page 24. The following information summarises progress against the department's lead housing targets.

T6.7 – Affordable housing

South Australia's Strategic Plan Audit Committee is an independent body that provides advice and recommendations to the Executive Committee of Cabinet on the interpretation of targets and on the appropriate indicators and data sources to use in measuring progress. *South Australia's Strategic Plan Progress Report 2010,* the third progress report of the committee which was released in July 2010, assessed that 'negative movement' has been made against target T6.7 and it is 'unlikely' to be achieved.

To achieve target T6.7, 50.2 per cent of all dwelling sales in 2013-14 must be considered affordable for low and moderate income households. As illustrated in Graph 1, from 2003-04 to 2010-11 the percentage of dwelling sales in South Australia considered affordable for low and moderate income households decreased from 45.2 per cent to 21.9 per cent.

Our performance

Graph 1 - Percentage of dwelling sales in South Australia that are affordable for low and moderate income households (2003-04 baseline)
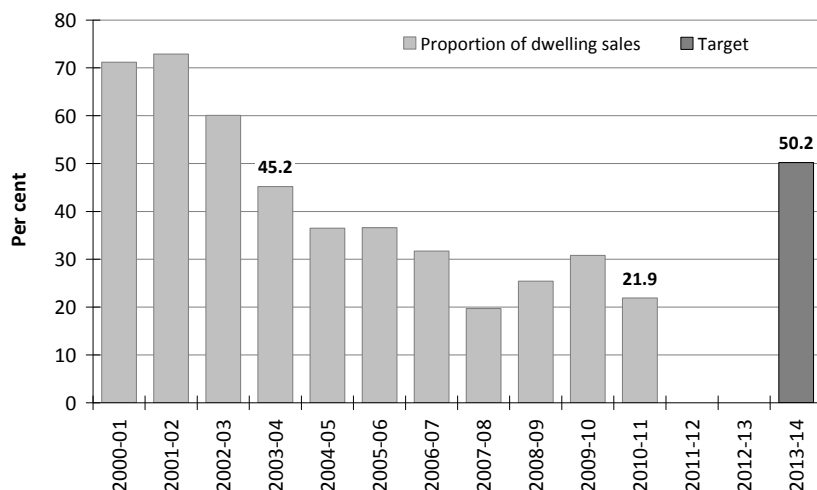
To achieve the target, 70.6 per cent of new rental bonds lodged in 2013-14 must also be considered affordable for low income households. As illustrated in Graph 2, from 2003-04 to 2010-11 the percentage of new rental bonds lodged in South Australia considered affordable for low income households decreased from 65.6 per cent to 47.8 per cent.

Graph 2 - Percentage of new rental bonds lodged in South Australia that are affordable for low income households (2003-04 baseline)
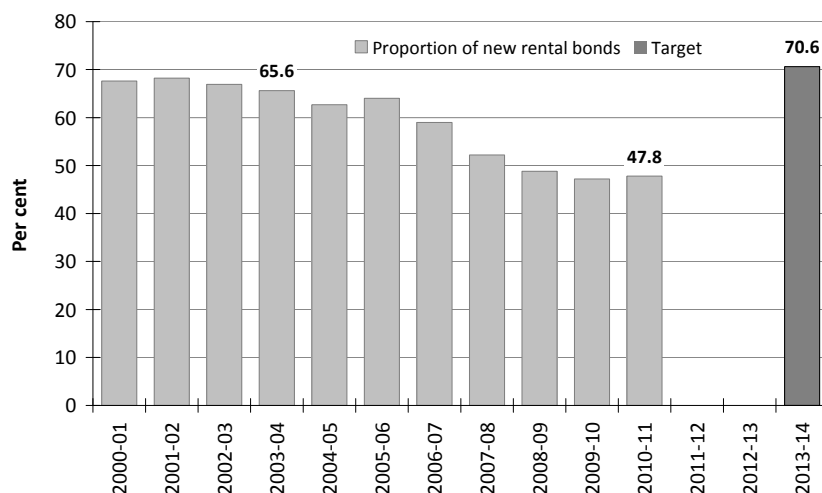
The number of dwelling sales that are affordable for low and moderate income households is determined by calculating what a household on less than or equal to 120 per cent of the median household income could afford to purchase, assuming that it spends no more than 30 per cent of that income on a weekly basis on servicing its mortgage. Rentals that are affordable for low income households are determined by what a household on less than or equal to 80 per cent of the median household income could afford to rent, assuming that it spends no more than 30 per cent of that household income on rent on a weekly basis.

Our performance

T6.8 – Housing stress

Using data from the Australian Bureau of Statistics (ABS) *2001 Census of Population and Housing*, 30 876 rental households and 11 099 households with a mortgage were classified as experiencing housing stress in 2001. As reflected in Graph 3, progress is not being achieved against this target, with the number of households experiencing housing stress increasing to 55 046 by 2006.

Graph 3 - Halve the number of South Australians experiencing housing stress by 2014 (2001 baseline)
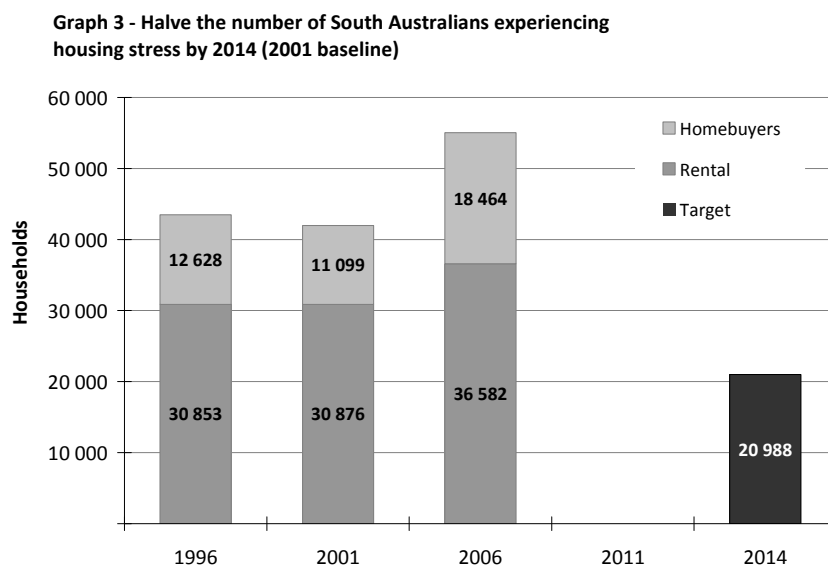
Housing stress is calculated by determining the number of households with incomes less than 80 per cent of median household income who pay more than 25 per cent of their income on rent, or more than 30 per cent on mortgage costs.

Based on 2006 Census data, the 2010 Progress Report assessed that 'negative movement' has been made against this target and it is 'unlikely' to be achieved. Data from the next Census being undertaken in August 2011 will not be available until June 2012.

T6.9 – Aboriginal housing

Overcrowding in Aboriginal households is calculated using occupancy standards which measure the appropriateness of housing given the number of bedrooms and household composition. The Proxy Occupancy Standard and Canadian National Occupancy Standard are both internationally recognised measures. Neither standard, however, was developed specifically for Aboriginal people.

In the absence of a singularly accepted standard, the baseline measure for target T6.9 was established using the Proxy Occupancy Standard based on data from the *2001 Census of Population and Housing*.

As reflected in Graph 4, the number of overcrowded Aboriginal households reduced from 690 in 2001 to 672 in 2006.

Our performance

Graph 4 - Number of overcrowded Aboriginal households in South Australia using the Proxy Occupancy Standard (2001 baseline)
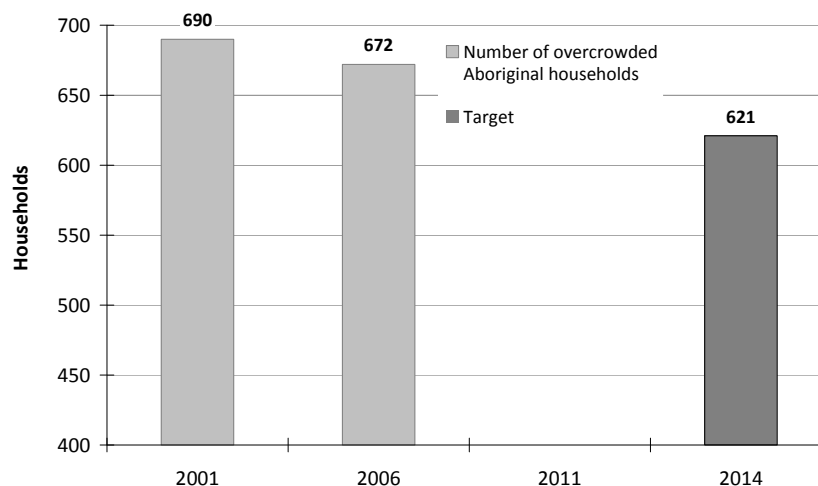
Based on 2006 Census data, the 2010 Progress Report assessed that 'positive movement' has been made against this target and it is 'within reach' of achievement.

Disability Targets

The department is also the lead agency for the following disability targets under Objective 6:

- **T6.10 – Housing for people with disabilities**: double the number of people with disabilities appropriately housed and supported in community-based accommodation by 2014
- **T6.11 – Participation by people with disabilities**: increase by 400 the number of people with disability involved in day options program by 2014
- **T6.22 – People with disabilities**: double the number of people with disabilities employed in the public sector by 2014.

Outcomes achieved during 2010-11 to progress targets T6.10 and T6.22 are outlined in the Disability section of Our Performance, commencing on page 44, and the Organisational Capability section of Our Performance, commencing on page 70. The following information summarises progress against the department's lead disability targets.

T6.10 – Housing for people with disabilities

Contemporary policy in disability services, both in Australia and internationally has been, for several decades now, to support people with disability in their own homes, but when this is not possible, in smaller community-based accommodation facilities or services. Target T6.10 seeks to double the number of people with disability appropriately housed and supported in community-based accommodation. By 2013-14, 1330 group home places are required in order to achieve target T6.10.

As reflected in Graph 5, at 30 June 2011, the number of group home places in South Australia had increased to 1124. Progress against this target is being achieved through various projects including the Strathmont Centre Redevelopment and Community Living Project.

Our performance

Graph 5 - Number of group home places in South Australia (2002-03 baseline)
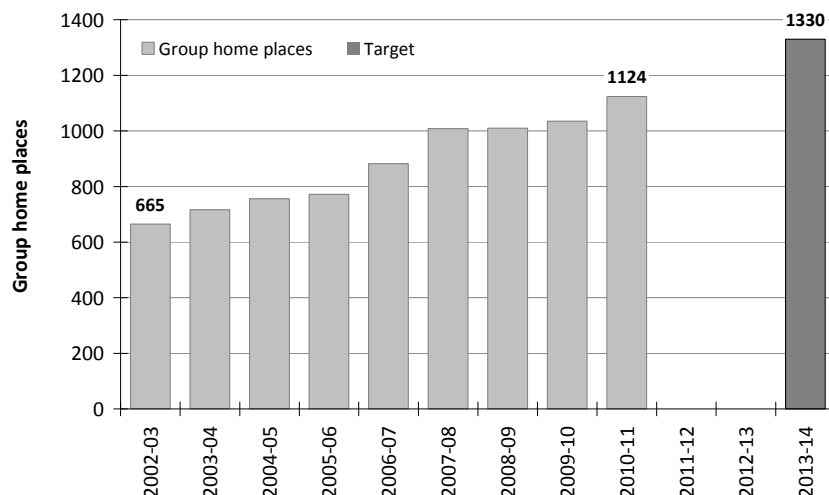
The 2010 Progress Report assessed that 'positive movement' has been made against this target and it is 'on track' to be achieved.

T6.11 – Participation by people with disabilities

Day options programs provide meaningful activities that promote learning, skill development, and enable participation and belonging in the local community for people who would otherwise remain at home. People may remain in day options programs for much of their adult life.

On average, the number of people in day options programs has been increasing by 72 each year, taking into consideration new school leavers and people leaving day options programs. Due to the nature of their disability, open or supported employment is not always available for these young people.

Graph 6 - Number of people with disability in South Australia involved in day options (2005-06 baseline)
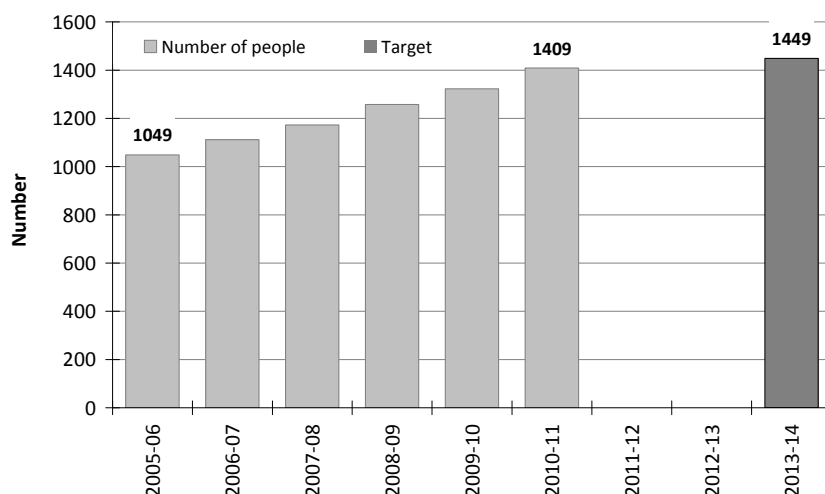
Our performance

As reflected in Graph 6, 1409 people with disability were attending day options at 30 June 2011, an increase of 360 from the baseline of 1049 at 30 June 2006. The 2010 Progress Report assessed that 'positive movement' has been made against target T6.11 and it is 'on track' to be achieved.

T6.22 – People with disabilities employed in the public sector

The South Australian Public Sector Workforce Information at June 2006: Summary Report states that at June 2006, 777 employees (out of 51 390) in administrative units of the South Australian public sector reported an ongoing disability requiring adaptation to their workplace. To achieve target T6.22, 1554 people with an ongoing disability requiring adaptation to their workplace must therefore be employed by June 2014.

As reflected in Graph 7, data provided by the Office for Ethical Standards and Professional Integrity of the Department of the Premier and Cabinet, indicates that at June 2010* there were 870 employees meeting the *Disability Discrimination Act 1992* definition with disability requiring workplace adaptation in the administrative units of the South Australian public sector. Data for June 2011 is not yet available.

Graph 7 - Number of people with disabilities employed in the South Australian public sector (administrative units) requiring a workplace modification (2006 baseline)
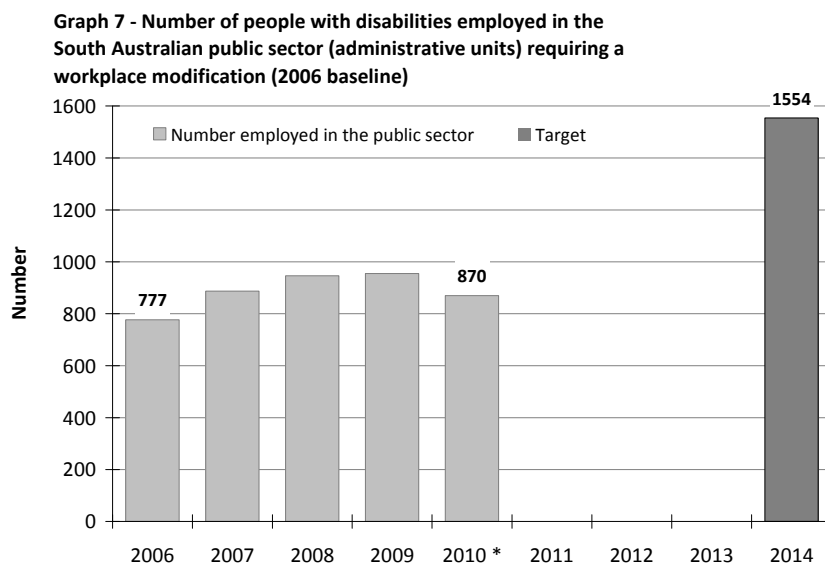
* Outcome at June 2010 is subject to amendment as it is based on provisional data only for SA Health and South Australia Police

In addition to those employees requiring workplace adaptation, a further 96 people with disability were employed at June 2010 who have a disability meeting the *Disability Discrimination Act 1992* definition but who do not require workplace adaptation.

Based on data to 2009, the 2010 Progress Report assessed that 'positive movement' has been made against this target and it is 'within reach' of achievement.

Our performance

Whole-of-government targets

All South Australian Government departments are required to contribute to the whole-of-government SASP targets, including target T1.7, which aims to increase the satisfaction of South Australians with government services by ten per cent by 2010, maintaining or exceeding that level of satisfaction thereafter. The DFC Customer Satisfaction Measurement Survey is conducted annually throughout the department, with the results submitted to the Department of the Premier and Cabinet as the lead agency for target T1.7. The survey result for 2008 - overall customer satisfaction of 85 per cent - formed the baseline measurement for the department to assess its performance against a target of a five per cent increase in customer satisfaction annually.

The DFC Customer Satisfaction Measurement Survey result in February 2010 recorded an overall customer satisfaction of 82 per cent, which represents a three per cent decrease from the baseline measurement. Round 6 of the survey will be conducted during July and August 2011.

The department contributes to target T1.8 which aims for South Australia to become by 2010, the best performing jurisdiction in Australia in timeliness and transparency of decisions which impact the business community and maintain that rating thereafter. This is achieved by reducing reporting demands whenever possible on non-government organisations that receive grant funding. The department also contributes to the achievement of target T1.9, to increase the ratio of operational to administrative expenditure in the South Australian Government by 2010, and maintain or better that ratio thereafter, by participating in the Shared Services Reform. This reform aims to deliver savings in administrative functions that can be redirected to client services.

Throughout this report we describe how the department contributed to the following whole-of-government targets during the past 12 months:
- T3.13 – Energy efficiency in government buildings (page 115 and 119)
- T5.1 – Boards and committees (page 101)
- T5.2 – Chairs of boards and committees (page 101)
- T6.23 – Women executives (page 71)
- T6.24 – Aboriginal employees (page 71).

The department also contributes to target T6.1, which seeks to improve the overall wellbeing of Aboriginal South Australians. Achievements which contributed towards this target during the past 12 months include the:
- the construction of 28 new houses on the APY Lands under the National Partnership Agreement on Remote Indigenous Housing (page 26)
- funding of Aboriginal communities, non-government organisations and government organisations through the Aboriginal Youth Development Program and the Aboriginal Youth Action Committees, for services to young people across South Australia, excluding the APY Lands (page 64).

In line with the Premier's commitment to update SASP every four years, the Community Engagement Board undertook an extensive community consultation process during 2010-11 to review SASP to ensure it remains relevant to the work of the South Australian Government, as well as to community expectations. The revised SASP was publicly launched by the Premier on 8 September 2011.

Further information regarding SASP, including fact sheets summarising strategies to achieve targets and progress to date, are available from www.saplan.org.au.

Our performance

DFC 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 the KPIs in a single report.

The scorecard is regularly reviewed and updated, with KPIs having been modified for reasons such as data quality or availability. Work around selection of KPIs and improvement in the quality of data has been ongoing and will continue in 2011-12.

The following table summarises the KPIs at 30 June 2011.

KEY PERFORMANCE INDICATORS		
Housing	**2009-10**	**2010-11**
Number of affordable home purchases and rental opportunities provided by Housing SA *	50 954	51 255
Number of South Australians experiencing housing stress assisted by Housing SA *	26 905	29 474
Percentage of affordable housing secured in all new significant developments	20.4%	15.4%
Number of high needs clients placed in housing by Housing SA	4 550	5 234
Percentage of Aboriginal occupied Housing SA dwellings identified as overcrowded *	6.1%	5.6%
Families	**2009-10**	**2010-11**
Number of child protection notifications [1]	22 608	21 550
Rate per 1 000 of children in alternative care	6.14	6.98
Percentage of the total number of children in alternative care placement who are in interim emergency accommodation	3.3%	2.1%
Disability	**2009-10**	**2010-11**
Number of community members accessing the Independent Living Centre for information and advice regarding equipment and aids for functional independence	18 919	20 845
Number of group home places in South Australia *	1 037	1 124
Percentage of people with disabilities employed in DFC *	4.5%	4.2% [2]

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

Our performance

KEY PERFORMANCE INDICATORS		
Ageing	**2009-10**	**2010-11**
Number of people accessing community care through Access2HomeCare	2 683	3 598
Percentage of non-government agencies completing quality certification	100.0%	100.0%
Percentage of allocated funding to the project is expended within the timeframe and the outcomes are achieved as outlined in the Service Level Agreements	N/A	100.0%
Communities and Partners	**2009-10**	**2010-11**
The number of children supported by the Stronger Families, Safer Children initiative	918	511
Percentage of DFC recurrently-funded organisations engaged in the Service Excellence Program	84.0%	76.0%
Level of partners' satisfaction with relationship with DFC	70.0%	N/A [3]
Percentage of staff who agree that carers are recognised and supported in the workplace	N/A	82.0%
Organisational Capability	**2009-10**	**2010-11**
The level of satisfaction reported by staff in the DFC staff survey	62.0% [4]	64.4%
Business Excellence Framework: Category 1 score - Leadership	108	N/A [5]
Staff retention rates	91.0%	90.3%
The percentage score on the Customer Satisfaction Measurement survey against SASP target T1.7 *	83.0% [6]	82.0%

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

[1] This figure does not include the number of child protection notifications that were screened by the Child Abuse Report Line but assessed as not requiring Families SA involvement
[2] While the number of people with disability employed has declined since 30 June 2010, the results against this target are influenced by the accuracy of the data collection. The current reluctance of employees to disclose whether they have a disability means the data is not necessarily a true reflection of the employment profile
[3] DFC Partner Satisfaction Survey conducted every two years
[4] 2008 data
[5] External evaluation not scheduled for this period
[6] 2008-09 data

N/A: data not available for this period

Our performance

Major highlights for 2010-11

Objective 1: Housing

- completed more than half of 500 affordable rental houses through the Affordable Housing Innovations Fund and passed the milestone of 2000 commitments from developers through 15 per cent Affordable Zoning

- expanded the not-for-profit social housing sector via Nation Building - Economic Stimulus Plan funded properties

- commenced construction and renovation programs in selected Aboriginal Lands Trust communities

- implemented Stage 2 services for homelessness sector reform

- implemented electronic case management model across the specialist homelessness sector

- opened the Ladder St Vincent Street youth accommodation service

- completed construction of Melrose Park accommodation for aged homeless

- commenced construction of the Woodville West Urban Renewal Project.

Objective 2: Families

- strengthened the connections between the non-government organisations in the Stronger Families, Safer Children targeted early intervention program and Families SA Offices

- worked with schools to increase the percentage of children and young people under Guardianship of the Minister with an individual education plan

- constructed and commissioned the Noarlunga Downs Community Residential Care facility

- strengthened the application of the Aboriginal and Torres Strait Islander Child Placement Principle

- increased community support for young people on their release from youth training centres to reintegrate them with their communities

- continued to design and develop the service model of the new youth training centre.

Objective 3: Disability

- increased people with disabilities' choices and active participation in the community, including signing off on the first self-managed funding agreements

- continued to improve the quality of services, including major reform of the way disability and ageing services are provided

- contributed to national reforms and initiatives

- commenced a review of the *Disability Services Act 1993*

- completed Stage One of the Strathmont Centre Redevelopment and Community Living Project

- completed the integration of children's equipment and home modification requirements into the DFC Equipment Program.

Department for Families and Communities

Our performance

Objective 4: Ageing

- continued to implement initiatives and projects from *Improving with Age: Our Ageing Plan for South Australia*, including the commencement of the first phase of the home visiting scheme under the Seniors Wise SA program

- developed and implemented the new Personal Alert Systems Rebate Scheme

- continued to improve awareness of the strategy for the prevention of abuse of older people

- implemented actions arising from the review of the Aboriginal and Torres Strait Islander Services Strategy.

Objective 5: Communities and Partners

- improved the quality of services provided by community organisations funded by the Department for Families and Communities through the Service Excellence community service quality standards

- assisted disadvantaged individuals, families and communities by allocating funding through Community Benefit SA to non-government organisations for one-off projects

- implemented a new problem gambling advertising campaign targeting young males who may be on their way to having an issue with gambling

- assisted communities affected by extreme weather events and coordinated volunteers in response to the Queensland flood disaster.

Objective 6: Organisational Capability

- the department participated in an Australia-wide trial looking at the viability of electric cars and leased the electric powered Mitsubishi Electric Vehicle (iMiEV)

- continued upgrade works at the existing Cavan Youth Training Centre

- continued sustainment works at the Magill Youth Training Centre to address health and safety issues.

Our performance

Housing

Objective

Through Housing SA, the department aims to create a better life for South Australians by creating and developing a range of housing options. This is achieved by working in partnerships to develop and implement housing and service responses for those at risk or in high need, and by expanding and improving affordable housing choices across South Australia.

Housing SA will:
* provide suitable social housing to those who need it most and help them maintain their tenancies
* transform the delivery of affordable housing, through urban consolidation and increasing the supply of high quality, well located, affordable and high needs housing
* assist people to access private rental accommodation or purchase affordable housing
* work to prevent homelessness as early and effectively as possible
* increase the supply and standard of housing in remote Aboriginal communities and work towards long-term improvements in its management and maintenance.

Department for Families and Communities

Our performance

Program and performance highlights

Nation Building - Economic Stimulus Plan

On 5 February 2009, the Council of Australian Governments (COAG) agreed to the Nation Building - Economic Stimulus Plan. The social housing component of the Agreement provides $5.6 billion of funds nationally over four years.

South Australia's share of the funding is $434.3 million, which comprises $404.3 million for the construction of at least 1360 dwellings. $30 million was also allocated to upgrade social housing dwellings. Housing SA had fully expended this funding by 30 June 2010, upgrading 503 vacant South Australian Housing Trust and community housing homes.

At 30 June 2011, a total of 1023 properties had been practically completed with a further 306 dwellings under construction. Of the 1023 properties practically completed, 545 were being managed by the not-for-profit housing sector.

Melrose Park accommodation for aged homeless

As part of the Aged Homeless Program, a purpose built facility was developed at Melrose Park, to provide 18 accommodation options for elderly people who are homeless or at risk of homelessness.

Completed under the Nation Building - Economic Stimulus Plan, the Melrose Park site meets the best design and environmental standards, and is situated in a beautifully landscaped setting.

This project, which cost approximately $3.9 million and became operational in April 2011, was transferred to Helping Hand in March 2011.

The Nation Building - Economic Stimulus Plan brings a direct benefit to some of the most vulnerable people in South Australia, with dwellings allocated for people who are homeless or at risk of homelessness, and women and children experiencing domestic violence. Housing SA has effectively used the Plan funding to support objectives of other divisions in the department, including the construction of dwellings for people with disability and dwellings to accommodate children and young people under the Guardianship of the Minister for Families and Communities, in, or at risk, of interim accommodation.

Expanding the social housing sector

Concurrent with the expansion of social housing stock has been a reform of the social housing sector, supporting the large funding commitments that have recently been made. Housing SA has supported growth of the not-for-profit housing sector through the appointment of Preferred Growth Providers (PGPs) through a public tender process. PGPs have been assessed as being organisations that operate well, provide a high level of integration with support services, tenancy and property management, and are best placed for future development and growth of the sector.

Our performance

At 30 June 2011, 1023 properties had been practically completed under the Nation Building - Economic Stimulus Plan for allocation by Housing SA or PGPs to high needs clients. A total of 478 properties were under the management of PGPs on a head lease basis and legal transfer of title had occurred on 67 properties.

As properties are completed, further transfers will occur, with a total of 617 Nation Building - Economic Stimulus Plan properties approved for eventual transfer to the not-for-profit sector. In addition to this, two properties constructed under the Plan on Minda Community Housing Association land will be added to their portfolio. This will allow the PGPs to leverage against these assets and create more social housing outcomes in the future.

National Affordable Housing Agreement

The National Affordable Housing Agreement reflects the commitment of all Australian governments to provide access to affordable, safe and sustainable housing. Signed in November 2008 by COAG, it includes commitments to providing direction on social housing and assistance to people in the private rental market, to achieve better integration between housing and disability services, and to reduce the rate of homelessness.

The Agreement provides $6.1 billion nationally in housing assistance to low and middle income Australians over five years. In 2010-11, a total of $138.1 million was allocated to South Australian programs for social housing initiatives and to address homelessness.

The broad aims of the National Affordable Housing Agreement are supported by the National Partnership Agreement on Social Housing, the National Partnership Agreement on Remote Indigenous Housing, and the National Partnership Agreement on Homelessness.

Remote Indigenous Housing

The National Partnership Agreement on Remote Indigenous Housing will fund major capital investment in Aboriginal communities, supported by public housing management arrangements and land tenure reform. During 2009-10 and 2010-11, 61 new builds and 119 upgrades were completed in Aboriginal communities across South Australia.

The target of constructing 28 new houses during 2010-11 was achieved with the construction of houses on the APY Lands communities of Amata, Mimili, and Pukatja. Upgrades to 58 houses were also completed, exceeding the financial year target of 52. These were located in the communities of Amata, Mimili, Fregon, and Pukatja.

On 27 October 2010, the Hon Jennifer Rankine MP, Minister for Housing, and the Hon Grace Portolesi MP, Minister for Aboriginal Affairs and Reconciliation, signed a Memorandum of Understanding (MOU) with the Aboriginal Lands Trust. The signing of the MOU was a significant step forward in the establishment of a long-term commitment to housing on Aboriginal Lands Trust communities across the State.

Following the signing of the MOU with the Aboriginal Lands Trust, the Yalata Community on the Far West Coast agreed to enter into a Deed which secures tenure on Yalata land for the purpose of housing investment and management for 40 years. This Deed will enable much needed new housing construction to commence in Yalata during 2011-12.

Department for Families and Communities

Our performance

As part of the National Partnership Agreement on Remote Indigenous Housing, 20 per cent local Aboriginal employment is required for the procurement of new housing construction. During 2010-11, 37.25 per cent employment in new housing construction was achieved.

National Partnership Agreement on Homelessness

The National Partnership Agreement on Homelessness has three targets to be achieved by 2013:
- seven per cent reduction in the number of South Australians experiencing homelessness
- 33 per cent reduction in the number of Aboriginal South Australians experiencing homelessness
- 25 per cent reduction in the number of South Australians sleeping rough or who are chronically homeless.

Ladder

The Ladder St Vincent Street project at Port Adelaide provides 23 self-contained apartments and associated training spaces for the provision of a stable residential environment and support facilities, to assist young people in their realisation of education and employment opportunities without the risk of impending homelessness.

Renovations to the St Vincent Street building were completed in December 2010, with the official launch of the program on 4 February 2011.

Ladder St Vincent Street's first client moved into the building on 25 February 2011. At 30 June 2011, 20 young people were in residence, with potential clients being assessed for the remaining three apartments.

St Johns Youth Service has been contracted until June 2013 to provide 24/7 on-site support services. This service is jointly funded by the State and Commonwealth governments via the National Partnership Agreement on Homelessness.

The Agreement provides $60 million in recurrent funding from 2009-10 to 2012-13, with the South Australian Government committing $30.4 million over four years and the Commonwealth Government $29.6 million. This funding has enabled South Australia to undertake significant reform of the homelessness sector. There is also a further $22.1 million capital allocation from 2007-08 to 2012-13, through the 'A Place to Call Home' initiative, which has been incorporated into the National Partnership Agreement on Homelessness.

South Australia has adopted a two-stage approach to reforming the homelessness sector. The Stage 2, Specialist Homelessness Services Sector Programs commenced operation on 1 December 2010. These programs include 20 statewide, metropolitan and regional Specialist Homelessness Services and 18 statewide and regional Specialist Domestic Violence Services, including Aboriginal specific services. Of the 38 programs, 26 were contracted through a selective tender process, four through direct allocation to government agencies and eight to non-government agencies.

The commencement of Stage 2 of the reform process followed the successful completion and implementation of Stage 1 reforms, which commenced operation on 1 July 2010.

Our performance

In association with the commencement of the Stage 1 reforms, Housing SA implemented a new *Contract Performance Management Framework* during the past 12 months. The Framework ensures that all Homelessness Preferred Support Providers (PSPs) awarded funding are monitored against key performance indicators, financial performance and other contract requirements, relevant to individual services. The Framework ensures quality client and agency outcomes through a collaborative approach with Housing SA and Specialist Homelessness agencies.

National Rental Affordability Scheme

The National Rental Affordability Scheme (NRAS) is a Commonwealth Government initiative that provides funding to increase the supply of affordable rental dwellings, reduce rental costs for low to moderate income households and encourage large scale investment and innovative delivery of affordable housing. The first NRAS development in South Australia opened at Hampstead Gardens in May 2009.

At 30 June 2011, a total of 1356 incentives had been approved in South Australia under Rounds 1 to 3 of NRAS. These incentives represent 36 per cent of the South Australian target of 3800, based on the State's proportion of the national population. Approximately 617 of these dwellings have been completed and tenanted or are currently available for rent. These properties are owned and managed by non-government or private housing providers.

Applications under Round 4 of NRAS closed on 14 December 2010. At 30 June 2011, these applications were being assessed against program criteria by both the State and Commonwealth governments.

In February 2011, the Commonwealth Government announced the capping of the NRAS target to 35 000 new dwellings to be delivered by 2014-15. However, the Commonwealth Government also committed to retaining the scheme's original target of 50 000 dwellings, with the remaining 15 000 dwellings to be supported beyond 2014-15.

For approved dwellings in South Australia, NRAS incentive payments by the South Australian Government are expected to total approximately $99 million over the life of the scheme. Of the 3800 NRAS incentives, 452 will be funded by the South Australian Government through 'in kind' capital grants paid in advance. The Commonwealth Government contribution for the total 3800 NRAS incentives in South Australia will be approximately $380 million.

Woodville West Urban Renewal Project

The Woodville West Urban Renewal Project aims to create a new neighbourhood of innovative medium and higher density residential redevelopment for a diverse range of households, with a focus on access to adjacent public transport. During 2010-11, construction commenced on the first 69 dwellings in this landmark urban renewal project, which aims to revitalise the 1940s public housing site and accommodate Adelaide's growing population, whilst retaining open space.

Over seven years, more than 425 new dwellings and three shops will be built. On completion, 64 of the new dwellings will be used for social housing, at least 139 for affordable rental or home ownership and 225 for unrestricted market sales, ultimately reducing the concentration of public housing from 78 per cent to 15 per cent.

Department for Families and Communities

Our performance

HomeStart Finance

HomeStart Finance was established by the South Australian Government in 1989 to provide affordable home ownership solutions for low to moderate income earners and other special needs groups. This is achieved through the distinctive HomeStart Loan and other specially designed loan products which assist South Australians to overcome barriers to entering the housing market.

At 30 June 2011:
- 269 subsidised Advantage Loans settled during 2010-11 to the value of $5.5 million
- 956 Breakthrough Loans had settled to the value of $236.9 million (HomeStart Loans plus subsidised Breakthrough Loans) since product launch in 2007
- 427 Nunga Loans had settled to the value of $70.4 million since product launch in 2004
- HomeStart's total lending portfolio was $1.92 billion, with a total of just over 15 500 loans
- an operating profit before tax of $15.5 million was achieved
- $36.9 million was returned to the South Australian Government in the form of dividends, tax equivalents and fees.

The EquityStart Loan was introduced in 2005 and provides up to $50 000 to improve the purchasing capacity of social housing tenants to purchase either the house they currently rent, or to purchase on the open market. It may comprise up to one third of the total loan amount, and be in addition to a HomeStart Loan. Interest is charged at a rate based on inflation with no scheduled payments or maturity date.

EquityStart Loans (as at 30 June)
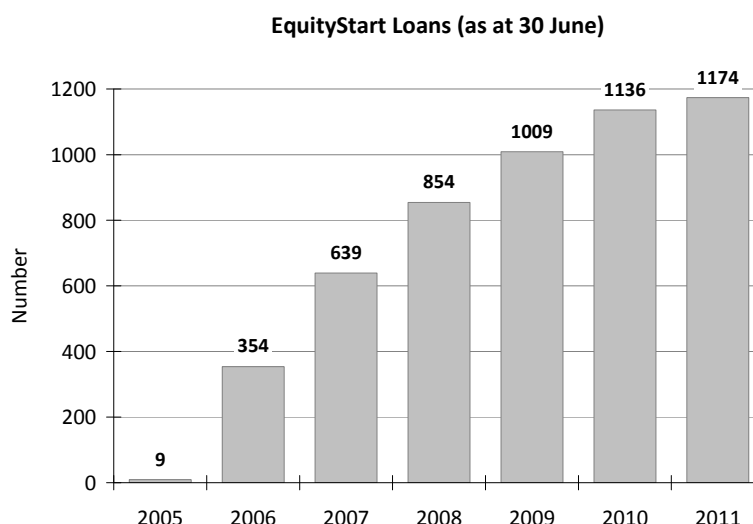
Source: HomeStart Finance

Since 2005, 1174 EquityStart Loans have been settled to the value of $201.7 million (HomeStart Loans plus subsidised EquityStart Loans).

During the 2010-11 financial year, HomeStart loaned $332.5 million to 1688 new clients, with overall lending of $354.7 million. Of all new clients, 67 per cent earned less than the average weekly ordinary time earnings, while 33 per cent identified Centrelink benefits as their primary source of income.

For further information on the achievements of HomeStart, refer to the *HomeStart Finance Annual Report 2010-11* accessible at www.homestart.com.au.

Our performance

Private Rental Assistance Program

Private rental services are provided by Housing SA to eligible clients through the Private Rental Assistance Program. The provision of bond guarantees through this program enables clients to access private rental housing. Cash bonds may also be provided to facilitate access to other forms of housing. This may include supported accommodation and boarding house accommodation.

Grants for rent payments are provided in certain circumstances to assist clients with establishing or maintaining private rental tenancies.

Bond assistance and rent grants provided through the Private Rental Assistance Program
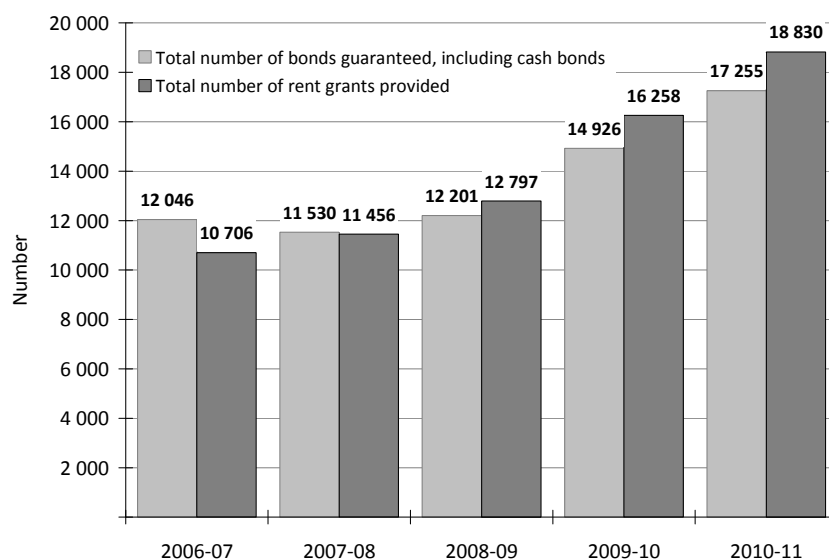
Source: Housing SA

Note: customers have 14 weeks to locate and secure appropriate housing which sometimes results in a significant lag between the approval date and when assistance is actually provided. Data previously reported has been updated to capture the assistance provided to customers who were assessed during the financial year.

Affordable Housing Innovations Program

South Australia has led the way in affordable housing in Australia through the setting, in 2005, of a target of 15 per cent affordable housing for all major new developments, five per cent of which must be for high need households. To help achieve this target, the South Australian Government operates the Affordable Housing Innovation Fund (AHIF), comprised largely of funds raised from the sales of existing public housing to existing tenants, to stimulate a supply of additional rental housing using a substantial equity injection by the South Australian Government.

More than half of the affordable rental houses funded through the AHIF were completed during 2010-11, and the milestone of 2000 affordable homes being secured through the South Australian Government's 15 per cent affordable housing policy was surpassed. At 30 June 2011, approximately $58 million from the AHIF had been committed to 40 leveraged affordable rental housing projects, to deliver 473 houses. Partnering organisations have contributed equity of $59 million, or over 50 per cent to these projects through a combination of land, borrowings and philanthropic contributions.

Department for Families and Communities

Our performance

High Needs Housing

Housing SA allocates rental accommodation to a range of households, including those with high needs and those seeking affordable housing, and also allocates housing to programs providing accommodation and support to special needs groups.

When they apply for public and Aboriginal housing rental programs, Housing SA applicants are placed on a segmented waiting list according to need. The waiting list is used to ensure those with the highest need for housing are provided with a home as soon as possible.

Percentage of allocations made to households with high needs (Category 1 and 2 allocations)

Year	Category 1 allocations	Category 2 allocations
2004-05	46.8	20.3
2005-06	49.1	21.8
2006-07	57.5	23.2
2007-08	67	16.5
2008-09	75.1	15.4
2009-10	83	11.2
2010-11	82.8	9.9

Source: Housing SA

The waiting list for applicants is segmented into three groups:
- Category 1, people who are homeless or at risk of homelessness
- Category 2, people with high needs
- Category 3, people with housing affordability issues.
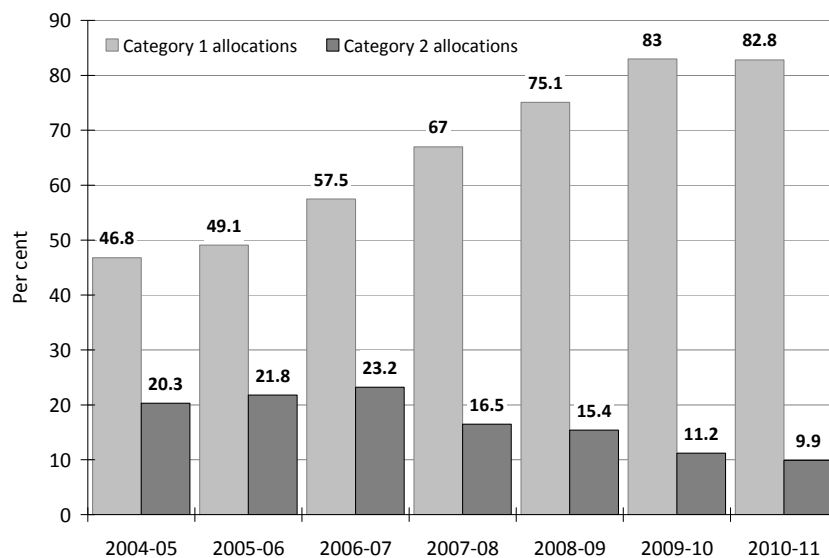
Our performance

Families

Objective

Through Families SA, the department provides a range of services across South Australia to ensure that children are safe and supported, and that young offenders remain engaged with their communities.

Families SA supports families, children and young people through a number of program areas including:
- strengthening the focus upon prevention, early intervention and family-centred practice in partnership with funded non-government organisations
- child welfare and protection of children and young people from abuse and neglect
- out of home care for children and young people through the provision of foster, relative, kinship and residential care services
- inter-country services encompassing adoptions, including current adoptions and past separations of children and their families and support to unaccompanied humanitarian minors of refugee background
- youth justice services to and supervision of young people aged 10 to 18 years who have committed criminal offences
- provision of anti-poverty and customer support services inclusive of financial counselling, community development programs and group work.

Department for Families and Communities

Our performance

Services are also provided to Aboriginal children, young people, families and communities to reduce over representation of Aboriginal children and young people in care and protection.

Program and performance highlights

Stronger Families, Safer Children

The Stronger Families, Safer Children program is a South Australian Government initiative, providing $28.2 million over four years (2008 to 2012) to support families in contact with the statutory child protection and care systems. Services under the program are delivered by non-government organisations in close partnership with Families SA Offices.

Interventions to at-risk children and their families are provided by the Stronger Families, Safer Children program, to prevent their progression through the child protection system and/or the possible removal of children, as well as the reunification of children who have been separated from their primary care givers. The program comprises three streams:

- targeted early intervention
- intensive placement prevention
- reunification services.

Over the past 12 months, it was reported that 214 new referrals were made to the program. From these, reports indicate 511 children were provided with support. Data therefore indicates that from 1 July 2009, there have been 539 referrals, with 1429 children receiving assistance.

The first phase of the program's evaluation component has been completed. This phase focused on the establishment of the program, implementation issues, achievements and early outcomes. Based on information provided by Families SA Offices, the evaluation report concludes that, while not universal, responses indicate that strong relationships between Families SA and the non-government organisations delivering the program have been developed in most locations.

While there has been much success to date, the report highlighted that in some locations working relationships required strengthening. The Stronger Families, Safer Children Project Team will continue to work closely with Families SA and the non-government organisations delivering the program to enhance those partnerships that have been successfully established and to address areas where partnerships need to be improved.

Individual Education Plan

Families SA works in partnership with the Department of Education and Children's Services (DECS) to secure better outcomes for children and young people under the Guardianship of the Minister for Families and Communities. This is achieved through the development of an Individual Education Plan, which is a key planning document that provides an opportunity for children and young people, educators, case managers and carers, to set achievable goals and identify strategies to improve educational engagement and achievement.

Our performance

Resources have been designated by Families SA through its School Retention Team, to work in partnership with DECS and enable effective case management for children and young people under the Guardianship of the Minister - particularly young people who have complex needs that challenge their engagement in education. A priority of this partnership is to increase the number of students in schools who have an Individual Education Plan.

During 2010-11, Families SA and DECS provided 20 intensive training and development opportunities to Families SA case workers and DECS staff in both regional and metropolitan areas.

Noarlunga Downs Community Residential Care Facility

Non-family based care, also known as residential care, is provided through Families SA Community Residential Care units and Transitional Accommodation houses. The department is committed to increasing its capacity to provide care for children in non-family based care. This is supported by the growing body of evidence that residential care is appropriate for between ten and 20 per cent of children and young people in care at any given time, and should be the preferred placement in circumstances where children and young people have a complex combination of needs caused by the type of abuse, trauma, and neglect experienced in their childhood.

City of Onkaparinga
Youth Recognition Award

Two young people from the Noarlunga Downs Community Unit recently received the City of Onkaparinga Youth Recognition Award for achieving success on a personal level.

The two inspirational young people received their awards from Onkaparinga Mayor Lorraine Rosenberg on 1 April 2011 as part of National Youth Week 2011.

Both young people have overcome difficult personal circumstances to excel in school and sport, while making new friends and being involved in their local communities. The first recipient fled from his home in Afghanistan and became a refugee in Pakistan. After arriving in Australia with no knowledge of English he faced racism, isolation, depression and had to deal with a loss of identity. He is committed to his school work and is a role model to other young people at the Noarlunga Downs Community Unit.

The second recipient has Attention Deficit Hyperactivity Disorder (ADHD) and was living in an unstable placement. She was falling behind in her school work and her social skills were deteriorating. Since she came to the Noarlunga Downs Community Unit her school results and social skills have improved.

The 2008-09 State Budget provided capital investment for the construction of two new Community Residential Care facilities at Queenstown and Noarlunga. The establishment of the additional new facilities meets part of Recommendation 16 of the *Children in State Care Commission of Inquiry* report, *'ensuring that no child or young person ever needs to be placed in emergency accommodation such as serviced apartments, bed and breakfast accommodation, hotels and motels'*.

The Queenstown facility, which provides 12 additional places for children, opened in April 2010. The Noarlunga Community Residential Care facility was opened on 20 December 2010, and provides care to 12 children and young people aged eight to 15 years. The design of these facilities, with small, co-located, four bedroom home-like units, has enabled enhanced matching of children's need to the service, increasing the likelihood of improved outcomes.

Our performance

Families SA – Key Statistics

	2006-07	2007-08	2008-09	2009-10	2010-11
Number of child protection notifications [1]					
Tier 1 notifications	895	1 019	1 246	1 220	1 122
Tier 2 notifications	9 570	11 529	13 352	15 200	14 890
Tier 3 notifications	5 178	4 594	4 575	4 768	4 078
EXF notifications	1 247	1 451	1 294	1 420	1 460
Children on care and protection orders (at 30 June 2011)					
12 month care and protection order	492	397	349	348	297
Guardianship until 18 years	1 299	1 551	1 765	1 952	2 114
Children in alternative care placements (at 30 June 2011)					
Foster Care	911	911	977	1 013	1 032
Relative/kinship care	553	663	767	847	985
Financially assisted adoption	3	4	3	4	4
Families SA residential care	93	102	88	94	117
Non-government residential	12	29	30	43	45
DFC housing	27	26	40	68	76
Non-government emergency	17	26	55	59	54
Other commercial care	N/A	4	6	12	5
Interim emergency accommodation	62	80	50	48	50
YOUTH JUSTICE [2] [3]					
Training Centre admissions during financial year					
First Instance Warrant	-	-	-	-	113
Police Custody	-	-	-	-	482
Remand	-	-	-	-	355
Review Board Warrant	-	-	-	-	1
Detention	-	-	-	-	44
Admission type not recorded [4]	-	-	-	-	10
Fines Payment Community Service Order during financial year					
Northern Restitution	-	-	-	-	84
Southern Restitution	-	-	-	-	50
Community Orders granted during financial year					
Bail Agreement (supervised)	-	-	-	-	288
Blended Suspended Sentence Obligation	-	-	-	-	12
Community Service Order	-	-	-	-	299
Home Detention Bail	-	-	-	-	37
Home Detention Sentence Order	-	-	-	-	4
Obligation (with CSO as a condition)	-	-	-	-	34
Obligation with Supervision	-	-	-	-	236
Release on Conditional License	-	-	-	-	2
Suspended Sentence Obligation (supervised)	-	-	-	-	77

Our performance

	2006-07	2007-08	2008-09	2009-10	2010-11
Financial support services provided (occasions of service) [5]					
Financial assistance [5]	25 179	20 548	18 190	18 182	15 840
Financial Support Services	24 460	20 439	20 952	23 411	14 495
Domestic violence financial assistance [5]	1 469	1 474	1 410	1 745	1009
Domestic violence assessed need (from 7 March 2011)	-	-	-	-	223
Domestic violence referrals (from 7 March 2011)	-	-	-	-	137

[1]   *The categories listed below are only those child protection notifications which have been screened by the Child Abuse Report Line (CARL) and assessed as warranting Families SA intervention. This figure does not include the number of child protection notifications that were screened by CARL but assessed as not requiring Families SA involvement:*
- *Tier 1: child is in immediate danger and Families SA responds immediately*
- *Tier 2: child is at risk of significant harm and Families SA responds within a short timeframe*
- *Tier 3: family has high needs but there is a low risk to child in the short-term. Families SA provides support as required*
- *EXF: allegations of extra-familial (outside the child's family) abuse are referred to the South Australia Police.*

[2]   *The youth justice data has been set out in a new format to better reflect the full scope of business activity based on differences in order type. Capacity to report in this improved format has been made possible by C3MS (Connected Client and Case Management System). In past years department reports have contained summary categories e.g. Detention Remand. The higher category Detention Remand in the past would have included the sum of remand, first instance warrant, review board warrant data.*

[3]   *Youth justice data represents order type. Youth involved in youth justice may have multiple orders in a year including concomitant orders.*

[4]   *Non identified admission type is the result of human error. The former Residential Care data system enabled this to occur as it was not necessary to enter authority type at admission. Now that training centres are 'live' on C3MS, this type of error is no longer possible as the system mandates authority entry.*

[5]   *The data for Financial Support Services was updated in 2009-10 due to a change in counting rule. This data does not match data published in previous Annual Reports.*

   Financial Counselling and Support Services commenced recording assessments and referral for domestic violence in C3MS from March 2011. The data is therefore provided for this time period and includes assessments and referrals separately. The introduction of C3MS means data held in the Client Information System (CIS) and C3MS are not comparable

Department for Families and Communities

Our performance

Aboriginal and Torres Strait Islander Child Placement Principle

In 2006, the Aboriginal Child Placement Principle was enshrined in the *Children's Protection Act 1993*, mandating observance of the Principle when an Aboriginal child is placed in out of home care, including emergency, short-term, long-term, shared care and respite arrangements. The Parliament of South Australia enacted amendments to the Act in 2009 to formally include Torres Strait Islander children in the provisions of the Act. The amendments and supporting regulations took effect in December 2010.

The purpose of the Aboriginal and Torres Strait Islander Child Placement Principle is to enhance and preserve children's sense of identity, by ensuring that they are maintained within their own biological family, extended family, local community, wider community and their culture. The department has finalised practice guidelines to ensure the Aboriginal and Torres Strait Islander Child Placement Principle is consistently applied to all Aboriginal or Torres Strait Islander children.

Families SA monitors the placement of Aboriginal and Torres Strait Islander children through case consultations and annual Guardianship Reviews, ensuring that strategies are in place to maintain children's cultural identity.

Community support for young people on their release from youth training centres

A number of new programs and community support opportunities have been provided to increase community support for young people on their release from youth training centres. Sixteen metropolitan and four country houses are available for otherwise homeless youth transitioning from custody. Families SA has worked with the Service to Youth Council to establish the housing options, with the Council establishing a service to support youth entering and transitioning through the housing options.

A new Challenging Habits and Reaching Targets (CHART) program, developed in Victoria, has been incorporated into the case management of youth transitioning from custody. The structured individual intervention program consists of 12 modules and is designed to assist young people to:
- understand the beliefs they hold which result in their offending
- re-examine their motives and re-evaluate the potential consequences of their action
- assist the development of new skills to find new directions.

A pre-work preparation initiative has also been delivered in the Cavan Training Centre in partnership with Globally Make a Difference. This initiative enables the young people to focus on their personal development and develop skills to manage their behaviour, which may otherwise prevent engagement in employment on release from custody.

Construction of new youth training centre

In September 2009, the South Australian Government announced that a new 60 bed youth training centre would be built at Cavan, to replace the Magill Youth Training Centre. Construction of the new youth training centre is on track for completion in mid 2012, followed by a period of business transitioning from the current Magill Youth Training Centre before final closure and sale of this facility.

Our performance

The new facility will accommodate 60 young people and provide a purpose-built secure youth training centre where children and young people can reside safely and securely. The new centre aims to be more than 'just a building', providing a learning environment where residents have the focus and support to learn pro-social skills and competencies in an environment where they can test out and practice those skills.

The new centre will also provide an opportunity to develop a completely new philosophy that engages system partners, particularly health, education and community partners, to provide services that sit across the spectrum of youth justice service delivery both within the community and the custodial environment.

Service model of the new youth training centre

During 2010-11, a new *Service Delivery Framework* was consulted on and drafted to guide service directions in the new Youth Training Centre. The purpose of the Framework is to support improved client and community outcomes, with a significant focus on service partnerships between government provider groups and the sharing and targeting of resources within the Youth Training Centre.

Additional documents drafted to support delivery of a new Training Centre Framework include a *Behaviour Management Framework and Resident Accommodation Plan*. Families SA has been working closely with its external service partners, SA Health and DECS, to review current service delivery in light of the new service framework.

Consultation on the intent of the new Framework was undertaken between April and June 2011, to enable Families SA staff, government and community partner agencies the opportunity to discuss and seek clarification about the intended new service directions. A key focus of the Framework is to ensure the connection of children and young people to family, community, accommodation, health, education and training opportunities, and on reducing re-offending.

Directions for Alternative Care in South Australia

Between July and September 2010, Families SA consulted widely with stakeholders and the community on the draft *Directions for Alternative Care in South Australia 2010-2013.* A total of 19 written submissions and 58 online responses were received, with two consultation sessions also convened within Families SA.

The majority of responses supported the specific directions and strategies of the draft Directions document. There was strong support for services to aim for the best quality of care for children and for strategies to focus on implementing a system that focuses on the best interests of the child.

Arising from the significant consultation feedback, the draft Directions document developed an overarching vision for alternative care in South Australia, namely to enable all children and young people in our care to experience a 'childhood in all its fullness'. To that effect, Families SA are keeping children, young people, their families and carers at the forefront of the core strategies which sit within the revised *Directions for Alternative Care in South Australia 2011-2015.*

Department for Families and Communities

Our performance

The major strategies include:
- strengthening the focus on the residential care sector
- strengthening the Relative and Kinship Care Program
- developing the Other Person Guardianship Program
- prioritising Aboriginal and Torres Strait Islander children and young people
- strengthening stakeholder engagement, including with our alternative care sector partners
- enhancing supports to carers.

The Directions will be formally released in 2011-12. Prior to the release of the Directions some strategies were commenced. The implementation of strategies will continue throughout the duration of the Directions timeframe of 2011 to 2015.

Adoption services

Australia only conducts adoption programs with overseas countries that have either ratified the *Hague Convention on Protection of Children and Co-operation in respect of Intercountry Adoption* or that have bilateral arrangements with Australia that comply with the principles of this Convention.

All adoptions of children by residents of South Australia are conducted through Families SA Adoption and Family Information Service.

Origins of children adopted in South Australia 2010-11
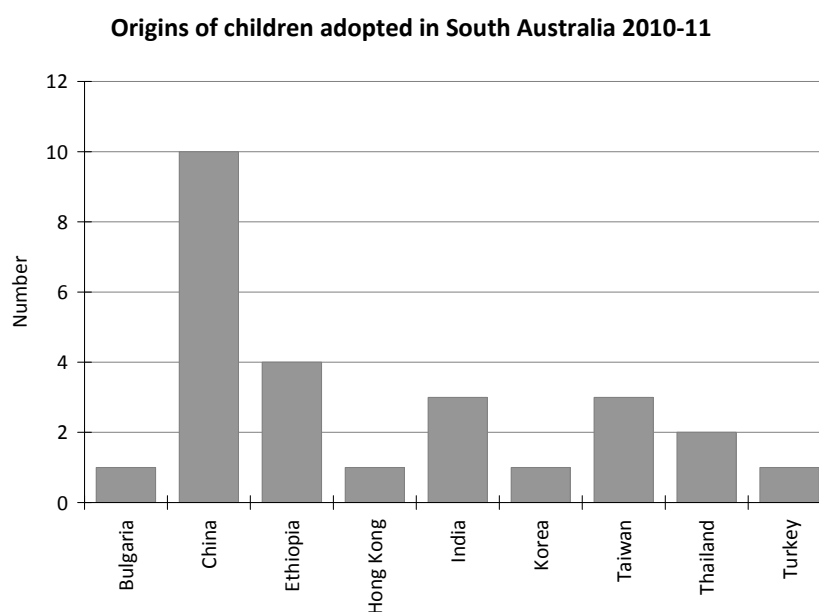
Source: Families SA

National Framework for Protecting Australia's Children

The *National Framework for Protecting Australia's Children 2009-2020* is a collaboration between the Commonwealth, State and Territory governments and non-government organisations. This national approach is about governments, non-government organisations, business and members of the community working in partnership to prevent the abuse and neglect of children. The National Framework provides a unique opportunity for cross-sectoral collaboration and is a clear demonstration that protecting children is everyone's responsibility.

The National Framework is built on six supporting outcomes:
- children live in safe and supportive families and communities
- children and families access adequate support to promote safety and intervene early
- risk factors for child abuse and neglect are addressed

Our performance

- children who have been abused or neglected receive the support and care they need for their safety and wellbeing
- Aboriginal children are supported and safe in their families and communities
- child sexual abuse and exploitation is prevented and survivors receive adequate support.

South Australia has been actively involved in progressing priority actions identified in the first three year implementation plan, with the first annual report to COAG released on 10 March 2011.

Notable achievements during the past 12 months include the agreement on *National Standards for Out-of-Home Care* and the commencement of Communities for Children Plus in the Playford Local Government area.

The *National Standards for Out-of-Home Care* are designed to deliver consistency and drive improvements in the quality of care provided to children and young people, and complement Families SA's Alternative Care Standards. The National Standards focus on the critical areas of providing children with access to health, education and training, safe connection with family and involvement in decision making, as well as increased support for carers and improved planning for young people transitioning from care.

The Communities for Children Plus site in Playford is a collaboration between the Commonwealth Government, the South Australian Government and non-government organisations. There is a focus on preventing child abuse and neglect by intervening early with a range of services, and developing links to adult services which may include mental health, drug and alcohol, family violence and housing services, as well as child protection services if required.

A young woman's journey

Brenda (not her real name) is a young Aboriginal person under the Guardianship of the Minister. Brenda's siblings are all in care interstate and she herself has a young son in care. She has weekly access with her son, using public transport to make the long journey.

Brenda's background has left her with a lot of anger and resentment, which has led to many placement breakdowns. When her last placement broke down due to her violent outbursts and anger, she moved to a Families SA residential unit. When she arrived, staff discussed with her what she thought they could do to help her. Together they developed some strategies to apply when she feels angry or low. She attended a school which caters specifically for young mothers, and a partnership to support her was established between the school, the local Families SA Office, and her residential unit.

Brenda's life has begun to turn around. A talented artist, she has completed and exhibited a number of works and has moved into a 'Muggies' placement. Muggies is a Salvation Army program catering specifically for young people under the Guardianship of the Minister, providing support for young people transitioning into independent living. Recently Brenda has also commenced a traineeship with a major bank which could lead to a permanent position.

Brenda hopes one day to become a mentor to other young Aboriginal women.

Department for Families and Communities

Our performance

Strengthening Practice Program

In April 2011, Families SA commenced the Strengthening Practice Program aimed at supporting the delivery of quality outcomes by facilitating Families SA, both at an organisational level and a staff level, to develop and strengthen good practices that are supported by literature and experience. This includes:

- better decision making, through the encouragement of reflective practice and use of a different mix of skills
- new practice perspectives
- improved interaction with families and other professionals
- better consistency and continuity in care
- reduction of constraints on practice.

The goal of the Program is to positively contribute to the delivery of quality services for children, young people and their families, which will be provided by competent and confident workers. In pursuing this goal, Families SA will be contributing to the department's vision of 'a better life for South Australians'.

The Strengthening Practice Program is a strategic approach to coordinating activities aimed at developing and strengthening practice under a whole of division program of events, coordinated and supported through the Practice Development Directorate. The Program will also support Families SA service provision to adopt a continuous improvement approach to practice.

Based on a 'Practice Dimensions' model which considers all of the organisational, personnel and operational influences on quality practice, nine practice dimensions have been identified which will form the foundation to a coordinated approach to practice development. These are:

- learning
- organisational cultures
- organisational systems and processes
- support systems
- policies, procedures and practice tools
- purposeful and creative practice interventions
- quality assurance
- leadership
- partnerships.

Nation Building - Economic Stimulus Plan

The Residential Care Program commenced in October 2010 with the aim of utilising houses constructed under the Nation Building - Economic Stimulus Plan for children and young people in need of emergency care. The Program consists of three major areas of work:

- establishment of new houses
- recruiting Families SA staff to replace commercial care workers
- creating a residential care practice guide and framework for Families SA.

Our performance

During 2010-11, 12 Nation Building - Economic Stimulus Plan houses were utilised, with a multi-disciplinary panel established to provide careful matching for placements and to support children and young people already in emergency care with their transition. The workforce and recruitment team conducted multiple intakes and successfully recruited more than 60 Families SA staff to begin working in the houses. A comprehensive training program was also facilitated, in conjunction with the DFC College for Learning and Development.

A team has been working with staff across Families SA to create a *Residential Care Practice Framework* which offers those children and young people a very high standard of support. Operational procedures and fact sheets are being created to complement the practice guides. These guides will be the starting point for workforce learning, practice improvement and to create a learning organisation that achieves better outcomes for children and young people in residential care.

Unaccompanied Humanitarian Minors

Services are provided to Unaccompanied Humanitarian Minors (UHMs) by Families SA Refugee Services under an agreement with the Commonwealth Minister for Immigration and Citizenship. These services include case work, alternative care and support to the UHMs families and communities.

The department continues to work collaboratively with leaders from the new and emerging communities, to recruit culturally appropriate carers and mentors to support the UHMs in their settlement process.

Country of origin of Unaccompanied Humanitarian Minors in the custody of the Minister for Families and Communities at 30 June 2011
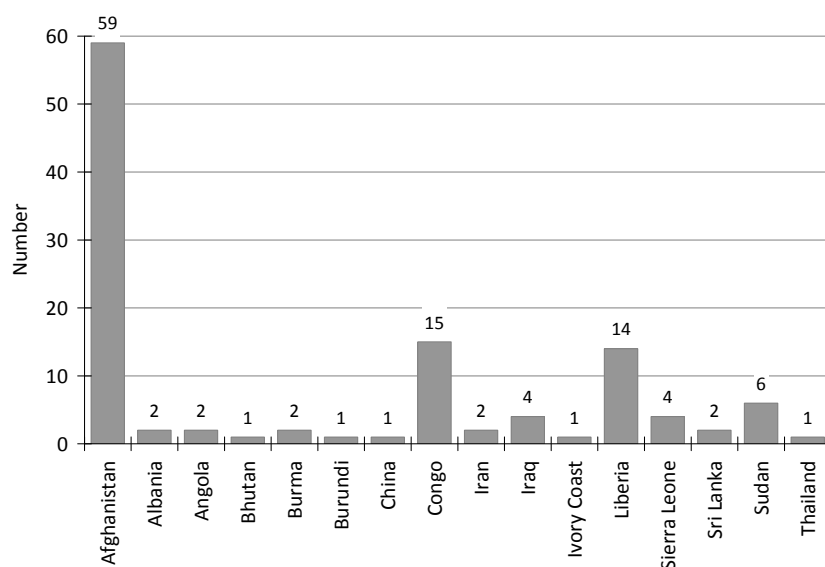
Source: Families SA

Implementation of the Care Planning Policy

The Families SA *Care Planning Policy* released in November 2010, provides a foundation for the department's work to strengthen families and achieve stable, nurturing, secure and continuous care arrangements for those children and young people who are not able to live safely with their parents. It establishes a framework that seeks to achieve better outcomes for children and young people, their families and carers.

Our performance

Care planning touches on many parts of the work of Families SA. The Policy is grounded in the principle that every child and young person has the right and developmental need to experience stable and nurturing family relationships that support identity formation and endure throughout their life. It outlines a systematic approach to assessment, goal setting, decision making and review of progress when establishing safe and nurturing arrangements for children and young people in the care of the Minister for Families and Communities.

A key aim of the *Care Planning Policy* is that children and young people do not drift in care, but have a planned and continued experience of safe, stable and nurturing care that enables them to reach their full potential. This can only be achieved through working in partnership with non-government organisations that provide foster care, and with the carers, families, children and young people themselves. Particular attention is being given to addressing the issues, needs and experiences of Aboriginal families, children, young people, and carers. A Steering Group has been established to identify how best to integrate the *Care Planning Policy* into practice. The Steering Group includes membership from Families SA and from the non-government alternative care sector.

The *Care Planning Policy* complements the *Directions for Alternative Care in South Australia 2011-2015*.

Our performance

Disability

Objective

The department promotes and develops opportunities for people with disability to actively engage in the community and enhance their options and choices. The department also ensures that services are delivered to support people with disability through partnerships with non-government organisations.

Disability Services provides services to people with disability across the State. These include 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.

Disability, Ageing and Carers works in partnership with Disability Services, the non-government sector and other parts of government to facilitate services for people with disability.

Our performance

Disability, Ageing and Carers:

- leads inter-governmental relations for the disability sector and contributes to the national reform agenda and South Australia's participation in inter-governmental agreements and negotiations
- leads strategic policy, planning and program development across the disability sector
- manages the relationship with the non-government disability services sector, including grant funding and performance monitoring
- leads the *Promoting Independence Strategy*, which promotes access and inclusion for all people with disability across government and the community.

Program and performance highlights

Self-managed funding

The Phase One: Self-managed Funding initiative has provided people with disability the opportunity to transfer their current disability support services into a self-managed funding arrangement. Broadening choice enables people with disability to choose services and support arrangements that best meet their individual needs and circumstances. Existing services will continue for those people who do not want to self-manage.

At 30 June 2011, a total of 37 people were self-managing, with a further 13 people developing their personal support and expenditure plans, and investigating how they can best use the funding to meet their support needs.

Phase One of the initiative initially provided 50 clients of Community and Home Support SA with the opportunity to transfer their current disability support services into a self-managed funding arrangement. Due to the positive feedback received from participants, the number of self-management participants for Phase One was increased to 70 in June 2011.

An independent evaluation of Phase One has commenced and is to be completed in late 2011. It will help inform the future roll out of self-managed funding.

During 2010-11, an online self-managed funding discussion forum was developed, in direct response to feedback received from participants. The forum was officially launched by the Minister for Disability in March 2011 and is creating opportunities for participants to connect with each other and share information on how to get the most out of self-managed funding.

Person Centred Active Support Model

The department has continued to develop sustainable policy options to improve service choices for people with disability. Person Centred Active Support is a model for supporting people living with disability to be actively involved and participate in their own life, driven by the principles of choice, decision making, engagement, empowerment, inclusion and citizenship. During the past 12 months the model was introduced into a further 20 accommodation services, across the central and northern metropolitan areas.

There are 49 sites out of 125 where the model has been introduced, involving approximately 200 clients. It is intended to introduce the model into all accommodation services which currently accommodate approximately 750 clients.

Our performance

The Person Centred Active Support model sits within a person centred framework and is an ongoing and evolving process of continual listening, and learning what is important to the individual both now and into the future.

Reform of disability and ageing services

Officially commencing on 10 January 2011, Community and Home Support SA is the new single access point for disability and ageing services in South Australia. The new division, which brings together services previously provided by Disability SA, Domiciliary Care SA and the Office for the Ageing, forms a statewide community care and support system that is easy to connect with and move through, and will provide quality services regardless of age, location or diagnostic condition.

Community and Home Support SA separates government service delivery from the policy, planning, intake and funds management functions. The government service delivery function is performed by Disability and Domiciliary Care Services, while Disability, Ageing and Carers performs the policy, intake and funding functions. New models of service delivery, along with improved funds management and integrated intake and assessment (separate from service delivery) are at the heart of the change.

The new division was established following consultation with stakeholders. This included the creation of a website and email address to communicate with all stakeholders, and discussion and consultation papers which formed the basis of consultation sessions held between June and December 2010. The proposed reforms were well received during consultation and were supported by the overwhelming majority of those consulted.

As a consequence of the new arrangements, older people, people with disability and their families will have clear and easy access from intake through to service delivery. They will not be subjected to multiple assessments to be able to access the support that they need. The integrated community support system will also provide greater choice of service providers to ensure people are matched to the services that best meet their needs.

National Disability Strategy

The National Disability Strategy (NDS), which sets out a ten year national plan for improving the lives of Australians with disability, their families and carers, was signed by First Ministers at the COAG meeting on 13 February 2011. Launched in Melbourne on 18 March 2011 by Senator the Hon Jan McLucas, Parliamentary Secretary for Disabilities and Carers, the NDS highlights issues people with disability face everyday in their communities such as discrimination, lack of access to services and facilities, lower levels of participation in employment and training, poorer health and social exclusion. The NDS sets out a clear plan to address these issues and improve the wellbeing, participation and inclusion of people with disability across a range of fronts.

The NDS covers the following six policy areas:
- inclusive and accessible communities
- rights protection, justice and legislation
- economic security
- personal and community support
- learning and skills
- health and wellbeing.

Department for Families and Communities

Our performance

The NDS details current commitments by governments, as of 2010, as well as areas for future action, which include:
- increased use of universal design in public and private housing
- greater support for people with disability with heightened vulnerabilities in contact with the criminal justice system
- initiatives to assist people with disability to establish their own small business.

South Australia contributed to the development of the NDS through the NDS Development Officials Working Group. The department represents South Australia on the Working Group, together with the Department of the Premier and Cabinet. The national implementation plan for the NDS is being developed by the Working Group and it is anticipated that it will be presented to COAG in early 2012.

Review of the Disability Services Act 1993

In December 2010, the Minister for Disability announced that a review of the *Disability Services Act 1993*, would be undertaken to set out funding, research and provision of disability services in accordance with certain principles and objectives. The Act, last reviewed in March 1995, was developed in the context of the first Commonwealth State and Territory Disability Agreement (CSTDA), which transferred responsibility for the administration of accommodation and support services from the Commonwealth Government to State governments.

There has been significant change in the thinking, context and delivery of disability services in the 18 years since the South Australian legislation was enacted. Most recently, the Premier requested that the Social Inclusion Board develop a 'Blueprint' to set a future direction for the way people with disability, their families and carers are supported in South Australia. Updating legislation in the context of both the disability 'Blueprint' and the *United Nations Convention on the Rights of Persons with Disabilities* will significantly affect the structure and function of a new Act.

A steering committee was convened for the review, which first met in January 2011. Membership of the committee comprises representatives from a range of interests including key officials from government and non-government sectors.

Targeted consultations were undertaken with groups that were not necessarily well represented in the community meetings that informed the disability 'Blueprint'. In addition, consultations have been hosted by National Disability Services for non-government organisations and Carers SA for carers and specialist disability services.

Prevention of Abuse or Harm

There has been a strong focus on improving measures that safeguard vulnerable people with disability from abuse or harm. Clear protocols and procedures now exist in a variety of aspects of our service provision, responding to incidents of harm, reporting abuse allegations to police, appropriate authorisation where restrictive practices are used and dealing with poor staff practice. The department also continues to work with key bodies, including the Public Advocate and the Health and Community Services Complaints Commissioner, to improve measures in this important area.

Our performance

In June 2010, the Minister for Disability asked the Minister's Disability Advisory Council to consider a high-level systems view of safeguarding people with disability. The Council provided advice in December 2010 and included the recommendation that the review of the *Disability Services Act 1993* considers safeguarding as a major component of its brief, including an examination of the current Victorian legislation. As recommended by the Council, the review will consider what measures, particularly in reference to the Victorian model, are required to ensure South Australians with disability are protected.

In December 2010, at a meeting of the Community and Disability Services Ministers' Conference, all Disability Ministers agreed to develop a nationally consistent approach to protecting vulnerable people with disability. South Australia is leading this work and will commence in mid 2011.

Provision of disability services and unmet need

Unmet need data for eligible people with disability who are waiting for services is recorded by Community and Home Support SA. This data covers all service types such as accommodation support (including in-home support), community access, community support and respite services. This information is collected to assist the department with its long-term planning and to prioritise services to those who need them most.

Since December 2008, unmet need data has been published and updated every six months. The data is publicly available via the Government of South Australia website at www.sa.gov.au. End of month data will be made publicly available, commencing with June 2011 data. South Australia is the only State to publish such comprehensive data regarding people waiting for disability services.

The following table shows that at 30 June 2011, there were 2567 people eligible and waiting for accommodation support, community support, community access and respite services, which represents a decrease from the 2602 eligible persons waiting for services at 30 December 2010. During 2009-10, a total of 39 106 services were provided to 20 784 unique clients.

Our performance

Disability Services Unmet Need at 30 June 2011

	Disability Services Unmet Need—at 30 June 2011					SERVICES PROVIDED
	UNMET NEED					
	Category 1	Category 2	Category 3	Category 4	Total all Categories	**2009–10**
	Total Services	**Total Services**	**Total Services**	**Total Services**	**Total Services**	**Total Services**
1. ACCOMMODATION SUPPORT						
Supported Accommodation						
Basic	51	80	55	33	219	
Moderate	265	176	107	77	625	
High	118	42	42	47	249	
Intensive	12	2	2	1	17	
Total Supported Accommodation	**446**	**300**	**206**	**158**	**1 110**	
Total Supported Accommodation: Unique Clients	**446**	**300**	**206**	**158**	**1 110**	
Personal Support						
Basic	65	144	162	52	423	
Moderate	65	100	56	21	242	
High	92	55	38	17	202	
Intensive	24	11	3	0	38	
Total Personal Support	**246**	**310**	**259**	**90**	**905**	
Total Personal Support: Unique Clients	**246**	**310**	**259**	**30**	**305**	
Total Accommodation Support	**692**	**610**	**465**	**248**	**2 015**	6 023
Total Accommodation Support: Unique Clients	**655**	**574**	**437**	**241**	**1 841**	5 074
2. COMMUNITY SUPPORT						
Therapy Services	78	393	195	38	704	
Behavioural Intervention	22	49	18	7	96	
Counselling	14	8	16	7	45	
Parents with Disability	4	4	0	0	8	
Total Community Support	**118**	**454**	**229**	**52**	**853**	22 333
Total Community Support: Unique Clients	**98**	**326**	**166**	**45**	**601**	15 817
3. COMMUNITY ACCESS						
Learning and Life Skills Development	25	41	29	33	128	
Recreation Holiday Programs	27	50	44	46	167	
Day Options	36	28	16	11	91	
Total Community Access	**88**	**119**	**89**	**90**	**386**	8 458
Total Community Access: Unique Clients	**79**	**103**	**73**	**71**	**320**	6 358
4. RESPITE						
Own Home	35	54	28	8	125	
After School/School Holidays	134	112	54	24	324	
Total Respite	**169**	**166**	**82**	**32**	**449**	2 292
Total Respite: Unique Clients	**156**	**160**	**75**	**29**	**415**	1 763
GRAND TOTAL	**1 067**	**1 349**	**865**	**422**	**3 703**	39 106
Total Unique Clients	**886**	**1 024**	**656**	**340**	**2 567**	20 784

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, excluding employment services for the period 2009–10 (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 2009–10 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 – Desirable (Enhancement of quality of life)

Our performance

Strathmont Centre Redevelopment and Community Living Project

Returning residents living in institutions to community living is consistent with target T6.10 of *South Australia's Strategic Plan*, which aims to double the number of people with disability appropriately housed and supported in community-based accommodation.

In 2005, the South Australian Government allocated funds for Stage One of the Strathmont Centre Redevelopment and Community Living Project to relocate residents to community purpose-built group homes and to undertake sustainment work on three of the five villas remaining at Strathmont Centre. In 2005, there were 249 residents living at the Strathmont Centre.

In September 2010, Stage One of the project was completed, with the last five residents moving to their new home. Since July 2005, 144 residents who previously resided at Strathmont Centre have moved to supported community accommodation, including four clients supported in a group home by a non-government agency.

A further four residents have moved to existing group home vacancies as they became available, bringing the total number of people moved from Strathmont to supported community accommodation to 148.

> *2010 HIA-CSR South Australian Housing Awards*
>
> *The Strathmont Centre Redevelopment and Community Living Project and Normus Urban Projects was awarded the 2010 HIA-CSR South Australian Awards for the Special Purpose Housing Project of the Year Category. The Awards, held on 9 October 2010, recognised excellence in design, construction and sustainability of housing.*
>
> *As the State winner, the project and builder were finalists at the 2011 HIA-CSR Australian Housing Awards in May 2011.*
>
> *The project is leading the way in the provision of community-based accommodation for people with disability. The project has delivered 28 purpose-built houses across 14 metropolitan suburbs.*

The results of a three-year evaluation of the move of long-term residents from the Strathmont Centre to supported community accommodation were publicly released in May 2011. The report demonstrates that the lives of the long-term residents have improved significantly since they moved from Strathmont. Improvements for those involved include:

- living in smaller groups in modern, purpose-built housing with better staffing levels
- enjoying better health, greater privacy, more visits from families, better compatibility with fellow residents and more outings.

Younger People in Residential Aged Care Program

The Younger People in Residential Aged Care (YPIRAC) Program has been a five-year joint initiative of the Commonwealth, State and Territory governments to provide accommodation and support to younger people with disability who are living in, or at risk of admission to, residential aged care.

Our performance

Since the start of the project in July 2006, 93 people with disability under the age of 50 have accessed a range of information, assistance and/or accommodation through the YPIRAC Program:

- 29 people have been supported to move from residential aged care to supported accommodation in the community
- 47 people who were at risk of admission to residential aged care have been assisted to access a range of community supports and accommodation
- 17 people living in residential aged care have each received a funded support package to promote reconnection to community and family networks.

The YPIRAC Program concluded on 30 June 2011; however, it will continue to support the aforementioned 93 people with disability to access a range of assistance and/or accommodation through the program.

DFC Equipment Program

The reform work that led to the creation of the DFC Equipment Program has delivered significant efficiencies in the assessment, prescription and supply of all types of equipment and home modifications to people with disability in South Australia.

> *DFC Wheelchair and Seating Clinic*
>
> *The Wheelchair and Seating Clinic works together with the client and primary clinician from Disability and Domiciliary Care Services of Community and Home Support SA, to build customised powered wheelchairs and customised seating to meet individual client needs.*
>
> *During 2010-11, the clinic conducted country outreach trips to support complex prescription of wheelchairs and seating in country areas. Areas covered included Port Pirie, Port Augusta and Port Lincoln in October 2010, with the Mount Gambier area visited in December 2010. A follow-up visit to Port Pirie and surrounding areas was undertaken in March 2011, with return trips planned during 2011-12.*

In September 2010, the complete integration of children's equipment and home modifications requirements into the DFC Equipment Program was achieved, through an ongoing partnership between the department and Novita Children's Services. The impact of additional clinical staff and more efficient processes has significantly reduced the waiting times and unmet need for equipment.

During the 2010-11 financial year, 5869 items of equipment (2207 new items), 482 equipment modifications and 621 home modifications were supplied to clients of Disability Services and Novita.

This represents a near tripling of items supplied when compared to 2006-07 before the reforms.

Review of the Promoting Independence Strategy

In March 2011, a review of the *Promoting Independence Strategy* commenced; this is the across government strategy to address disability discrimination. The review is being undertaken as the strategy is over ten years old and needs to reflect a number of recently developed strategic State, national and international frameworks such as the:

Our performance

- *United Nations Convention on the Rights of Persons with Disabilities*
- National Disability Strategy
- Social Inclusion Board's Blueprint for Disability Reform.

A consultant has been engaged to undertake the review, to ensure a critical independent evaluation and consultation with a broad range of stakeholders.

Integral to the success of the review, will be the consultation process with a wide range of government and non-government stakeholders. The stakeholder group will include the Social Inclusion Board and the Minister's Disability Advisory Council.

The review report will include a proposed updated framework for the South Australian Government to deliver an improved access and inclusion strategy for people with disability.

Consumer Engagement Strategy for Disability

The *Consumer Engagement Strategy for Disability* discussion paper, publicly released in February 2011, identified the then Disability Services' consumer consultation strategy as too narrowly focused and excluding many community stakeholder groups. The discussion paper recognised the need for improved community connection with the non-government sector and disability advocacy.

Comment and feedback on the discussion paper, including that from prominent non-government organisations in the disability sector, supported the key recommendation for the formation of a three stage model to effectively engage all stakeholders (people living with disability, their families, opinion leaders and 'interested' individuals) in one recognisable framework. This framework would be informed by the principles of the *DFC Community Engagement Charter*.

In addition a range of other important stakeholders were consulted about the new consumer engagement model, including several consumer and peak bodies. Also, there was general agreement about the need for wider consultation than the former Disability Advisory Network of South Australia (DANSA) could structurally achieve.

The three stages of the *Consumer Engagement Strategy for Disability* are:
- **Stage One: Pilot Survey and form Disability Register** – develop an initial pilot survey that is distributed to disability service consumers and wider stakeholders to seek feedback on issues of the greatest importance concerning disability. This pilot survey and register will identify consumers' interests, knowledge and expertise for topics selected for intensive community engagement.
- **Stage Two: Intensive Community Engagement** – select issues identified in stage one pilot to be of the greatest interest to the surveyed group. Intensively engage on this topic(s) using the pilot Disability Register to identify people who indicated expertise in this subject area. Collate and report feedback and move towards a full consumer engagement strategy during 2012.
- **Stage Three: Relevant Feedback to Policy Makers** – provide collated feedback and report to the Minister's Disability Advisory Committee to develop policy that can be recommended to the Minister for Disability.

Department for Families and Communities

Our performance

Disability Conference – Forward Together

The South Australian Disability Conference, Forward Together, was held on 13 and 14 October 2010. This bi-annual conference was established for staff of Disability SA (now Community and Home Support SA) in 2006. In 2008, this event was widened to include staff from the entire disability sector, while the 2010 conference was the first to include clients, families and non-paid carers.

The aim of the conference is to provide the sector with learning opportunities, development, insight and encouragement not otherwise available. It affords staff from government and non-government organisations an economical, convenient and rare chance to attend a sector-specific event.

Keynote speakers at the 2010 conference were:
- Dr Jeffrey Chan, Victorian Senior Practitioner
- Dr Mark Barber, consultant in profound intellectual disabilities and severe communication impairment
- Monsignor David Cappo AO, Commissioner for Social Inclusion
- Mr Bruce Bonyhady AM, National Disability Insurance Scheme Advocate.

The support of the non-government sector for the 2010 conference was evident in presentations, static displays and the attendance of almost 300 delegates at each of the two days.

The 2010 conference shared aims of:
- showcasing achievements in the sector
- networking
- sharing expertise
- reflecting
- building knowledge
- inspiring, challenging and focusing on client self-determination and self-empowerment.

Our performance

Ageing

Objective

The department ensures services, support and opportunities are accessible for older South Australians and works with its partners in the government and non-government sector to recognise and promote the significant contribution older people make in the community. Launched in February 2006, the South Australian Government's *Improving with Age – Our Ageing Plan for South Australia* has over the last five years guided numerous initiatives and projects to improve the lives of older South Australians, including the development of *South Australia's Dementia Action Plan: Facing the challenges together* and *Our Actions to prevent the abuse of Older South Australians*.

Through Disability, Ageing and Carers, the department supports and administers programs to assist older South Australians including the Seniors Card, the Commonwealth and State Government funded Home and Community Care program, and Grants for Seniors and Positive Ageing Development Grants.

Through Domiciliary Care, services are provided to ensure that people with a reduced ability to care for themselves are able to remain living in their own home if that is their choice. Services provided include physical care, rehabilitation, personal care and respite for carers.

Department for Families and Communities

Our performance

Program and performance highlights

Improving with Age – Our Ageing Plan for South Australia

Launched in February 2006, *Improving with Age – Our Ageing Plan for South Australia* has over the last five years guided numerous initiatives and projects to improve the lives of older South Australians. The plan has also guided initiatives and projects that recognise and promote the important contributions older South Australians make in the community.

During 2010-11, the department continued to make progress with initiatives that support the key themes in the plan, including Seniors Wise SA, which was initiated as a pilot program in May 2010 and will be completed by December 2011. Seniors Information Service Inc and Meals on Wheels (SA) Inc have collaborated for this innovative program, which supports both independence and community connection for older people. This program may include people who do not receive any other services, and live alone with limited family and/or community support, placing them at risk of social isolation and loneliness.

Seniors Wise SA is a volunteer based service funded by the South Australian Government that:
- provides information and explores options
- raises awareness on a range of ageing topics in the community
- encourages local businesses to provide senior friendly services.

Key outcomes achieved during the past 12 months include:
- the development of the program framework, including the production of manuals, protocols, and procedures for volunteers
- the development of communication and marketing strategies to promote the program, with flyers and information sheets produced
- conducting monthly information and training sessions for volunteers
- 45 volunteers fully trained and already providing services
- two businesses senior-friendly certified and three businesses undergoing the senior friendly certification process.

Seniors Wise SA has been expanded to include a home visiting scheme, which was introduced as a key component of the pilot in February 2011. The home visiting scheme offers information and one-on-one assistance, via a home visit, to meet the needs of older people. The South Australian Government has allocated $3.1 million over four years to incorporate 25 000 home visits as a new component of the Seniors Wise SA program.

During the past 12 months, 27 volunteers were trained to provide home visits. At 30 June 2011, 400 home visits had been completed during 2010-11.

Work and flexible working arrangements is a further key theme of *Improving with Age - Our Ageing Plan for South Australia*. For 2010-11, the implementation of flexible working arrangements has included the funding of four projects that will result in better support for older workers to make employment choices. Work has also been carried out with both the private and public sector to raise community awareness and develop more flexible working arrangements for those nearing, or considering retirement.

Our performance

During 2010-11, funding was allocated to the following projects:

- *DFC CareerMatch: Supporting Choice for DFC Mature Age Workers*: CareerMatch is a self-reference tool that enables older staff of the department to investigate what skills and qualifications are required for a wide variety of positions, classified in 'job families'. This encourages possibilities of transitioning from one position, or working arrangement, to another. The project supports the changing work-life balance choices of older workers and will enable skill and knowledge retention and facilitate opportunities for older staff to seek alternative employment within the department
- *Age Matters: Planning for the Future SA Workforce* (Department of the Premier and Cabinet (SafeWork SA)): this project addresses the risk of under-utilisation or discrimination that mature-age workers may experience in recruitment and employment within the South Australian workforce
- Council of the Ageing *Seniors Voice for Flexible Working Arrangement – Informing Choices*: this project will work with business, industry groups and superannuation funds to inform employers and older workers about the availability of access to flexible working arrangement options
- Professor John Spoehr from the University of Adelaide, to undertake *Planning for an Ageing Workforce Forums*: strategies for attracting and retaining older workers research forums.

Personal Alert Systems Rebate Scheme

On 8 April 2011, the Hon Jennifer Rankine MP, Minister for Ageing, launched the Personal Alert Systems Rebate Scheme which was announced during the 2010 State Election campaign. Over the next four years, the South Australian Government will invest $2.9 million to expand access to personal alert systems for around 2400 older South Australians.

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 such as a neighbour, relative, friend, or monitoring centre in an emergency. By activating a button on the pendant, a signal or message is sent and a personalised pre-agreed response put into action.

Developed during 2010-11, the scheme will provide up to $380 for approved applicants for the purchase and installation of approved monitored systems and autodiallers, and up to $250 per year to approved applicants for monitoring services and approved monitored systems.

Eligible for the rebate are aged pensioners who live alone, who are at risk of falls or medical emergencies and have a referral from an appropriate health professional. From 8 April 2011 to 31 December 2011, priority will be given to those aged 85 years or older or, if Aboriginal, 65 years or older.

> *Falls Prevention Strategy*
>
> *Development of the Falls Prevention Strategy was identified as a priority project, as falls are often a preventable cause of harm in older people. Prevention of falls is also a strategic State and national priority in aged care.*
>
> *A detailed review of Domiciliary Care's current knowledge and practices was undertaken; this included practices introduced to support staff education, the early detection of the risk of falling and prompt intervention to avoid or eliminate harm to the client.*

Our performance

The Personal Alert Systems Rebate Scheme will help people to stay independent in their own homes for longer and minimise the effect of a fall, should it occur. At 30 June 2011, 95 applications had been approved for a rebate.

From 1 January 2012, the Rebate Scheme will be open to eligible applicants aged 75 years or older.

Prevention of Abuse of Older People

Domiciliary Care has a responsibility to prevent and respond to the abuse of older clients and carers who use its services. During 2010-11, Domiciliary Care continued to respond effectively to clients at risk of, or experiencing, abuse and has implemented the *Response to the Abuse of Older People Strategy 2008-2010*. This strategy provides guidance for staff to respond effectively to older people at risk of harm. The overall strategy has been implemented over a three year period from 2008 to 2011.

> *Positive Ageing: It's More Than Just Years*
>
> *The DVD, Positive Ageing: It's More Than Just Years, was launched by the Hon Jennifer Rankine MP, Minister for Ageing, on the annual International Day of Older Persons on 1 October 2010.*
>
> *Developed to dispel negative stereotypes of older people and ageing myths prevalent in society, the DVD presents a series of interviews with a number of South Australians chosen for their ability to overcome personal setbacks, learn new skills or remain physically and/or mentally active later in life. The interviews are presented by 2010 Senior Australian of the Year, Maggie Beer, and local radio and print media identity, Peter Goers.*
>
> *Copies of the DVD have been provided to all Home and Community Care service providers, Universities, TAFE colleges and local libraries as a training tool.*

A project officer has coordinated all activities, enabling provision of ongoing staff education sessions on abuse identification, prevention and response, as well as training in Advanced Directives. These were attended by over 400 client services staff. The launch of a comprehensive intranet site has also enhanced staff awareness of these issues and provided access to resources and support.

Active partnerships have been developed with key external agencies, to share knowledge and improve options for clients. Through these links Domiciliary Care has made a significant contribution to the 2011 Office of the Public Advocate 'Protection of Vulnerable People' project.

Domiciliary Care's organisational approach to improving responses to the abuse of older people has been recognised as leading practice, with invitations to present a key note address at the World Elder Abuse Awareness Day Conference 2010 in Adelaide, and a concurrent paper at the Home and Community Care (HACC) National Conference 2011 in Brisbane. Formal evaluation of the impact of this approach is currently underway.

On 15 June 2011, at the Aged Rights' Advocacy Service (ARAS) World Elder Abuse Day conference in Adelaide titled '*There's no excuse for abuse – the legal links',* the Hon Jennifer Rankine MP, Minister for Ageing, launched a new *Protocol for responding to Abuse of Older People Living at Home in the Community,* a practical guide for community care service providers, and a training DVD *There's no excuse for abuse* featuring real life scenarios. The Protocol and training DVD were funded as an initiative from the South Australian Government's policy *Our Actions to Prevent the Abuse of older South Australians* through one-off *Improving With Age – Our Ageing Plan for South Australia* funding.

Our performance

Services for Aboriginal and Torres Strait Islander People

Domiciliary Care aims to work diligently with all stakeholders and the Aboriginal community to provide leadership and competence to create a culturally respectful, effective, equitable, and accessible service for older and disabled Aboriginal and Torres Strait Islander people.

During 2010-11, the *Aboriginal Service Strategy 2008-10* led to a variety of improvements, many of which were focused towards stronger knowledge of and linkages with external organisations, as well as within the department, to enhance support to Aboriginal clients and their carers within their community. Efforts to attract Aboriginal staff have included strengthened engagement with the tertiary education sector, specifically Tauondi College, to identify pathways for promoting Aboriginal employment.

Potential clients and referrers now have access to more culturally appropriate information, through the Domiciliary Care website, to make informed decisions regarding these services. Attendance at significant Aboriginal events such as National Aboriginal and Islander Day Observance Committee (NAIDOC) Week improved Domiciliary Care's visibility to referrers and the wider Aboriginal community. Each of these activities contributed to an increase in referrals. Other developments have focused on service model enhancements that meet specific needs of Aboriginal clients and carers. Aboriginal population data has been used to assist in planning for staffing and team resource allocation.

Home and Community Care

A joint Commonwealth and State Government initiative, the HACC program funds essential maintenance and support services for frail, older people, younger people with disability and their carers to facilitate independence and community connections. Services provided by the approximately 150 agencies funded by HACC include personal care, domestic assistance, delivery of meals, home maintenance and modification services, respite care, social support, and transport.

Total HACC funding in South Australia ($ million)

Year	$ million
2001-02	87.7
2002-03	95
2003-04	102.4
2004-05	109.7
2005-06	118.6
2006-07	128.1
2007-08	138.6
2008-09	149.7
2009-10	162.2
2010-11	174.3
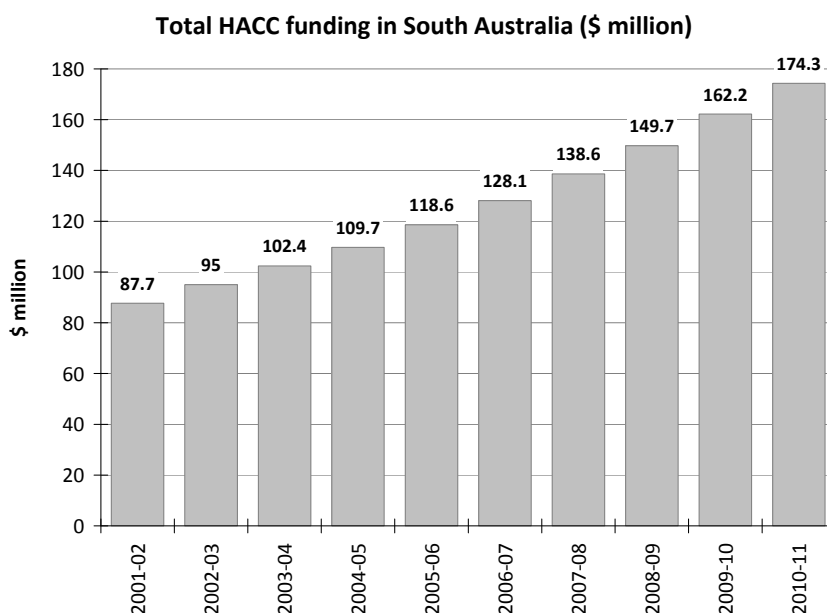
Source: Community and Home Support SA

Since 2001-02, total HACC funding in South Australia has increased by 99 per cent, from $87.7 million in 2001-02 to $174.3 million in 2010-11. The total recurrent HACC funding of $174.3 million in 2010-11 is an increase of $12.1 million from 2009-10. The Commonwealth Government component is $107.4 million and the South Australian Government component is $66.9 million.

Our performance

Approximately 98 100 people were assisted by HACC services in South Australia during 2010-11.

Access2HomeCare is a centralised 1300 telephone service to help frail, older people and their carers to locate and access HACC services. Trained staff determine a potential client's eligibility for services and provide information and facilitate referrals.

During 2010-11, 5813 calls had been made to Access2HomeCare, an approximate increase of 37 per cent on the previous financial year. 3598 people were referred to service providers during 2010-11, compared with 2683 in 2009-10, an increase of 34 per cent.

South Australian Age Friendly Environments and Communities

The South Australian Government is committed to ensuring that our community recognises the important contribution of seniors to our State, including their vital contribution to our economic prosperity. South Australian Age Friendly Environments and Communities, an initiative of 'Adding Life to Years' under the State Reform Agenda, is about designing inclusive and accessible environments that promote active ageing. It promotes opportunities for better health, participation, and security, thus enhancing quality of life for our ageing population. This reform initiative is based on the *Age Friendly Environments Program* of the World Health Organisation.

Since its inception in July 2010, the following has been achieved:
- *Residential Development Guidelines* have been drafted for consultation, which provide developers with an opportunity to integrate principles for 'age friendly' design when developing plans and voluntarily submit plans for assessment and review against the 'age friendly' guidelines
- the *South Australian Age Friendly Environments and Communities Residential Development Guidelines* were tested against Housing SA's Woodville West Redevelopment Project which achieved a platinum 'age friendly' rating, demonstrating leadership in best practice for 'age friendly' design principles
- community guidelines have been drafted, providing local governments with a checklist to undertake self-assessment and review of their plans, policies and programs as 'age friendly'.

The South Australian Government has provided funding to bring Dr Alexandre Kalache to Adelaide as a Thinker in Residence. Dr Kalache has an extensive background in the Age Friendly Cities work of the World Health Organisation and it is anticipated that his residency, which commenced in May 2011, will enable an opportunity to progress the Age Friendly work and strategies to build communities and services that meet the needs of older South Australians.

Domiciliary Care

Domiciliary Care provides services to people to improve their ability to care for themselves, assisting them to stay living in their own homes close to loved ones, family and local community. The service includes personal care, rehabilitation and social support for those in need as well as respite and support for their carers. Through helping to improve quality of life and promote independence, service provision often prevents premature or inappropriate admission to residential care.

There were 7087 people receiving services from Domiciliary Care at 30 June 2011, compared to 7576 the previous year. Of the 7087:

Our performance

- 5953 were receiving domiciliary care services
- 420 were receiving palliative services
- 714 were receiving equipment services only.

Of the people receiving services, 2.2 per cent were Aboriginal and Torres Strait Islanders, with 89.15 per cent over 65 years of age.

A total of 423 100 hours of in-home and centre based direct services were provided to domiciliary and palliative clients during the past financial year, with 5225 hours of services provided to Aboriginal and Torres Strait Islander clients.

Age breakdown of Domiciliary Care clients

Age group	Percentage
0-29	0.14%
30-39	0.39%
40-49	1.55%
50-65	8.77%
66-75	18.19%
76-85	43.37%
85+	27.59%
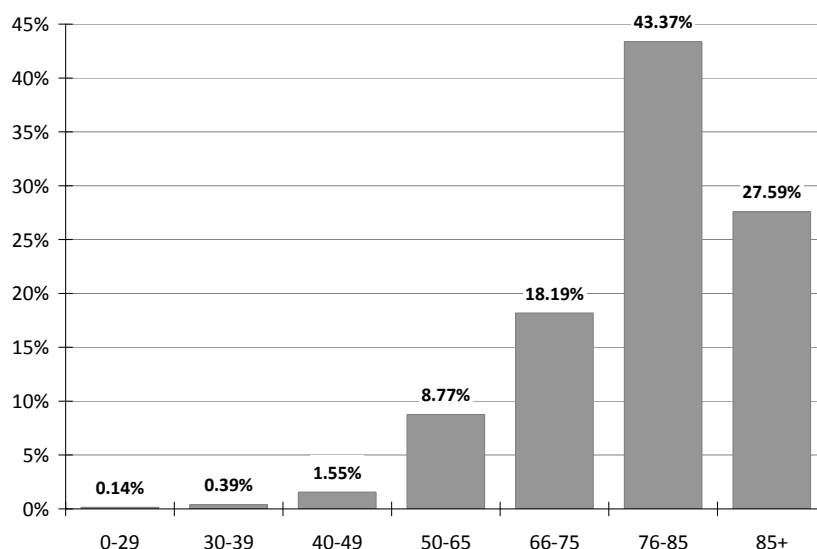
Source: Domiciliary Care

Seniors Card

The Seniors Card is issued by all State and Territory governments to eligible senior residents, to recognise the contribution they have made and continue to make to the community. The Seniors Card, an initiative in partnership with the private sector, entitles senior Australians to a range of benefits provided by both government and private enterprise.

At 30 June 2011, there were 310 000 Seniors Card holders in South Australia, compared to more than 301 000 the previous year.

The 2011 Seniors Card discount directory, *Your Lifestyle Guide*, released in December 2010, lists businesses that offer discounts to Seniors Card holders. Benefits for card holders include:
- 50 per cent discount on South Australian public transport at all other times outside of the free travel periods
- concession travel on interstate public transport services
- discounts on a broad range of products and services offered by businesses from a wide variety of industries
- rebates on the Emergency Services Levy and Council Rates, subject to eligibility.

During 2010-11, the department received $387 000 in Commonwealth Government funding to provide transport reciprocity concessions to Seniors Card holders who used public transport services outside of their home State.

Department for Families and Communities

Our performance

Eligibility criteria and benefits of the Seniors Card vary slightly between each State and Territory. Applicants for a South Australian Seniors Card must:

- be aged 60 years or over
- be a permanent resident of South Australia
- not work more than 20 hours per week in paid employment (can be averaged over a 12 month period if casual or ad-hoc hours are worked, with members of the clergy and primary producers exempt from the working hours criteria).

Seniors Card Program – New Applicants and Telephone Enquiries

	Number of new applications	Number of telephone enquiries
Jan – Mar 2009	4 310	5 145
Apr – Jun 2009	7 788	4 457
July – Sept 2009*	10 239	7 140
Oct – Dec 2009	5 177	3 571
Jan – Mar 2010	5 496	4 613
Apr – Jun 2010	4 400	3 674
July – Sept 2010	4 947	4 832
Oct – Dec 2010	3 829	4 877
Jan – Mar 2011	5 195	7 522
Apr – Jun 2011	4 234	4 339
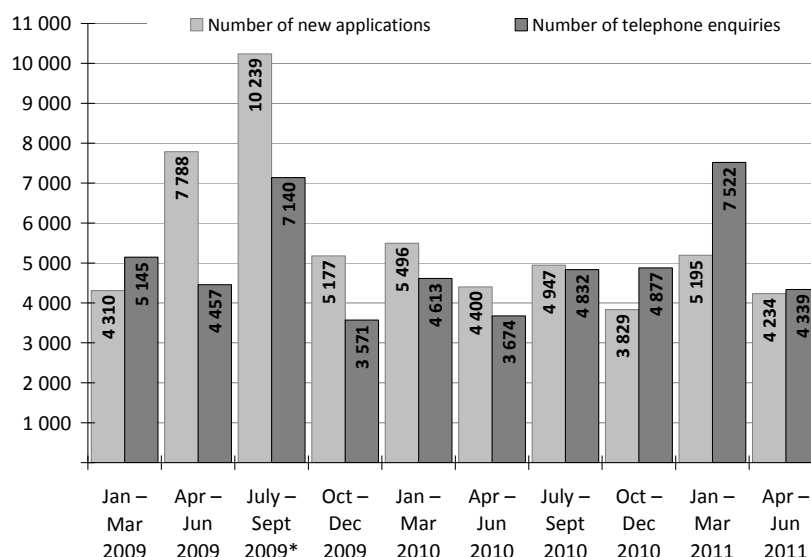
Source: Community and Home Support SA

There is no income or pension limit and the card is issued free of charge.

Seniors Card holders can now use their cards in New Zealand following the signing of a reciprocal arrangement by the Premier and the New Zealand Minister for Ageing. This arrangement will mean Seniors Card holders visiting New Zealand will have access to business discounts offered to New Zealand's SuperGold Card holders, a discount and concession card issued free to all eligible older people and veterans.

Grants for Seniors and Positive Ageing Development Grants

Grants for Seniors and Positive Ageing Development Grants promote opportunities and choices for older people to be involved and connect with their communities. This is achieved through the provision of one-off funding for projects to organisations including clubs, educational and training institutions, arts and cultural groups, museums, libraries, theatres, self-help groups, recreation and sporting groups, and volunteer agencies.

Positive Ageing Development Grants are one-off grants of up to $25 000. These are provided to community organisations for projects which provide opportunities and choices for older people in line with the following themes:

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

Our performance

During 2010-11, Positive Ageing Development Grants totalling $200 000 were allocated to 19 community organisations including:

- Vietnamese Women's Association SA Inc: $21 550 for a project to organise 12 pottery skills development sessions. A part-time project officer and pottery teacher will be employed.
- Bosniaks' Association of South Australia-Bosniaks' Masjed Adelaide Inc: $17 000 for a project to facilitate group activities and support for Bosnian seniors with low English skills through weekly meetings, and nine informative workshops over 12 months. The aims of the project include improving participants' English, general connection to the community, promoting emotional wellbeing and reducing social isolation.

Grants for Seniors are one-off grants of up to $5000 for smaller purposes such as buying equipment or paying for an instructor to run activities. During the past 12 months, Grants for Seniors funding totalled over $188 000 and was allocated to over 70 community organisations.

Our performance

Communities and Partners

Objective

Through community engagement and partnerships, the department is committed to supporting the wellbeing of individuals and families, and building stronger communities. This is achieved through coordinating state disaster recovery and relief, and improving the service delivery of non-government organisations funded by the department. Service quality improvement is achieved by providing quality and continuous improvement guidance to organisations through the DFC Australian Service Excellence Standards.

The department is also responsible for the planning and management of grant programs to non-government organisations that provide services to assist individuals and families. These programs include Community Benefit SA and the Dame Roma Mitchell Trust Fund for Children and Young People.

Our performance

Program and performance highlights

Service Excellence

The South Australian Government relies on non-government organisations to deliver high quality services to vulnerable South Australians. The department supports the community services sector in improving the quality of services and organisational systems through managing the DFC Australian Service Excellence Standards (ASES).

Previously known as the Service Excellence Program, ASES incorporates internationally accredited community service standards to assist organisations in the community services sector improve their business systems, management practices and service delivery. Accreditation assists community organisations to demonstrate their capacity to meet the terms and conditions of grant agreements with the department.

During 2010-11, a further 29 organisations funded by the department registered with ASES.

Aboriginal Youth Services

Funding was provided through the Aboriginal Youth Development Program and the Aboriginal Youth Action Committees to Aboriginal communities, non-government and government organisations, for services to young Aboriginal people across South Australia, excluding the APY Lands. The Aboriginal Youth Action Committees program funds rural, remote and regional Aboriginal communities to provide young people with opportunities to develop leadership skills, hold recreational and cultural activities, and problem-solve youth related issues. Committees were funded in 17 communities.

Through the Aboriginal Youth Development Program, 14 Aboriginal communities received funding to employ community-based youth workers and promote positive engagement for young Aboriginal people in recreational, cultural and life skill development activities. The Program also provides culturally appropriate and accredited training through Relationships Australia. The objective of the two year training is to increase the skills and confidence of youth workers as they lead programs in their communities.

Of the 36 youth workers involved in the program, 18 have obtained at least one qualification. Five youth workers completed their diplomas and four gained their Certificate 4 in Youth Work. These workers will go on to complete their diplomas. In early 2011, a new Aboriginal Youth Action Committee Cadetship was implemented for members aspiring to be youth workers. Workplace assessments and training certificates were also provided for staff who had already completed diplomas.

Disaster Response and Recovery

Under the *Emergency Management Act 2004* and the associated *State Emergency Management Plan*, the department has responsibility for the Community Services Functional Service and plays a significant role in emergency management by:
- providing relief and assistance to affected communities
- coordinating whole-of-government recovery services after an event and during the long-term recovery.

Department for Families and Communities

Our performance

The department undertakes the over arching coordination of emergency recovery in South Australia, through the State Recovery Office, with the Chief Executive of the department chairing the State Recovery Committee.

Queensland flood disaster

On 11 January 2011, Queensland members of the National Disaster Recovery Sub-committee requested assistance from their Australian and New Zealand counterparts as a result of the Queensland flood disaster. South Australia sent a group of volunteers within a week of receiving the call for help.

After an email calling for volunteers was sent across government, the Families SA Emergency Management Unit received more than 400 applications, from people willing and able to provide assistance. The Families SA Emergency Management Unit worked through the weekend to prepare for the South Australian team to travel to Queensland on 17 January 2011, by which time the volunteers had attended a day of training.

The team comprised 19 staff, including 10 from the Department for Families and Communities and others from departments including Education and Children's Services, Correctional Services, Health, and Environment and Natural Resources.

During 2010-11, the department provided assistance to communities affected by a series of severe weather events. Following a tornado in Penola in July 2010, the department opened a Local Recovery Centre, appointed a Local Recovery Coordinator and visited affected families in the region.

In response to the flooding event at Stockport in December 2010, the department opened a Local Recovery Centre in the town and home-visited families around Riverton, Mannum and the Riverland. A Local Recovery Committee was also established at Stockport. During the past 12 months, a total of $110 465 was paid to individual families as Personal Hardship and Distress grants. The department is providing ongoing support to the affected community and facilitating community led recovery projects.

An *Extreme Weather Plan* has been developed whereby the department activates the Australian Red Cross 'Telecross REDI' service, ensuring vulnerable clients receive up to three telephone calls per day to ensure their wellbeing during periods of high and extended heat. Telecross REDI was activated on 29 January 2011, for an extreme heat event and deactivated on 31 January 2011.

Over 5000 telephone calls were made to 2500 vulnerable members of the community by the Australian Red Cross, during this period.

The Community Services Functional Service manages and establishes immediate relief and recovery services for affected community members. In the past 12 months the Community Services Functional Service facilitated a working group to assist in the preparation of a *Displaced Persons Accommodation Support Plan*. The plan is now complete and the department is leading further work to address longer term mass-accommodation needs.

Community Benefit SA

Community Benefit SA, established under the *Gaming Machines Act 1992*, receives $4 million annually from gaming machine taxes. These are distributed to non-government organisations for one-off projects that benefit disadvantaged individuals, families and communities.

Our performance

Two Community Benefit SA funding programs operated in 2010-11:

- the Community Benefit SA program, established in 1996-97
- the Special Family Support Grants Program, which is a three-year pilot program to support vulnerable families.

Community Benefit SA distributed funds in July 2010 and January 2011. Funding was allocated to one-off projects to assist disadvantaged individuals, families and communities to:

- improve the wellbeing, quality of life, community participation and life management skills of disadvantaged individuals and communities
- develop and strengthen communities across the metropolitan, rural and remote regions of South Australia.

Categories of Community Benefit SA Projects – Funding Allocation 2010-11

Purchase of office/IT equipment $134 110 (4%)

Services to individuals and/or families $188 560 (5%)

Volunteers $120 450 (3%)

Purchase of equipment or materials $584 960 (17%)

Community activity $622 520 (18%)

Purchase of a vehicle $247 750 (7%)

Community facilities $924 880 (27%)

Group program or activity $519 510 (15%)

Fundraising $148 660 (4%)
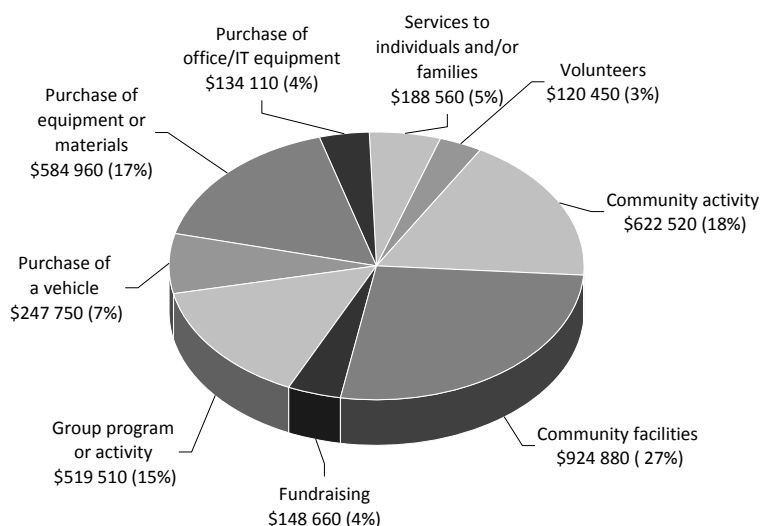
Source: Community Benefit SA

During 2010-11, the Community Benefit SA Board approved funding of $3.5 million to non-government community organisations, for 315 one-off projects. The majority of funding was provided to special needs groups, including:

- $2.1 million for projects to assist families with children
- $0.96 million for projects to assist Aboriginal people
- $1.1 million for projects to assist multicultural communities, including 27 projects to assist refugees
- $1.4 million for projects to assist people with disability
- $0.7 million for projects to assist vulnerable young people.

Target groups may appear in two or more special needs groups, and so involve multiple counting.

The pilot Special Family Support Grants Program, which concluded in February 2011, provided $2.1 million over three years, from 2008 to 2011. The Program provided a range of intensive support services, as an early intervention and prevention program for families with children in contact with statutory child protection services. The outcomes of the Program are being analysed.

Community Benefit SA also administers the Homelessness Innovation Fund, which is funded under the Commonwealth and State Government's National Affordable Housing Agreement to reduce homelessness. Through the Homelessness Innovation Fund, $100 000 per annum will be made available from the National Affordable Housing Agreement over four years from 2009 to 2013, for one-off grants up to $25 000 to non-government community service organisations, for social innovation projects that involve at least two partner organisations across sectoral boundaries.

Department for Families and Communities

Our performance

Dame Roma Mitchell Trust Fund

Established in 2003 by the South Australian Government and the South Australian Council of Social Service (SACOSS), the Dame Roma Mitchell Trust Fund for Children and Young People provides grants to children and young people who are, or have been, under the Guardianship of the Minister for Families and Communities. Grants are provided to assist children and young people to achieve personal goals, contribute to their health and wellbeing and provide development opportunities.

> *DFC Volunteer Recognition Awards*
>
> *During 2010-11, the daily work of the department was supported by approximately 1685 volunteers in Families SA, Community and Home Support SA and Housing SA. The volunteers contributed many hours performing tasks, including coordinating family access visits, transporting children and people with disability, supporting older people with social activities, appointments and shopping.*
>
> *The annual DFC Volunteer Recognition Awards ceremony was held at the Adelaide Town Hall on 9 December 2010. The ceremony is held every year in December to celebrate International Volunteers' Day on 5 December 2010.*
>
> *A total of 36 volunteers received a certificate and gift to recognise the significant contributions that they had made.*

$1.7 million funding was made available for distribution with an additional $1 million allocated in 2006-07 to the Trust Fund via a new disability Deed specifically for children and young people with disability, who are, or who have been, in State care. An advisory board, with diverse membership drawn from the community sector, public administration and young people who have been in care, oversee the Trust Fund and make recommendations to the Public Trustee on the level of funding for successful applicants. Two funding rounds are conducted each year.

In June 2009, the South Australian Government established a third Deed called the Dame Roma Mitchell Foundation for Children and Young People. This was undertaken to gain deductible gift recipient status to enable donations to be tax deductible. Collectively the three Deeds are known as the Dame Roma Mitchell Grants.

During 2010-11, a total of $200 856 was distributed from the Dame Roma Mitchell Trust and the Disability Trust to 155 applicants, including $63 295 to children and young people with disability. Funding was distributed for a range of self-development opportunities including: enrolment expenses to attend pre-vocational courses, driving lessons, musical instruments, assistance with achieving independent living, computers to assist with study and obtaining employment.

APY Community Programs

The APY Lands Community Programs team delivers integrated community services including local disability support, HACC program, family support, and recreational activities for youth aged 12 to 24 years.

Family Centres are managed by the Community Programs team in Mimili, Amata, Fregon (Kaltjiti) and Pipalyatjara, providing a range of services to support families including access to healthy cooking, play areas, showering and clothes washing facilities and advice and referral to a range of other service providers. Other community service providers are encouraged to use the facilities to increase Anangu access to programs and information.

Our performance

Locational playgroups were established and operated out of two Family Centres in partnership with DECS while a young mum's group met three times a week in the Mimili Family Centre with an average of ten young women attending.

The Community Programs Community Development Officer continued to deliver services from the Pukatja (Ernabella) Children and Family Centre in partnership with DECS. In addition to a daily meal and play program, a number of agencies, including the Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) Women's Council, Relationships Australia South Australia, Office for Sport and Recreation, and Families SA Anti-poverty team delivered programs supporting young children and their families. During 2010-11, enrolments ranged from 33 to 40 children, with an average daily attendance of six children.

A local disability support program is delivered by the Community Programs team to support people with disability to participate in community life and to assist them to live independently in their communities. Services are delivered from the Family Centres and by visiting staff. Services include day activities, support for people with disability and their families/carers, intensive support for people with complex needs and a carer service for an individual with high needs. During the past 12 months, 42 clients across seven communities were assisted through this program.

A field trip out of the APY Lands is offered for a number of clients on an annual basis with eight clients making a trip to attend the Alice Springs show during 2010-11. Clients were also assisted to attend various sports carnivals.

Over the past 12 months the Community Programs team provided HACC services to the communities of Indulkana, Fregon (Kaltjiti), Mimili, Amata, Pipalyatjara and Kalka. A total of 159 aged and disability clients received a daily meal (Monday to Friday), blanket washing and local transport. Nganampa Health provided these services to 32 clients in Pukatja (Ernabella). Developing a local workforce has been a major focus of effort with the employment of a second HACC Coordinator in January 2011 providing support to this initiative.

The APY Lands Community Programs offered opportunities for employment and training across all programs during the past 12 months, with 27 Anangu engaged to deliver youth, family support and HACC services.

APY Lands Allied Health Service

The APY Lands Community Programs team is supported by the APY Lands Allied Health Service which provides a visiting service to address individual needs to maintain functional independence in the person's own environment. The service, staffed by Physiotherapists, Occupational Therapists and Speech Pathologists, provides assessment, intervention, training, practical advice and support.

The service aims to maximise the ability of individuals to be independent and effective in the areas of communication, mobility, mealtimes and daily living. This may include the provision of equipment through the DFC Equipment Program. The service also aims to support families and carers as they assist the individual to function as independently as possible.

Our performance

APY Lands Youth Program

The APY Lands Youth Program coordinates recreational activities for youth aged 12 to 24 years and manages the operation of youth sheds in five communities. During 2010-11, nine Anangu staff were employed across the communities of Pipalyatjara, Kalka, Amata, Pukatja (Ernabella), Fregon (Kaltjiti) and Mimili to work with the Youth Program Coordinator and Youth Program Officers to provide recreational and diversionary programs.

The NPY Women's Council delivered a school holiday activity program in each major community during each school holiday break and Relationships Australia South Australia provided accredited youth work training. Young people from Kalka were also provided with transport to participate in youth activities in Pipalyatjara.

New problem gambling campaign

Through the Gamblers Rehabilitation Fund, the department provides a statewide systematic approach to financial and therapeutic counselling for problem gamblers, their families and partners who are adversely affected by gambling. In April 2011, a new advertising campaign was launched which aimed to reach problem gamblers, their friends and family.

The Office for Problem Gambling, working with Gambling Help Services, representatives from the Gaming Industry, rehabilitated problem gamblers and others, produced the successful 'Win Back Your Life' advertising campaign. This campaign focused on how relationships, employment and other valued things can be lost through compulsive gambling. The intention of the advertising campaign was to raise awareness of help that is available through the gambling help services, the Gambling Helpline, and the problem gambling website.

The campaign targeted young males from 18 to 34 years old, who may have started to develop an issue with gambling. Over 2000 young men were encouraged to assess their gambling habits using a new online assessment tool, and were directed to appropriate help if necessary.

Recent increases in internet and mobile phone technology have provided new channels for young people to gamble. Young men are often unaware that they may have a gambling problem or at what stage gambling can become a problem.

The campaign, which concluded in June 2011, included advertising on radio, ATMs, InVenue ads and advertisements on bus shelters, as well as online betting sites.

Our performance

Organisational Capability

Objective

The department aims to establish and maintain business practices that support delivery of targets of *South Australia's Strategic Plan*, including ensuring timely decision making, improving administrative efficiency, increasing customer satisfaction and promoting sustainability. The department is also committed to building a capable and creative workforce that engages with the department's partners to ensure the effective provision of services to our clients.

Department infrastructure and resources and the services to support and maintain them - including facility and accommodation services - are effectively managed to ensure quality provision of services.

Our performance

Program and performance highlights

Cavan Youth Training Centre Upgrade

Upgrade works at the Cavan Youth Training Centre continued during the past 12 months, to support a better quality of life for residents, extend the life of the facility, and to bring the Centre into compliance with national and international youth detention standards. Major works undertaken at the Centre included the upgrade of bedrooms, replacement of the intercom system, installation of air-conditioning in the gymnasium, improved lighting in the courtyard, television system upgrade and oven replacement in living units.

A condition audit was undertaken to identify works required within one to two years, seven years and 15 years. Compliance issues identified by the audit included emergency exit lighting, roof safety systems and safety to switchboards. These issues have since been rectified.

Air-conditioning at the Cavan Youth Training Centre will need to be replaced within the next two years. Work has commenced to manage the installation program.

Magill Youth Training Centre Sustainment

Sustainment work continued to be undertaken at the Magill Youth Training Centre, to bring about a better quality of life for residents and resolve safety issues. Major works undertaken included an upgrade of the ablutions area, installation of air-conditioning in holding cells, improved lighting in the courtyard, installation of seating and shaded area on the oval, and a new bedroom monitoring system. All SafeWork SA notices have been resolved.

In 2011-12, work will focus on Occupational Health, Safety and Welfare issues, and any other issues that may present a risk to staff or residents.

Diversity in the public sector

All government departments are required to contribute to the achievement of the public sector targets of *South Australia's Strategic Plan*. These targets are:

- T6.22 – People with disabilities: double the number of people with disabilities employed by 2014
- T6.23 – Women: have women comprising half of the public sector employees in the executive levels (including Chief Executives) by 2014
- T6.24 – 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 2010 and maintain or better those levels through to 2014.

At 30 June 2011, there were 266 people with disability employed by the department. The employment of people with disability is promoted 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.

Our performance

Of the 44 executive positions in the department at 30 June 2011, 26 were held by women; this equates to 59.1 per cent of executive positions. Workforce profile reports are provided to the Chief Executive and all Executives, to monitor the profile of women and staff generally. During 2010-11, the succession planning model, inclusive of executive level positions was developed. This has resulted in two women successfully progressing to executive level positions.

The department is committed through its *Aboriginal Employment Strategy 2007-2012: Connected, Ethical, Brave and Respectful* to contributing to the achievement of target T6.24. At 30 June 2011, there were 6394 people employed in the department, of which 242 or 3.78 per cent identify as Aboriginal and Torres Strait Islander.

The department continues to use the Aboriginal Employment Initiatives Register to fill vacancies. The register is the South Australian Government's equal opportunity employment program, which enables Aboriginal and Torres Strait Islander people residing in South Australia to register for employment and training opportunities within both public and private sectors. The department referred 170 of its positions to the employment register during the past 12 months, so that only Aboriginal people on the register could apply for these positions. Of the 170 positions, eight were filled by people on the register.

Increased human resource presence on APY Lands

A range of education and learning programs, including the Respect and Ethics program, and Performance Partnerships for team leaders, were delivered to staff based in several communities on the APY Lands, including Ernabella (Pukatja), Fregon (Kaltjiti) and Marla. It is envisaged that a culturally and geographically specific induction program will be developed as a result of this increased human resource presence.

In early April 2011, the department also promoted and participated in the Anangu Work Expo, which travelled across the communities of the APY Lands. A South Australian Government initiative led by TAFE SA, the Anangu Work Expo promoted a range of employment opportunities within government and gave Anangu job seekers the chance to speak directly to representatives of the department about current and future job and training opportunities, particularly in the areas of youth work, family support, disability and home and community care. It also provided the department with valuable information about potential students and employees.

Candidate Management System

In January 2011, the new DFC Candidate Management System, an e-recruitment tool powered by BigRedSky, was implemented across the department. Over a five month period, human resource staff provided intensive face-to-face training for all employees involved in recruitment.

By April 2011, all vacancies, including short-term engagement and expression of interest, were created in and advertised using the Candidate Management System. This system was introduced to:
- aid selection panels in the management of vacancies
- improve recruitment and selection reporting
- facilitate easier online applications
- speed up recruitment and selection processes.

Our performance

The Candidate Management System has been well received and supports the department's position as an 'employer of choice'. Over 500 roles have been advertised, attracting approximately 11 000 people and close to 6000 completed online applications.

Workforce planning

The implementation of the web-based Workforce Planning and Forecasting Tool, SuccessFactors (SF), commenced during 2010-11. This new tool will allow managers and nominated staff to readily access workforce data.

This tool will enable human resources staff to:
- integrate the SF system into current workforce planning processes, to significantly reduce the labour intensive approach to workforce planning
- automate many of the workforce profiling functions, such as gathering workforce data and developing graphical representations for workforce profiling purposes
- accept inputs from nominated managers and workforce planning staff regarding critical roles within the department, current workforce capability and future workforce targets. With the aid of this system, the Human Resources Strategy Team can deliver an annual workforce planning cycle instead of the current two year cycle.

Nominated staff have undertaken training in the SF system, which was piloted within Housing SA. This represents a move away from time consuming workforce planning data collection, to an increased focus on identification and implementation of workforce planning strategies that improve our organisational capability to anticipate future service and workforce demands.

Screening Unit

The Screening Unit continues to provide a centralised, comprehensive and coordinated 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 Screening Unit, which also provides a Criminal History Information service to assist in the assessment of volunteer carers approved by Families SA.

This service, which is provided to seven government agencies and approximately 250 non-government organisations, uses CrimTrac, an Executive Agency of the Commonwealth Government, for the provision of Criminal History Information. The service involves screening all applicants against criminal history information, child protection information and publicly available relevant, professional disciplinary information.

During 2010-11, the Screening Unit processed 47 432 applicants, compared to over 25 000 in 2009-10.

Our performance

College for Learning and Development

The College for Learning and Development plays a critical role in how the department aims to meet the outcomes articulated in the *Five Year Strategic Plan 2009-2013*, and the ability of staff to deliver core services in high risk areas such as child protection, youth justice, disability, ageing and housing. This is achieved through the provision of high quality, recognised training to staff, which is also critical in the recruitment and retention of staff.

All employees, whether casual, on contract, working part-time or full-time, and regardless of where their worksite is located, are eligible to apply for enrolment in the College. The College also delivers an induction program to new and temporary staff.

In September 2006, the College became a Registered Training Organisation (RTO) and is therefore regulated by the Training and Skills Commission in South Australia and authorised to issue nationally accredited qualifications under the *Australian Qualifications Framework*. Since becoming an RTO the College has awarded 4000 nationally accredited qualifications to staff. These qualifications include Certificate III in Government, Certificate III in Disability, Certificate IV in Youth Justice and the Diploma of Child, Youth and Family Intervention.

During 2010-11, 933 qualifications were awarded to staff against a target of 650. This reflects a growing understanding of the learning opportunities and benefits gained through nationally accredited training.

> **4000th parchment awarded**
>
> *In April 2011, the DFC College for Learning and Development held the 10th College Graduation Ceremony, with a highlight being the awarding of the 4000th parchment since the College became a Registered Training Organisation in 2006.*
>
> *The 4000th parchment was awarded to Kelly Tattersall, Director of Procurement, who has now been awarded three qualifications from the College. In her acceptance speech, Kelly discussed the value and importance of continued learning. She obtained two degrees prior to joining the department and is now working on her Masters.*
>
> *Staff graduating from the College were presented with their parchments by the Hon Jennifer Rankine MP, Minister for Families and Communities.*

Online learning tools

An interactive online Respect and Ethics program has been developed which aims to equip all managers and employees with information about the Code of Ethics and relevant departmental policies and procedures. It reflects a strategy within human resources to deliver learning programs in an online and interactive format. Programs include understanding delegations, recruitment and selection, Code of Ethics, and Performance Partnerships, which have previously been provided in a face-to-face environment.

Our performance

Employee recognition

The DFC Service Awards provide an avenue to showcase excellence and innovation in project design and delivery, and acknowledge outstanding contributions from staff. They build the profile and branding of the department both internally and externally, as a committed workforce that strives for excellence. The three award categories are the:

- Service Achievement Award, which recognises exceptional outcomes supporting targets of *South Australia's Strategic Plan* or the *Five Year Strategic Plan 2009-2013*; including innovation, reform and improved service delivery
- Service Commitment Award, which recognises outstanding individual service commitment
- Knowledge Enrichment Award, which recognises individuals who have a wealth of knowledge and experience within their field, and facilitated the transfer of this to strengthen services of the department.

The theme for the 2011 DFC Service Awards was 'a better life for South Australians', with a total of 19 awards presented by Joslene Mazel, Chief Executive, and David Waterford, Executive Director Families SA, to the following recipients on 18 March 2011:

Service Achievement Award
- Animals Matter to our Clients Project Team, Community and Home Support SA
- Human Resource Carers Project Team, Organisational and Community Development
- Margaret Chylinski, Care and Protection Worker, Families SA
- Refugee Services, Tree of Life Therapeutic Camp Project Team, Families SA
- The College for Learning and Development, Organisational and Community Development.

Service Commitment Award
- Bradley Wayne Wood, Youth Worker – High Needs House, Community Residential Care, Families SA
- Carol Shard, Director Homelessness Strategy, Housing SA
- Cathy Lock, Consumer Participation Consultant, Domiciliary Care, Community and Home Support SA
- Dr Sharyn Watts, Executive Officer, Child Death and Serious Injury Review Committee, Business Affairs
- Franco Parrella, Principal HR Consultant, Organisational and Community Development
- Loiza Kallis, Project Management Office Coordinator, Organisational and Community Development
- Margie Pitcher, Social Work Clinician, Onkaparinga Client Service Area Team, Domiciliary Care, Community and Home Support SA
- Ron Lochert, Engineering Consultant Technical Services, Housing SA
- Stephen Penglase, Senior Project Officer New Housing Management Model, Housing SA
- Tanya Walsh, Records Management Strategist, Families SA.

Knowledge Enrichment Award
- Annie O'Connell, Senior Occupational Therapist, Disability Services, Community and Home Support SA
- Lee-Anne Clark, Social Work Clinician, Domiciliary Care, Community and Home Support SA
- Nancy Rogers, Manager, Research Unit, Business Affairs
- Ros Wilson, Manager, Business Planning and Development, Families SA.

Our performance

External awards and recognition

The work of the department and individual staff members was acknowledged during 2010-11 through the presentation of the following key external awards:

Annie O'Connell, Disability Services, Community and Home Support SA	Occupational Therapist Australia, SA Innovative Service Delivery (Group or Individual) Award (October 2010)
Department for Families and Communities	CitySwitch SA Signatory of the Year Awards 2010 – over 2000 square metres category (Riverside tenancy)
Department for Families and Communities (College of Learning and Development)	2010 South Australian Training Awards – Large Training Provider of the Year (Finalist)
Department for Families and Communities (College of Learning and Development)	2010 Australian Institute of Training and Development (AITD) National Training Excellence Awards – Australian Learning Innovation (Finalist)
Department for Families and Communities (Procurement and Grants Unit)	2011 ECO-Buy Awards Winner – Excellence in Green Purchasing: Engaging Suppliers
Department for Families and Communities (Housing SA)	The 2010 Hugh Stretton Award for Innovation in Residential Development for: • Inspire at Noarlunga Centre • Salisbury North Urban Improvement Project • Apartments, 22 Ifould Street • Affordable Homes Program
Department for Families and Communities (Housing SA)	Urban Development Institute of Australia (SA) Awards for Excellence Winner 2010 – Wandana Urban Renewal Project at Gilles Plains
Department for Families and Communities (Housing SA) and Normus Urban Projects	HIA-CSR South Australian Housing Award Winner in the Category of Residential Lifestyle Project of the Year 2010 – Noarlunga Inspire Project
Kate Smith (Volunteer) , Disability Services, Community and Home Support SA	Joy Noble Medal 2011 for Outstanding Volunteer Service in South Australian Government Volunteer Programs
Ladder St Vincent Street Project	Adaptation and Re-use Category winner of the Port Adelaide Enfield Council Heritage Award 2011
Mount Gambier Connected Service Centre	2010 South Australian Engineering Excellence Awards – Commendation for Building Projects – GHD Pty Ltd
Philippa Aston, Housing SA	Public Service Medal - Queen's Birthday Honours List

Our performance

Continuous Improvement Initiatives

Business Improvement Challenge

The Business Improvement Challenge is an accredited learning program, providing skills in a range of continuous improvement techniques. It is open to all employees who work on an improvement project that benefits the department.

The seventh challenge commenced in September 2010, with 13 participants learning about business improvement tools over four months, which they applied to one of three team projects. Participants provided their recommendations to Executives and key stakeholders and then continued to apply improvement techniques in their workplace. Project recommendations, such as the creation of policies and tools for staff to respond to clients living in squalor, are already being implemented.

Development Sessions

The same continuous improvement techniques are available to all staff through one or two hour development sessions. Each development session explores one technique that staff may find useful for problem solving in the workplace, such as process mapping or cause and effect analysis. Participants register to attend a session online and follow up coaching is provided in the workplace, if required.

During 2010-11, additional topics about some of the department's key strategies such as project management, e-reference and risk management were added to the sessions on offer.

Mitsubishi innovative electric vehicle

The Department for Families and Communities is one of the first government departments in South Australia to add an electric car to its fleet. The addition is part of an Australia-wide trial looking at the viability of electric cars.

The electric powered Mitsubishi innovative Electric Vehicle (iMiEV) will initially be based at the Riverside Centre and joins other environmentally friendly cars including small and medium hybrids and sedans and wagons that run on LPG.

The electric car, which uses a lithium-ion battery system and a compact, high-output electric motor, recharges in less than eight hours from a 15 amp power point and has a range of about 110km in urban traffic.

Youth Challenge

The Youth Challenge provides opportunities for young employees from across the South Australian Government to formulate solutions to important issues affecting the department. The Youth Challenge engages employees under 30 years of age to work together for one week in small teams.

Projects relate to actual departmental scenarios and the team delivers solutions and makes recommendations that are practical and easily implemented. Teams present their ideas and solutions to Executives and a report on the project is published for all staff to access on the department's intranet. In March 2011, a team of six employees investigated transport booking systems for community transport.

Our performance

Research

Research is critical to the department as exploration, innovation and knowledge development assists in building strong communities and supports outcomes under the *Five Year Strategic Plan 2009-2013*. Research can make a significant contribution to our work through:

- generating knowledge about social problems, prevalence, risk factors, populations and the community
- building an evidence base about effectiveness
- helping shape our understanding, concepts and thinking about policy and practice problems.

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.

Through the DFC Research Fund, approximately $315 000 was invested in external research and evaluation studies during the past 12 months. Research activities focused on supporting and informing key government reform agendas, with areas of activity including:

- the commencement of a three year project to evaluate the impact of homelessness reforms under the National Partnership Agreement on Homelessness
- the first-stage evaluation of outcomes from the South Australian Government's investment in the Stronger Families, Safer Children program
- disability reforms, including analysis of unmet need, the evaluation of the move of residents from the Strathmont Centre into the community, and the on-going evaluation of the Self-managed Funding pilot program
- research collaborations, funded through the Australian Research Council, focused on the reunification of children from out-of-home care, the cost-effectiveness of expenditure in child protection prevention and treatment programs, and issues for both carers and older people.

Two major research reports were released and made publicly available on the department's website during 2010-11. These are:

- a study on the links between child protection and parental mental health problems, conducted by the department
- the results of the three-year evaluation of the move of long-term residents of the Strathmont Centre into the community.

Our performance

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. When planning our services, we ensure that the needs of Aboriginal people are reflected across all priority areas.

We recognise the ongoing challenge of developing effective responses to the complex needs of Aboriginal clients and communities. During 2010-11, the department continued to work with Aboriginal communities and service organisations to enable localised and targeted services for Aboriginal people and their families across a range of areas, including disability, housing, ageing and child protection. Internal governance arrangements were strengthened to support the delivery of the key priorities relating to Aboriginal South Australians. A range of strategies have also been implemented to strengthen and build the department's capacity to provide culturally inclusive services in line with the South Australian Government's *Cultural Inclusion Framework*.

Over the past 12 months, divisions of the department:
- commenced a self assessment of their strengths and gaps in design and delivery of services to Aboriginal clients
- provided cultural awareness and competency training for staff
- continued to support Aboriginal employment and retention strategies, including the creation of an Aboriginal Employment Pool to further support employment outcomes for Aboriginal people.

These efforts will be continued throughout 2011-12 to ensure the voice of Aboriginal people and their communities are reflected in all new policy and service developments.

Delivery of services to South Australia's remote Aboriginal communities is one of the most challenging responsibilities for any agency. Improved service delivery to APY Lands communities continues to be a priority for the department. Achievements during the past year include:
- the completion of the community housing construction and refurbishment program, not only meeting but exceeding some targets
- successfully engaging Anangu trainees in the building program
- the establishment of repairs, maintenance and tenancy allocation and support programs
- increased Families SA presence on the APY Lands
- the re-introduction of regular visits by the Allied Health team to support improved service delivery to our frail aged and disability clients
- the employment of 27 Anangu staff to support the delivery of a range of community services.

The department has continued to lead and support a range of initiatives and reforms initiated through National Partnership Agreements that seek to address Aboriginal disadvantage. This includes 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.

Our people

Workplace statistics

The following data is provided from the *South Australian Public Sector Workforce Information Collection (WIC) Department for Families and Communities Annual Report 2010-11*. 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 payroll during the period 19 June 2010 to 18 June 2011. It does not include permanent staff on leave without pay or reassigned to another South Australian Government agency for the whole of the period. HomeStart Finance employees are also not included in the following data.

Employee numbers, gender and status

Persons	6394
Full-time equivalent (FTEs shown to 1 decimal place)	5814.9
Number of persons separated from the agency during the 2010-11 financial year	820
Number of persons recruited to the agency during the 2010-11 financial year	924
Number of persons on leave without pay at 30 June 2011	233

Number of employees by gender

Gender	% Persons	% FTEs
Male	30.4	31.7
Female	69.6	68.3

Number of employees by salary bracket

Salary bracket	Male	Female	Total
$0 – $50 399	767	1778	2545
$50 400 – $64 099	533	1226	1759
$64 100 – $82 099	448	1096	1544
$82 100 – $103 599	172	323	495
$103 600+	21	30	51
Total	**1941**	**4453**	**6394**

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.

Department for Families and Communities

Our people

Status of employees in current position – FTEs

	Ongoing	Short-Term Contract	Long-Term Contract	Other (Casual)	Total
Male	1601.3	166.6	40.4	33.8	1842.1
Female	3454.2	420.2	46.2	52.2	3972.8
Total	**5055.5**	**586.8**	**86.6**	**86.0**	**5814.9**

Status of employees in current position - Persons

	Ongoing	Short-Term Contract	Long-Term Contract	Other (Casual)	Total
Male	1653	175	41	72	1941
Female	3819	467	48	119	4453
Total	**5472**	**642**	**89**	**191**	**6394**

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
EXEC0B	0	0	0	0	0	1	0	0	0	0	1	2	1
EXEC0E	0	0	0	0	0	1	0	0	0	0	1	2	1
SAES1	0	0	0	0	13	22	0	0	13	30	22	50	35
SAES2	0	0	0	0	5	2	0	0	5	11	2	5	7
Total	**0**	**0**	**0**	**0**	**18**	**26**	**0**	**0**	**18**	**41**	**26**	**59**	**44**

Leave management: Total number of days leave taken

Leave Type	2006-07	2007-08	2008-09	2009-10	2010-11
Sick Leave*	45 152	55 700	59 834	66 400	68 080
Family Carer's Leave	3 297	3 526	2 410	1 984	2 176
Miscellaneous Special Leave	3 564	5 900	8 694	9 456	9 197

The increase in days of Sick Leave taken over the period 2006-07 to 2009-10 is largely due to the department assuming responsibility for the provision of domiciliary care services and additional disability services during this time and the consequential increase in employees.

Our people

Leave management: Average days leave per full time equivalent employee

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

Number of employees using voluntary flexible working arrangements by gender in 2010-11

Leave Type	Male	Female	Total
Purchased Leave	18	40	58
Flexitime	1061	2487	3548
Compressed Weeks	21	79	100
Part-time	281	1372	1653
Job Share	5	79	84
Working from Home	11	31	42

Workforce diversity – age profile

Number of employees by age bracket by gender

Age Bracket	Male	Female	Total	% of Total	2011 Workforce Benchmark *
15 – 19	0	12	12	0.2%	6.4%
20 – 24	72	219	291	4.6%	10.4%
25 – 29	136	461	597	9.3%	11.0%
30 – 34	213	487	700	10.9%	10.1%
35 – 39	227	508	735	11.5%	10.3%
40 – 44	251	503	754	11.8%	11.0%
45 – 49	259	614	873	13.7%	11.5%
50 – 54	301	674	975	15.2%	11.4%
55 – 59	300	570	870	13.6%	9.4%
60 – 64	147	332	479	7.5%	5.5%
65+	35	73	108	1.7%	3.0%
Total	**1941**	**4453**	**6394**	**100%**	**100.0%**

* Source: Australian Bureau of Statistics 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 2011.

Department for Families and Communities

Our people

Workforce diversity – Aboriginal and Torres Strait Islander employees

Salary bracket	Aboriginal staff	Total staff	Percentage Aboriginal	SASP Target
$0 – $50 399	74	2545	2.9%	2%
$50 400 – $64 099	84	1759	4.8%	2%
$64 100 – $82 099	65	1544	4.2%	2%
$82 100 – $103 599	17	495	3.4%	2%
$103 600+	2	51	3.9%	2%
Total	**242**	**6394**	**3.8%**	**2%**

Cultural and linguistic diversity

	Male	Female	Total	% of Agency	South Australian Community*
Number of employees born overseas	571	1012	1583	24.8%	20.3%
Number of employees who speak language(s) other than English at home	277	506	783	12.2%	16.6%

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

Employee numbers by country of birth at 30 June 2011

Country of Birth	Total
Albania	1
Argentina	3
Australia	**4365**
Austria	6
Bangladesh	6
Belgium	1
Belize	1
Bhutan	1
Bosnia and Herzegovina	6
Brazil	1
Brunei Darussalam	1
Bulgaria	1
Cambodia	11
Canada	11

Our people

Country of Birth	Total
Central African Republic	1
Chad	5
Chile	7
China (excludes SARs and Taiwan Province)	13
Colombia	3
Croatia	11
Cyprus	2
Czech Republic	10
Denmark	3
East Timor	1
Ecuador	1
Egypt	2
El Salvador	11
England	606
Ethiopia	1
Fiji	13
Finland	1
Former Yugoslav Republic of Macedonia (FYROM)	1
France	5
Gaza Strip and West Bank	2
Germany	41
Ghana	2
Greece	17
Guinea	1
Hong Kong (SAR of China)	10
Hungary	5
India	96
Indonesia	7
Iran	6
Ireland	31
Italy	39
Jamaica	2
Japan	2
Kenya	39
Korea, Democratic People's Republic of (North)	1
Kuwait	1
Latvia	1
Lebanon	1

Department for Families and Communities

Our people

Country of Birth	Total
Liberia	35
Lithuania	2
Malawi	2
Malaysia	28
Malta	7
Mauritius	3
Mexico	2
Nepal	5
Netherlands	23
New Zealand	54
Nigeria	4
North Africa and the Middle East, nfd	1
Northern Ireland	14
Norway	2
Not Stated	**446**
Pakistan	1
Papua New Guinea	2
Peru	3
Philippines	39
Poland	35
Portugal	3
Romania	7
Russian Federation	6
Scotland	67
Sierra Leone	16
Singapore	6
Slovenia	1
South Africa	21
Southern and East Africa, nec	4
Spain	4
Sri Lanka	17
Sudan	13
Syria	1
Taiwan	2
Tanzania	3
Thailand	5
Turkey	1
Uganda	1

Our people

Country of Birth	Total
Ukraine	3
United States of America	21
Venezuela	1
Vietnam	34
Wales	14
Yugoslavia, Federal Republic of	5
Zambia	3
Zimbabwe	11
Total	**6394**

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 Australian Bureau of Statistics, Standard Australian Classification of Countries (SACC) at the 4-digit level (ABS Catalogue No. 1269.0, July 1997).
nec – not elsewhere classified
nfd – not further defined

Number of staff speaking languages other than English and the languages spoken, at 30 June 2011

Main Language Spoken at Home	Total
Acholi	1
African Languages (Excluding North Africa), nec (includes Bemba, Fante, Malagasy)	6
African Languages (Excluding North Africa), nfd	3
Afrikaans	8
American Languages	1
Arabic (including Lebanese)	15
Arandic, nec	2
Arandic, nfd	1
Arnhem Land and Daly River Region Languages, nfd	1
Auslan	2
Australian Indigenous Languages, nfd	5
Bengali	4
Bisaya	1
Bosnian	5
Bulgarian	1
Cantonese	18
Cebuano	1
Chinese, nec (includes, Chang Chow, Hunan, Kan)	5
Chinese, nfd	11
Croatian	14
Czech	4

Department for Families and Communities

Our people

Main Language Spoken at Home	Total
Danish	5
East Slavic, nfd	1
English	3166
Estonian	1
Fijian	4
Finnish	1
French	28
Gaelic (Scotland)	3
German	39
German and Related Languages, nfd	1
Greek	67
Gujarati	1
Hebrew	1
Hindi	32
Hokkien	4
Hungarian	6
Iberian Romance, nec (includes Crioulo, Galician, Ladino)	1
Iberian Romance, nfd	2
Ilokano	2
Indo-Aryan, nec (includes Assamese, Kashmiri, Rajasthani)	1
Indonesian	7
Iranic, nfd	1
Irish	4
Italian	105
Japanese	3
Kannada	3
Khmer	9
Kriol	7
Kurdish	1
Lao	1
Latvian	3
Lithuanian	4
Macedonian	3
Malay	8
Malayalam	15
Maltese	6
Mandarin	9
Maori (New Zealand)	3

Our people

Main Language Spoken at Home	Total
Marathi	1
Mauritian Creole	1
Middle Eastern and North African Languages, nec (includes Kabyle, Riff, Shluh)	1
Middle Eastern Semitic Languages, nfd	1
Nepali	6
Netherlandic	6
Netherlandic and Related Languages, nfd	3
Norwegian	1
Not Stated	2445
Oceanian Pidgins and Creoles, nfd	1
Other Eastern Asian Languages (includes Ainu, Tibetan, Bhotia)	1
Other Languages, nfd	2
Persian	5
Pitjantjatjara	5
Polish	37
Portuguese	2
Punjabi	14
Romanian	6
Russian	14
Serbian	10
Shona	5
Sinhalese	9
Slovak	5
Slovene	1
Southern European Languages, nfd	1
Southwest Asian and North African Languages, nfd	2
Spanish	37
Swahili	24
Tagalog (Filipino)	24
Tamil	13
Telugu	4
Thai	3
Tiwi	1
Ukrainian	1
Urdu	2
Vietnamese	30
Western Desert Language, nfd	1
Yolngu Matha, nfd	1

Department for Families and Communities

Our people

Main Language Spoken at Home	Total
Yoruba	1
Total	**6394**

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 Australian Bureau of Statistics, Standard Australian Classification of Languages (ASCL) at the 4-digit level, Second Edition (ABS Catalogue No. 1267.0, 1997).
nec – not elsewhere classified
nfd – not further defined

Number of employees with disability (according to the *Commonwealth Disability Discrimination Act 1992* definition)

Male	Female	Total	% of Agency
80	186	266	4.2%

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

Number of employees with disability requiring workplace adaptation

Male	Female	Total	% of Agency
80	186	266	4.2%

Performance development

Documented review of individual performance management

	% Total Workforce
Employees with a review within the past 12 months	40.5%
Employees with a review older than 12 months	29.5%
Employees with no review	30.0%

Leadership and management training expenditure

Training and Development	Total Cost	% of Total Salary Expenditure
Total training and development expenditure	$5 040 917	1.09%
Total leadership and management development expenditure	$576 105	0.12%

Note: This table only includes expenditure through the DFC College for Learning and Development.

Our people

Accredited training packages for staff by staff classification

Classification	Number *	Classification	Number *
Administrative Services Officer (ASO1)	111	Not Available (N/A)	172
Administrative Services Officer (ASO2)	1 706	Operational Services (OPS1)	117
Administrative Services Officer (ASO3)	377	Operational Services (OPS2)	544
Administrative Services Officer (ASO4)	1 271	Operational Services (OPS3)	952
Administrative Services Officer (ASO5)	551	Operational Services (OPS4)	1 155
Administrative Services Officer (ASO6)	534	Operational Services (OPS5)	87
Administrative Services Officer (ASO7)	176	Operational Services (OPS6)	93
Administrative Services Officer (ASO8)	54	Operational Services (OPS7)	24
Allied Health Professional (AHP1)	1 628	Operational Services (OPX1)	27
Allied Health Professional (AHP2)	1 370	Operational Services (OPX2)	1 363
Allied Health Professional (AHP3)	409	Operational Services (OPX3)	1 084
Allied Health Professional (AHP4)	44	Operational Services (OPX4)	162
Disability Services Officer (DIS01)	1 752	Operational Services (OPX5)	47
Disability Services Officer (DIS02)	1 254	Professional Officer (PO01)	25
Disability Services Officer (DIS03)	168	Professional Officer (PO03)	5
Enrolled Nurse (EN01)	17	Registered Nurse (RN3A)	77
Enrolled Nurse (ENDP01)	11	Registered Nurse (RN5A)	5
Enrolled Nurse (ENDP02)	8	Registered Nurse / Midwife (RN01)	23
Enrolled Nurse (ENDP05)	10	Registered Nurse / Midwife (RN2A)	45
Health Ancillary (WHA2)	1	Registered Nurse / Midwife (RN2C)	36
Health Ancillary (WHA3)	246	SA Executive Services (SAES1)	15
Health Ancillary (WHA5)	86	SA Executive Services (SAES2)	2
Health Ancillary (WHA6)	28	Trainee (TRA1)	28
Manager Administrative Services (MAS2)	18	Visiting Medical Specialist (MOV2)	7
Manager Administrative Services (MAS3)	32	Visiting Medical Specialist (MOV3)	7
		Total	**17 964**

* Each number represents a nationally accredited competency either completed or enrolled in during the period 2010-11.

Our people

South Australian Government Youth Training Scheme and the Trainee Employment Register

The department recruited 16 trainees (office administration) during the past 12 months. Of the 16 trainees employed, 11 were employed in Housing SA, one in Families SA, three in Organisational and Community Development and one trainee was employed in the Minister's Office.

Staff retention and the challenges faced by an ageing workforce

During 2010-11, the department continued its commitment to the whole-of-government Adding Years to Life Committee, responsible for initiatives focused on 'Older people as consumers', 'Older people as neighbours', Older people as workers', 'Older people as citizens' and Older people as clients'.

In addition, building on the successful consultations related to the Mature Age Retention Project held during 2009-10, human resources staff continue to work on strategies for retaining the valuable corporate knowledge, skills and experience of our mature age employees. Work has commenced on developing an interactive tool 'DFC CareerMatch', designed to assist mature age employees match their existing employability skills, traits, attributes and interests against a range of occupations with the department. Additional supporting resources that will assist in addressing the issues identified as being critical in retaining mature age employees are also being developed by human resources.

Aboriginal Scholarships

DFC Aboriginal Scholarships provide financial assistance up to $30 000 through SA Health to eight Aboriginal and Torres Strait Islander people (including staff) who are undertaking university study towards a qualification where there is an identified skills shortage within Families SA. Eight Aboriginal Scholarships were awarded in 2010-11 of which seven are completing a Bachelor of Social Work (six via Deakin University and one Charles Darwin University) and one is undertaking a Bachelor of Arts majoring in Psychology from the University of South Australia.

Our people

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 target T2.11 of *South Australia's Strategic Plan,* greater safety at work. The following highlights the department's performance in response to the four elements of the strategy:
- commitment to the management of safety and wellbeing
- accountability for safety and wellbeing performance
- integrated risk management
- effective measurement and evaluation.

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 *OHSW&IM Program Management Plan 2010-2012* includes six key strategies to maintain performance and deliver the objectives to improve the Occupational, Health Safety and Welfare (OHSW) and Injury Management (IM) system
- a software application has been acquired and customised to deliver an Integrated Incident Reporting System that is overseen by an Executive Steering Group
- the OHSW Peak Committee is supported by divisional strategic and local OHSW committees
- an annual *Ministerial Safety Report* is provided to State Cabinet confirming implementation of the *Safety and Wellbeing in the Public Sector 2010-2015* strategy, and to demonstrate improvements in the health and safety performance
- the department's 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 Injury Management 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
- a contracted medical advisor continues to assist with strategic interventions relating to new claims, treatment regimes, and intercede on ongoing claims management
- the Attorney General's Department provides a dedicated legal resource to provide timely legal advice and support relating to workers' compensation legislation.

Accountability for safety and wellbeing performance
- the Chief Executive, Executive Directors and Senior Managers have performance partnership plans in place that are reviewed annually
- relevant *OHSW&IM Program Management Plan 2010-2012* 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
- 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
- financial investment in two software applications to improve the system capability for early reporting and intervention, improved monitoring and legislative compliance.

Our people

Integrated risk management

- the integration of risk management 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 the day to day activities
- incorporating the OHSW&IM hazard and risk management processes and tools, with the *Risk Management Framework*, and undertaking quarterly reviews of the OHSW&IM risk register
- conducting risk assessments to prevent, reduce or minimise the likelihood of occupational injury or illness
- the customisation of a software application to deliver an integrated incident reporting system that also supports the State Cabinet targets for early reporting and early intervention strategies
- the provision of a dedicated hot-line for managers to promptly report incidents and injuries as part of the *Early Reporting, Early Intervention Strategy*
- a risk-streaming process to assess (triage) and prioritise rehabilitation and return to work support
- OHSW committee structures, including the Peak OHSW Committee, are in place across the department.

Effective measurement and evaluation

- the regular analysis of data, and provision of comprehensive reports to executive, management and OHSW Committees
- implementation of the *OHSW&IM Program Management Plan 2010-2012* with regular monitoring, and progress reports against the performance measures and targets provided to executive and OHSW Committees
- implementation of an internal audit plan that enables the assessment and reporting of compliance levels against OHSW&IM systems
- undertaking of annual staff and client satisfaction surveys to monitor performance and address improvement opportunities
- *OHSW&IM Training Plans*, learning programs and online learning modules improve knowledge and awareness of OHSW&IM legislation and system requirements
- undertaking of OHSW&IM management system review workshops which identified new initiatives and performance improvement opportunities
- the acquisition of a customised software application to enable earlier incident and hazard reporting. The performance and monitoring of this system is overseen by an Executive Steering Group.

Table 1: OHS Notices and Corrective Action taken (at 30 June 2011 for the 2010-11 financial year)

Number of notifiable occurrences pursuant to OHS&W Regulations Part 7 Division 6	9
Number of notifiable injuries pursuant to OHS&W Regulations Part 7 Division 6	6
Number of notices served pursuant to OHS&W Act s35, s39 and s40 (default, improvement and prohibition notices)	3

Our people

Table 2: Meeting Safety Performance Targets

	Base: 2009-10	Performance: 12 months to end of June 2011*			Final Target
	Numbers or %	Actual	Notional Quarterly Target **	Variation	Numbers or %
1. Workplace Fatalities	0	0	0	0	0
2. New Workplace Injury Claims	472	440	448	-8	354
3. New Workplace Injury Claims Frequency Rate	50.18	46.42	47.67	-1.25	37.63
4. Lost Time Injury Frequency Rate ***	24.66	25.32	23.43	1.89	18.50
5. New Psychological Injury Frequency Rate	6.22	6.34	5.91	0.43	4.67
6. Rehabilitation and Return to Work:					
6a. Early Assessment within two days	38.98%	80.64%	80.00%	0.64%	80% or more
6b. Early Intervention within five days	98.18%	98.67%	90.00%	8.67%	80% or more
6c. Days lost less than or equal to ten days	38.13%	40.89%	60.00%	-19.11%	75% or more
7. Claim Determination:					
7a. Claims determined for provisional in seven calendar days	17.41%	65.96%	100.00%	-34.04%	
7b. Claims determined in ten business days	76.00%	78.79%	75.00%	3.79%	75% or more
7c. Claims still to be determined after three months	6.74%	4.20%	3.00%	1.20%	3% or less
8. Income Maintenance Payments for Recent Injuries:					
2009-10 Injuries (at 24 months development)		$2 253 796	$1 674 226	$579 570	Below previous two years average
2010-11 Injuries (at 12 months development)		$1 363 778	$1 062 255	$301 523	Below previous two years average

Information available from Self Insurance Management System (SIMS) (SIPS target report)

Our people

* Except for Target 8, which is YTD. For Targets 5, 6c, 7a and 7b, performance is measured up to the previous quarter to allow reporting lag.
** Based on cumulative reduction from base at a constant quarterly figure.
*** Lost Time Injury Frequency Rate injury frequency rate for new lost-time injury/disease for each one million hours worked. This frequency rate is calculated for benchmarking and is used by the WorkCover Corporation.

Formula for Lost Time Injury frequency rate (new claims):

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

Table 3: Agency gross workers compensation expenditure for 2010-11 compared with 2009-10

EXPENDITURE	2010-11 ($m)	2009-10 ($m)	Variation ($m) + (-)	% Change + (-)
Income Maintenance	$5.64	$4.77	$0.87	18.24% +
Lump Sum Settlements Redemptions - Sect.42	$2.07	$1.69	$0.38	22.49% +
Lump Sum Settlements Permanent Disability – Sect. 43	$0.64	$0.32	$0.32	100% +
Medical/Hospital Costs combined	$2.33	$2.32	$0.01	0.43% +
Other	$0.12	$0.11	$0.01	9.09% +
Total Claims Expenditure	**$10.80**	**$9.21**	**$1.59**	**17.26% +**

Governance arrangements

Governance principles

The department is guided by the following seven governance principles.

1. **Ministerial Accountability**

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

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

2. **Chief Executive Accountability**

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

3. **Citizen/Customer-Centred Services**

   The most complex and intractable problems for individuals, families and communities require integrated responses and collaboration across functional boundaries. Effective governance arrangements are those that support seamless partnerships over time between the provider and the 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 the Minister to Chief Executive. That is, under the direct control of the Chief Executive.

4. **Voice of the Citizen**

   Effective governance arrangements are those that give a voice to 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 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.

Department for Families and Communities

Governance arrangements

6. **Operating Commercially to Deliver Public Value**

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

   Effective governance arrangements are those that enable public enterprises to deliver on their mandate, as determined by the Government, without undue interference 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 Manager, Strategic Policy and Intervention. Refer to the Organisational Chart on page 8 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

Governance arrangements

- oversee the collection, analysis and distribution of information that will help develop strategy
- implement effective risk management
- develop policies and procedures and oversee their implementation within worksites.

The SPGC, through the Procurement and Grants Unit, oversees procurement operations to:
- ensure that purchasing activities are driven by business needs
- work with suppliers to identify opportunities for both suppliers and government
- monitor and report on spending, including measuring savings
- maintain an appropriate procurement authority from the State Procurement Board.

The SPGC, through the Procurement and Grants Unit, oversees grants operations to:
- consider individual grant funding requests
- discuss and determine action to resolve grant processes that have inadequately addressed compliance requirements, as stipulated within Grant Management policies and procedures.

Membership comprises:
- Executive Director, Organisational and Community Development (Chair)
- Director, Community Connect, Organisational and Community Development (Deputy Chair)
- Executive Director, Financial Services
- Director, Funds Management, Disability, Ageing and Carers, Community and Home Support SA
- Director, Corporate Services, Housing SA
- Director, Corporate Services, Families SA
- one other staff member, ASO8 or above, for staff development purposes.

DFC Peak Occupational Health, Safety and Welfare Steering Committee

The DFC Peak Occupational Heath, Safety and Welfare Steering Committee meet quarterly, or if an emergency meeting is required, in relation to the strategic oversight of the *Occupational Health, Safety and Welfare and Injury Management Program Plan* and related systems.

Membership of the body includes:
- Chief Executive or delegate
- Chairs of Divisional Committees
- 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 of use of ICT
- to develop a Business/ICT Strategy and give advice on ICT investment priorities to the Chief Executive
- to establish and maintain ICT technical governance covering information, applications, infrastructure, standards and practices
- to monitor, review and comment as necessary, on stakeholder, supplier and government ICT performance, plans, policies and standards

Department for Families and Communities

Governance arrangements

- to provide advice to the Chief Executive on changes required in whole-of-government ICT plans and priorities
- to identify opportunities for sharing resources and creating appropriate strategic responses (via collaborative working groups on matters of common interest)
- to set up and manage consultative working groups on ICT matters of common interest.

Membership of the body includes:
- Chief Information Officer
- Extensive divisional representation.

Industrial Liaison Committee

The Industrial Liaison Committee meets bi-monthly to:
- address industrial issues with department wide impact
- address 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
- Executive Director, Disability and Domiciliary Care Services, Community and Home Support SA
- Executive Director, Disability, Ageing and Carers, Community and Home Support SA
- General Manager, Housing SA (for Executive Director, Housing SA)
- Director, Corporate Services, Families SA (for Executive Director, Families SA)
- Director, Community Connect , Organisational and Community Development.

Risk Management and Audit Committee

The DFC 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, Organisational and Community Development
- Director, Corporate Services, Families 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 South Australian Housing Trust 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 South Australian Housing Trust's financial statements

Governance arrangements

- 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 South Australian Housing Trust Board members.

Legislation

The services we deliver are bound by the following Acts and Regulations committed to the Minister for Families and Communities, Minister for Housing, Minister for Ageing and Minister for Disability at 30 June 2011:

Families and Communities portfolio

Adoption Act 1988

Adoption Regulations 2004

Carers Recognition Act 2005

Child Protection Review (Powers and Immunities) Act 2002

Children's Protection Act 1993

Children's Protection Regulations 2010

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

Family and Community Services Act 1972

Family and Community Services Regulations 2009

Rates and Land Tax Remission Act 1986

Rates and Land Tax Remission Regulations 2009

Supported Residential Facilities Act 1992

Supported Residential Facilities Regulations 2009

Housing portfolio

Housing Agreement Act 1991

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

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

Housing and Urban Development (Administrative Arrangements) Act 1995

Housing Improvement (Section 60 Statements) Regulations 2001

Housing Improvement (Standards) Regulations 2007

Housing Improvement Act 1940

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

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

Department for Families and Communities

Governance arrangements

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 Co-operative and Community Housing Act 1991

South Australian Housing Trust Act 1995

South Australian Housing Trust Regulations 2010

Ageing portfolio

Aged Citizens Clubs (Subsidies) Act 1963

Office for the Ageing Act 1995

Retirement Villages Act 1987

Retirement Villages Regulations 2006

Disability portfolio

Disability Services Act 1993

Julia Farr Services (Trusts) Act 2007

In addition to the above, the department is responsible for performing functions under a number of other Acts and Regulations.

Boards, Committees and Trusts

South Australia's Strategic Plan target T5.1 seeks to increase the number of women on all South Australian Government Boards and Committees to 50 per cent on average by 2008, and maintain thereafter. In addition, target T5.2 seeks to increase the number of women chairing South Australian Government Boards and Committees to 50 per cent by 2010. At 30 June 2011, 64.3 per cent of members of Boards and Committees recorded on the Boards and Committees Information System (BCIS) for which the department provided administrative support were women. Of those with a Chair, 61.1 per cent were chaired by women.

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

Administrative support was provided to the following Boards, Committees and Trusts listed on BCIS at 30 June 2011:

Governance arrangements

Families and Communities portfolio

- Charitable and Social Welfare Fund Board (Community Benefit SA)
- Child Death and Serious Injury Review Committee
- Council for the Care of Children
- 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.

Housing portfolio

- HomeStart Finance Board of Management
- HomeStart Finance Board of Management Asset and Liability Committee
- HomeStart Finance Board of Management Audit Committee
- Housing and Urban Development Advisory Committee
- Housing Appeal Panel
- Minister's Strategic Housing Advisory Council
- 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
- Westwood Urban Renewal Project Committee.

Ageing portfolio

- Ministerial Advisory Board on Ageing.

Disability portfolio

- Minister's Disability Advisory Council.

Risk management and internal audit

Risk management is established and integrated into decision making and business planning activities of the department. The Chief Executive is accountable to the Minister for the development and implementation of a risk management framework specific to the department's business and organisation context. 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 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.

Governance arrangements

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. It does this 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.

DFC Client Feedback Management Framework

During 2010-11, a *Client Feedback Management Framework* was developed and a Client Feedback Management System implemented, to support the consistent recording, management and reporting of client feedback.

The *Client Feedback Management Framework*:
- promotes, encourages and supports all clients to provide feedback to the department including complaints, compliments and comments/suggestions
- empowers staff to receive, acknowledge, assess, resolve, respond and record all client feedback effectively, objectively and promptly
- recognises that feedback is the mechanism for improving and/or capitalising on the department's current service delivery.

A Client Feedback Management System (Riskman) has been customised to meet the reporting requirements of the department's direct service delivery areas: Families SA, Housing SA and Disability and Domiciliary Care Services. This enables the reporting of all client feedback from one central information system.

Client feedback reports will guide the department in identifying areas of concern and support the development of strategies to mitigate business risks and build on the department's continuous business improvement objective. The Client Feedback Management System also generates a quarterly complaint report for the Health and Community Services Complaints Commissioner that informs the number, severity, category and outcome of complaints for Families SA and Disability and Domiciliary Care Services.

The core focus in the past 12 months has been the development of staff and client tools to support the implementation. This suite of tools includes a framework, guidelines, Severity Assessment Code, procedures, fact sheets, training manuals and client resources. In alignment with the *Cultural Inclusion Framework*, client resources specific to clients who identify as Aboriginal or Torres Strait Islander have also been developed.

The key focus in 2011-12 will be on embedding the Client Feedback Management System into staff practice across the department.

Governance arrangements

Privacy

The department collects a large volume of information about clients, some of which is very sensitive in nature. All staff members 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 may be legislative provisions relating to privacy in specific areas of work or in specific circumstances, for example in the *Children's Protection Act 1993, Adoption Act 1988 or 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, has responsibility for across-government and whole of department issues in relation to privacy and can provide advice to divisions on complex 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 consist approach to information sharing and focuses on improved service coordination when responding to safety and wellbeing risks.

In implementing the Information Sharing Guidelines, the department developed an appendix which operationalises the guidelines for employees and puts into practice a comprehensive education strategy incorporating classroom based sessions, presentations at local team meetings, and inclusion of the guidelines within both the DFC Induction Program for all new employees and the Child Safe Environments Program. As per the *DFC Information Sharing Guidelines Framework*, 98 per cent of Designated Decision Makers have now completed the required program and the department is strategically examining methods to embed the guidelines within professional practice.

Department for Families and Communities

Governance arrangements

Procurement

Procurement within the South Australian Government is underpinned by the three principles of:
- obtaining value in the expenditure of public money
- providing for ethical and fair treatment of participants
- ensuring probity, accountability and transparency in procurement operations.

The Chief Executive is responsible for procurement and grant funding activities. To assist the Chief Executive, a committee of skilled officers has been established to oversee procurement and grant funding activities.

The Strategic Procurement and Grants Committee (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 SPGC also provides assurance to the Chief Executive that procurement delegates are following fair practices, obtaining best value and making defendable decisions. The SPGC does this by setting business rules and procedures, reviewing transactions worth $550 000 (GST inclusive) and above and issuing directions to delegates.

The department is guided by the *Sustainable Procurement Policy* towards procuring socially and environmentally preferred products and services where price, performance, quality, and suitability are comparable. In 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 *Sustainable Procurement Policy* applies to the procurement of all goods and services, including the engagement of consultants and contractors.

Corporate reporting

Reconciliation

For the department, Reconciliation means working with our people, Aboriginal people and their communities to deliver inclusive and sustainable outcomes. In doing this we 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. In the department, Reconciliation 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 Islanders.

Through the department's *Reconciliation Action Plan for 2010-2013* we seek 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 Action Plan and promote Reconciliation during 2010-11, the department:
- supported a number of major events to coincide with Reconciliation Week and NAIDOC Week
- maintained a dedicated intranet site promoting Reconciliation
- continued to promote the *Cultural Inclusion Framework* across divisions of the department
- recognised the efforts of our Aboriginal staff and volunteers through presentation of NAIDOC awards to staff, clients, carers and volunteers
- continued support of local Reconciliation committees and local Reconciliation events to ensure that there is a specific focus on developing local activities.

Carers Recognition Act 2005

Through the Office for Carers, the department administers and implements the *Carers Recognition Act 2005* (the Act) which was created to recognise the rights and needs of carers in South Australia, and to acknowledge the needs of carers as individuals separate from the person for whom they provide care. The Act incorporates the *South Australian Carers Charter*, which sets out seven principles relating to the recognition of the role and rights of carers. At a practical level, the Act requires the South Australian Government and community organisations receiving government funding to understand the principles of the Carers Charter, and to take action to reflect the principles in the services that they provide.

The *Plan for South Australian Carers 2009* sets out the vision and priorities for the department to support and respond to carers in South Australia. The values that inform the plan were developed through extensive consultation with individual carers, carer representative bodies, and South Australian Government agencies. The outcomes of the plan have been developed in line with the seven principles of the Carers Charter and include:

Corporate reporting

- developing a best practice model of workplace flexibility for workers with caring responsibilities
- ensuring funded non-government organisations comply with the Act
- raising awareness of young carers and their needs
- establishing a mechanism to identify and record carers' unmet needs.

The following summarises the department's progress during 2010-11 against the principles of the Carers Charter and Sections 6(1) and 6(2) of the Act.

All officers, staff and agents 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 employees and associates. During Carers Week 2010, the Minister for Families and Communities launched 'All in a Days Work', a three part multimedia package providing information on leave and flexible work arrangements available to employees. The package included Flexibility for Carers, a guide to flexible work arrangements, which introduced an additional leave entitlement for employees who are carers. It also included Managing Flexibility, a managers' guide to flexible work arrangements, to assist managers in considering and negotiating flexible work arrangements with employees.

A statewide advertising campaign was launched in May 2011 to promote the South Australian Carer Recognition Awards ceremony, planned to take place during Carers Week in October 2011. The Awards will extend carer recognition into the private sector by identifying and acknowledging innovation and success of South Australian businesses, non-government organisations, government departments and general medical practices in their response to carers. The awards will recognise organisations committed to clients or employees who are carers.

The department's staff survey, conducted in May 2011, included a question regarding carer recognition and support within the department. Data sourced from the survey can serve as a measure to track improvements in staff awareness and support of carers in the future.

Information about identifying carers and involving them in service delivery was distributed to regional Housing SA Office managers. Managers were informed of the value of carers as both colleagues and clients, and were encouraged to capture carer details through a mainframe database, identifying carers as third parties having authority to enquire on behalf of tenants/clients for whom they care.

Appropriate consultation with carers, or persons or bodies that represent carers, in the development of strategic and business plans and policies and procedures, including in the delivery of services

The Gateways Project involved the Office for Carers working closely with the rural Divisions of General Practice and other services to increase awareness of carers and the negative health impacts of caring. The project's focus was on raising awareness of service providers and health professionals to facilitate timely referrals of carers to support. A variety of resources were developed to facilitate referrals including specific information developed for general practitioners and health professionals, and a carer support services search map on the South Australian Government website carers portal.

Corporate reporting

During 2010-11, the Office for Carers developed the South Australian Government submission towards the National Carers Strategy. South Australian Government departments required to report against the Act were invited to contribute and Chief Executives of statewide carer services were consulted in the development of the submission. The department also continues to contribute to the development of the National Disability Agreement, 'priority C, responding to the needs of older carers', which will in turn inform the National Carers Strategy.

The Office for Carers continues to develop an annual report for the Minister for Families and Communities, on compliance with the Act across the South Australian Government. Consideration of carers is becoming more embedded in planning and program development across relevant South Australian Government departments, and evident in legislation such as the *Equal Opportunity Act 1984* and the *Mental Health Act 2009*.

The department is a partner in the Australian Research Council Young Carers Research Project undertaken in partnership with the University of New South Wales. The research component of this project was undertaken from January 2007 to January 2010 and is the first major Australian research of young people and children who are carers. A report with findings, due to be released in July 2011, will inform the development of appropriate policies for young carers and implementation of Principle 6 of the Carers Charter.

With a current focus on older carers, monthly reporting is now occurring within Community and Home Support SA using demographic data of carers over 65 years of age. This has been further categorised into smaller age ranges for analysis.

The Office for Carers sought information via the 2010 Health Omnibus survey to determine data trends on carer self identification and the impact that caring has on work.

It is now a requirement that service providers on the Disability Services Provider Panel submit written evidence demonstrating that they consult carers or organisations representing carers, on relevant policy, planning and program development that meets the requirements of the Act. Information is collected through an audited quality assurance framework and performance management reviews where appropriate. This is a requirement of providers on the Disability Services Provider Panel and is part of their Service Agreement with the department.

Ensure the principles of the Carers Charter are reflected in Departmental practices

In the past 12 months the department commenced a review of the operation and effectiveness of the Act. A discussion paper, online survey, communications strategy and consultation plan were developed. Consultations are scheduled to occur in the metropolitan, rural and remote, and regional areas of South Australia, with specific consultations with Aboriginal people, young carer groups, people from culturally and linguistically diverse backgrounds, government representatives and other key stakeholders from early July 2011.

In an attempt to improve carer awareness of government concessions and benefits available to eligible carers, a promotional card has been developed with DFC Concessions and Support Services and is being distributed at public events.

Corporate reporting

Posters are now displayed at Housing SA regional offices to promote an Authority to Disclose Information to Third Party form, which allows nominated carers to assist clients. Amendments have also been made to Housing SA's telephone call centre's customer service scripts, to enable routine updating of proxy records. This ensures carers can discuss tenancy and other matters with Housing SA staff without delay or complication.

Access2HomeCare has also been rolled out to a number of sites across South Australia, which identifies carers through a screening tool, improves carer self-recognition and provides an access point for referrals to carer support services.

The Office for Carers continues to place emphasis on consultation and consideration of carer diversity with language, culture and age. Aboriginal and young carers are a particular focus of the Carers Charter. A frequently asked questions flyer, providing information on the Act and the Carers Charter, has been developed and made available in seven languages on the Carers page of the South Australian Government website (www.sa.gov.au).

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**

For new buildings or major refurbishments of existing Housing SA tenancies, all project briefs ensure works are compliant with the Department for Transport, Energy and Infrastructure (DTEI) *Design Standards and Guidelines: Disability Access Guide, 2004*, Australian Standards and the Australian Human Rights Commission *Advisory Notes on Access to Premises*.

A total of 3856 modifications were undertaken on 2953 properties, at a cost of $4.19 million, during the period 1 July 2010 to 30 June 2011. This included 104 modifications undertaken on 84 Aboriginal housing properties at a cost of $0.16 million.

Housing SA continues to build 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.

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

All draft publications are reviewed and monitored to ensure they are accessible to people with disability and available in alternative formats. Requests for alternative formats are reviewed on a quarterly basis to ensure the requirements of the Commonwealth *Disability Discrimination Act 1992* and *Equal Opportunity Act 1984* are met.

Corporate reporting

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 department has guidelines for the implementation of the *Disability Awareness and Discrimination Training Framework*, with new staff informed about the framework as part of their induction. A range of learning modalities are available, including online study.

Staff who work primarily with clients with disability are required to undertake additional nationally accredited learning or Recognition of Prior Learning through the DFC College for Learning and Development.

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

The department's *Disability Action Plan* requires consultation to be undertaken with people with disability on changes to service delivery. The Disability Advisory Network of South Australia provides advice on disability policy and services and enables clients to comment on the planning, delivery and evaluation of disability services.

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*.

A *Client Feedback Management Framework* has been developed with the aim of providing a responsive, accessible and objective complaints management system. The reports produced by the framework will identify areas for improvement within the department. These reports will inform future stakeholder consultation for improving practices in both service delivery and the feedback management process.

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 Minister's Disability Advisory Council is involved in the review of the *Promoting Independence Strategy.*

The Disability Action Plan Committee comprises representatives from across the department, and has the responsibility to promote the implementation of the plan. The department's commitment to improving the quality of life of people with disability is outlined in the *Strategic Disability Statement,* endorsed by the Minister and Chief Executive.

Department for Families and Communities

Corporate reporting

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

The *Strategic Disability Statement* outlines the department's commitment and responsibility for target T6.22. We promote the employment of people with disability through the *DFC Engagement Procedures* and *DFC Recruitment and Selection Policy and Procedure and Guidelines*. Vacancies are promoted through the Disability Employment Register prior to being advertised, to improve opportunities for people with disability to win short-term vacancies.

At 30 June 2011, there were 266 employees with disability in the department. This represents an increase of 151 employees since 30 June 2007. Employment data is provided from the South Australian Public Sector Workforce Information Collection (WIC) and uses the definition of disability in the Commonwealth *Disability Discrimination Act 1992*.

As part of the job design and classification process, role descriptions are reviewed to ensure the positions do not establish unreasonable requirements that may discriminate against people with disability. Selection panel training includes strategies to assist in the employment of people with disability.

As part of workforce planning, resources to promote employment and support managers to employ people with disability are being updated and expanded. The department maintains close links with Disability Works Australia and is in discussion to link the online recruitment process with their referral arrangements. Disability Works Australia has full access to the Notice of Vacancies which they self refer, while access to short-term positions is being explored.

Julia Farr Services (Trust) Act 2007

As the administrative unit of the South Australian public service that is primarily responsible for assisting the Minister for Disability in the provision of disability services, the department is required under Section 9 of the *Julia Farr Services (Trusts) Act 2007* to include in its annual report certain information regarding the number of residents at the Fullarton campus and the relocation of any residents to community housing.

With respect to the people who were residents of the Fullarton campus at 30 June 2007, the department must report on the following matters 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 persons who returned to accommodation at the Fullarton campus, and the circumstances of their return.

Corporate reporting

As at 30 March 2011:

(a) 106 people with disability were resident at the Fullarton campus.

(b) With respect to the people resident at a place other than the Fullarton campus, they 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 and Morphett Vale.

(c) during the preceding period of 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.

This reporting obligation complements a commitment made to campus residents on the transfer of the management of the former Julia Farr Services to the South Australian Government in 2007, to facilitate their continued residence if desired. Fullarton campus refers to the property at the corner of Highgate Street and Fisher Street, Fullarton, previously known as the Julia Farr Centre, and now known as Highgate Park.

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 Families and Communities

The department's strategic agenda is 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*.

Corporate reporting

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

The direction of the department is also influenced by the work of advisory boards and committees listed on page 101 and 102.

Functions of the Department for Families and Communities 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 disadvantaged members of the community. Our work falls broadly into the areas of housing, family support and child protection, ageing, disability and community partnerships. Integrated services are provided across the State and in collaboration with many community organisations.

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, 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:

Riverside Centre (Central Collection)
North Terrace
Adelaide SA 5000
Telephone: 8413 9028

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

DFC publications can also be found online at www.dfc.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:

Corporate reporting

Senior Freedom of Information Officer
Department for Families and Communities
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 $28.75. A fee reduction may be granted in certain circumstances. Applications for access should be made between 9.00 am and 5.00 pm.

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
- 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 Freedom of Information (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. 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. The aim of the policy is to ensure rural and regional issues are considered in government decision making.

The department did not undertake any Regional Impact Assessment Statements during 2010-11.

Corporate reporting

Greening of Government Operations Framework

The *Greening of Government Operations (GoGO) Framework* is an initiative of the South Australian Government to reduce the environmental impact of government operations. The following table identifies the timeframes and milestones of the *GoGO Action Plan* and the achievements of the department.

Strategic milestones	Timeframe	Date Achieved
Milestone 1: Established Chief Executive 'Statement of Commitment to greening of government operations'	18 May 2009	30 April 2006
Milestone 2: Allocated resources to set up governance and initiate internal review	20 July 2009	31 May 2005
Milestone 3: Completed initial review of environmental impacts and determined priorities and allocated resources	20 July 2009	30 June 2005
Milestone 4: Set performance goals/internal targets (informed by targets of *South Australia's Strategic Plan* and/or other targets agreed by government)	20 July 2009	30 June 2005
Milestone 5: Approved agency implementation plan	17 August 2009	1 January 2006
Milestone 6: Reported on status/progress in reaching performance goals/targets	30 June 2009	30 June 2006
Milestone 7: Initiated agency implementation plan	30 June 2007 onwards	30 June 2006 onwards
Milestone 8: Undertaking ongoing measuring, monitoring, reporting and, continuous improvement of performance	Ongoing	Ongoing

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

Target T3.13 of *South Australia's Strategic Plan* requires government departments to improve energy efficiency in government buildings by 25 per cent by 2014. During 2010-11, there was an improvement of 27.6 per cent from the baseline throughout the portfolio, which achieves the target three years before the target date.

During the past 12 months, programs to improve energy efficiency included:
- the launch of the Greening Ambassadors Program which bring together individuals with an interest in environmental sustainability, to foster ideas for efficiencies and to spread greening efforts across the department
- the department's ongoing membership of the national CitySwitch Green Office Program, which is committed to promoting sustainability in buildings including throughout the Adelaide central business district. In December 2010, the Riverside tenancy was awarded the inaugural CitySwitch SA Signatory of the Year Award for sustainable practices for a tenancy over 2000 square metres

Corporate reporting

- the use of the Online System for Comprehensive Activity Reporting (OSCAR), to track energy usage
- greening and sustainability standards and benchmarks were initiated and implemented throughout all offices and sites.

A National Australian Built Environment Energy Rating System (NABERS) tenancy energy rating of 4.5 was achieved on the Riverside tenancy. This has set a benchmark score for energy efficiency that can be used to monitor the success of energy saving initiatives in the future.

Since 2007, unnecessary print devices have been removed from office and commercial spaces, with those remaining consolidated. The five-year Print Consolidation Program is to be rolled out across all sites and divisions. Significant financial savings and reductions in environmental impacts have been achieved as a result, including five year total cost of ownership savings of approximately $2 million; in addition to this, CO_2 emissions have been reduced by 151 tonnes per annum.

Priority Area 2: Water Conservation and Wastewater Management

A water-usage baseline has been difficult to determine, however, the department remains committed to working with SA Water, facility managers, building management and staff to reduce water consumption. Staff awareness regarding present and potential future water restrictions will continue to be raised. Water efficiency awareness will be part of the DFC Greening Program.

Priority Area 3: Waste Management

The 3 Bin System has been implemented in the Riverside Centre and various offices and sites throughout the department. This waste management system relies on separating wet waste from landfill, recycling milk cartons, bottles, plastics and cans and recycling all photocopying paper, newspapers and cardboard.

In Riverside Centre approximately 1641m³ was diverted from landfill representing all commercial and office waste generated by Riverside staff. This figure confirms that the target and goal of 100 per cent zero waste to landfill in the Riverside Centre tenancy has been achieved.

This sets the Riverside tenancy apart as an industry leader in diverting waste from landfill. The same system pioneered in Riverside will be implemented throughout other offices and sites during 2011-12.

SITA Environmental Solutions has stated that Riverside diverted a total of 322 tonnes of waste from landfill. This has the added benefit of preventing 176 tonnes of CO_2 emissions from being produced.

Fluorescent tubes are being recycled throughout the department, with approximately 4000 tubes diverted from landfill over the past five years. This program works in synergy with all other recycling programs within the department to ensure that we will remain the greenest government department in South Australia.

Corporate reporting

The photocopying/printer cartridge toner recycling program led to 2.3 tonnes of toner cartridges being diverted from landfill during the past 12 months. This is an increase of 0.4 tonnes diverted, compared to 2009-10. It is a significant achievement, given that paper use has increased only minimally. This suggests that awareness of recycling methods and implementation of toner recycling programs has grown significantly.

Priority Area 4: Built Facilities Management

The DFC Connected Service Centre in Mount Gambier, which became operational in November 2009, has been awarded a 5 star green star rating. The facility incorporates a raft of sustainable features which include:

- controlled day lighting
- water filled trombie walls
- extra low water consumption sanitary ware
- harvested and recycled rainwater
- natural ventilation through automated motorised louvres.

The building includes a number of innovative architectural and built elements that increase energy efficiency and reduce the building's environmental impact. The built project won an Award of Excellence from Engineers Australia in 2010-11.

The *Facility Services Strategic Plan 2009-12* identifies the strategic directions and performance indicators the department will implement to achieve a more sustainable and green department. These include:

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

The plan aims for:

- 100 per cent compliance with legislation
- compliance with South Australian Government *Energy Efficiency Action Plan*
- increase in greening products implemented.

Priority Area 5: Travel and Fleet Management

The breakdown of the department's 1254 fleet of vehicles is as follows:

- Families SA – 378 (30 per cent)
- Housing SA – 257 (21 per cent)
- Disability Services – 303 (24 per cent)
- Domiciliary Care – 255 (20 per cent)
- Corporate DFC – 61 vehicles (5 per cent).

Corporate reporting

The DFC Greening of the Fleet initiative is focused on the department's 921 passenger vehicles which comprise:

- 131 Hybrid vehicles (14 per cent)
- 468 LPG vehicles (51 per cent)
- 108 high efficiency diesel vehicles (12 per cent).

In addition to the 921 passenger vehicles, the department owns 333 commercial vehicles of which 208 are low emission fuelled.

One of the South Australian Government's Tackling Climate Change targets was to reduce emissions from the government vehicle fleet by converting 50 per cent of South Australian Government vehicles to lower emission fuels by 2010. The department has exceeded this target with the total number of low emission fuelled vehicles in the department's 1254 vehicle fleet being 915 (73 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

To support the department's *Sustainable Procurement Policy*, the Procurement and Grants Unit has worked to incorporate sustainability and greening procedures into departmental procurement processes. The *Sustainable Procurement Policy* applies to the procurement of all goods and services, including the engagement of consultants and contractors.

Priority Area 7: Human Resources Management

Human Resources continue to support sustainability and greening processes and principles by incorporating a greening statement in employee Role Descriptions.

Priority Area 8: Government Administrative Policies and Guidelines

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

Corporate reporting

Energy Efficiency Action Plan

In 2010-11, the department achieved a 27.6 per cent increase in energy efficiency throughout the portfolio from the 2000-01 baseline. This exceeds target T3.13 of *South Australia's Strategic Plan* which requires government departments to improve energy efficiency in government buildings by 25 per cent from 2000-01 levels by 2014.

Performance against Annual Energy Efficiency Targets

	Energy Use (MJ)[1]	Business Measures[5] (FTEs)	MJ per FTE
Base Year 2000-2001[2]:			
DFC 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**
2010-11:			
DFC Corporate	11 066 148	518	
Families SA	16 671 808	1 811	
Disability Services	23 557 357	1 998	
Housing SA	8 325 517	966	
Domiciliary Care	2 448 072	524	
Portfolio Total	**62 068 902**	**5 817**	**10 670**
Portfolio Target[3] (for 2010-11)	**11 052** MJ per FTE (25% from base year)		
Final Portfolio Target[4] (for 2014)	**11 052** MJ per FTE (25% from base year)		

Notes:

[1] Energy use data will be expressed in mega joules (MJ) and will be the sum of all fuel types used in each agency (i.e. 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.

[2] 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.

[3] The Portfolio Target for the current year is based on an agreed methodology. This methodology can be obtained through the Portfolio Reference Group member.

[4] The Portfolio Target in 2014 should equal a 25 per cent energy efficiency improvement from the base year 2000-01.

[5] Business measures are also known as normalisation factors. A key performance indicator for energy efficiency is energy intensity, i.e. 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/m^2 and MJ/FTE.

Corporate reporting

Urban Design Guidelines

Housing SA leads the promotion of good urban design for the department through the *Sustainable Housing and Liveable Neighbourhoods* design guidelines which provide detailed design information for application across all Housing SA building and development projects. The aim of the guidelines is to achieve sustainable housing outcomes.

The design guidelines 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. They have been produced for the use of 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.

The guidelines, which are accessible through the department's website at www.dfc.sa.gov.au, provide clear and consistent information in relation to site layouts and house designs, land titling and service infrastructure, amenity targets, adaptable housing, housing modifications and upgrades and environmental sustainability. The guidelines assist all users to gain a full appreciation and understanding of Housing SA requirements.

Housing SA urban design initiatives for 2010-11 include:
- publication of a new design guideline, 1.3 Apartment Design
- commitment to research for a neighbourhood renewal design guideline
- completion of Stage 1 of master planned 'Inspire' project at Noarlunga Centre
- master planned urban redevelopment projects initiated at Beach Road Christies Downs, and Woodville West.

Asbestos management in government buildings

The department undertakes an annual asbestos inspection of sites through DTEI. Any works required as a result of the inspections are carried out by licensed and pre-qualified asbestos removal contractors.

The following table shows the total number of buildings owned by the department (other than Housing SA properties) in which asbestos-containing materials were known to be present at 1 July 2010 and 30 June 2011. To the extent possible, the table also shows the number of sites and dwellings from which asbestos was removed during 2010-11.

The two sites in Category 2 are the Magill Training Centre and a site at Enfield. Removal of asbestos product at the Magill Training Centre will be considered during the decommissioning program for the site. The Enfield site is undergoing a cost feasibility assessment.

Corporate reporting

Asbestos management report (excluding Housing SA)

| Category | Number of Sites | | Category Description | Interpretation One or more items at these sites… |
	At 1 July 2010	At 30 June 2011		
1	0	0	Remove	should be removed promptly
2	2	2	Remove as soon as practicable	should be scheduled for removal at a practicable time
3	6	6	Use care during maintenance	may need removal during maintenance works
4	8	8	Monitor condition	has asbestos present. Inspect according to legislation and policy
5	6	6	No asbestos identified or identified asbestos has been removed	all asbestos identified as per OHS&W Regulations 2010 (Division 2 – Asbestos) has been removed
6	17	16	Further information required	these sites not yet categorised or some asbestos items do not have recommended actions

Definitions:

Category: The site performance score, determined by the worst item performance score at each site.

Number of Sites in Category: A count of how many sites have the corresponding site performance score, with separate counts done at the start and the end of each year.

Category Description: Indicates the recommended action corresponding to the worst item performance score (recorded in the asbestos register by a competent person, as per OHS & W Regulations (SA) 2010 (Division 2 – Asbestos).

Interpretation: A brief real-world example of what each category implies for a site.

Housing SA asbestos management report

Funds are allocated through the Maintenance Program for the inspection, sampling, testing and, where it is deemed necessary, removal of asbestos products. The work is undertaken by DTEI in properties that are used for residential purposes.

Housing SA will only remove asbestos that is damaged or may be presenting as a health risk. Asbestos is not removed if it is in good condition and undamaged. The information in the following table is based on data generated by maintenance orders for responsive, programmed or capital maintenance work.

Corporate reporting

Category	Number of Sites		Category Description	Interpretation One or more items at these sites…
	At 1 July 2010	At 30 June 2011		
1	Data not available	Data not available [2]	Remove	should be removed promptly
2 [1]	61	61	Remove as soon as practicable	should be scheduled for removal at a practicable time
3	Data not available	Data not available [3]	Use care during maintenance	may need removal during maintenance works
4	Data not available	Data not available [4]	Monitor condition	has asbestos present. Inspect according to legislation and policy
5 [1]	119	119	No asbestos identified or identified asbestos has been removed	all asbestos identified as per OHS&W Regulations 2010 (Division 2 – Asbestos) has been removed
6 [1]	1722	1729	Further information required	these sites not yet categorised or some asbestos items do not have recommended actions

[1] No asbestos was removed from these categories during 2010-11.
[2] Asbestos was removed from 211 SAHT sites (341 dwellings) in this category during 2010-11.
[3] Asbestos was removed from 757 SAHT sites (1027 dwellings) in this category during 2010-11.
[4] Asbestos was removed from 385 SAHT sites (544 dwellings) in this category during 2010-11.

Definitions:

Category: The site performance score, determined by the lowest item performance score at each site.

Number of Sites: A count of how many sites have the corresponding site performance score, with separate counts done at the start and the end of each year.

Category Description: Indicates the recommended action corresponding to the lowest item performance score (recorded in the asbestos register by a competent person, as per OHS & W Regulations (SA) 1995, 4.2.10).

Interpretation: A brief example of what each category implies for a site.

Corporate reporting

Fraud

The department has a zero tolerance to fraud and has policies and procedures in place relating to fraud detection and prevention.

Any instances of alleged dishonesty relating to employees were investigated by the Risk Management and Internal Audit Unit and, where necessary, reports were lodged with the South Australia Police (SAPOL) in accordance with the department's policy.

There was no evidence of material loss or evidence to confirm employee dishonesty in the instances of alleged dishonesty investigated by SAPOL. Given the fraud detection and prevention policies, procedures and controls in place within the department, it is unlikely that undetected fraud would result in a material misstatement of the Financial Statements.

Whistleblowers

Pursuant to Section 7 of the *Public Sector Act 2009*, a responsible officer has been appointed by the department for the purposes of the *Whistleblowers Protection Act 1993*. No disclosures were received under the *Whistleblowers Protection Act 1993* during the year ending 30 June 2011.

Overseas travel

The following table summarises overseas travel undertaken by employees of the department during 2010-11. 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/s	Reasons for travel	Total cost to the department *
1	Singapore	To deliver a workshop as part of the Social Innovation Exchange Conference, 'What Makes a City Buzz'	$1 619 **
1	Singapore	To attend the Ageing Asia Investment Forum	$8 143
1	United Kingdom, Sweden, Denmark, Netherlands and Singapore	To participate in the Urban Regeneration and Transit Development Tour 2011	$30 002

* Includes salary, on costs, travel, accommodation, conference fees
** The cost of this trip (excluding employee related expenses) was funded by the Australian Centre for Social Innovation

Financial reporting

The Families and Communities Portfolio is supported by two agencies:
- the Department for Families and Communities
- the South Australian Housing Trust (SAHT).

The information in this section relates only to the Department for Families and Communities. It covers account payment performance, use of consultants and contractual arrangements. For similar information concerning the SAHT, refer to the *South Australian Housing Trust Annual Report 2010-11* which is accessible at www.dfc.sa.gov.au.

Accounts payment performance

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

	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*	31 849	98.2	168 216 230	99.2
Paid late, but within 30 days of due date	391	1.2	1 087 801	0.6
Paid more than 30 days from due date	201	0.6	262 775	0.2

Some agencies receive invoices significantly later than the invoice date, due to supplier invoicing processes. Agencies may choose to report against the date the invoice is first received rather than the date of invoice.

Consultants

Consultancies below $10 000

There were 12 consultancies in 2010-11 that cost below $10 000, with a total expenditure of $77 399.

Consultancies between $10 000 and $50 000

There were nine consultancies in 2010-11 that cost between $10 000 and $50 000, with a total expenditure of $147 965. The consultancies and the project on which each worked are outlined below.

Financial reporting

Consultant	Purpose of Consultancy
AEC Environmental	Clearance testing, including microbiological monitoring, for Domiciliary Care's Oakden facility
David Kelly & Associates	Develop a set of service principles to underpin new directions for the Home and Community Care Program in South Australia, and provide a detailed implementation plan for the new service directions and principles
Deakin University	To provide Families SA with a blueprint of how Youth Justice psychologists can better contribute to service delivery within the organisations wider Youth Justice Unit
Delib	Online consulting and planning tool – the Consultation Finder is a tool which staff can use to promote community consultation activities with older South Australians
John Leatherland	Services provided to conduct the review Families SA 'G' Children
Lucid Consulting Engineers	Mechanical engineering analysis of the Domiciliary Care facility at Oakden
Mohyla Architects Interior	Minister for Families and Communities office upgrade project
Urban And Regional Planning	To develop a statewide, age friendly environments and communities toolkit which includes piloting against Housing SA's Woodville West development
Woodhead International	A feasibility study for the Piddington Hall building at Domiciliary Care's Strathmont location

Consultancies above $50 000

There were three consultancies in 2010-11 that cost over $50 000, with a total expenditure of $238 741. The consultancies and the project on which each worked are outlined below.

Consultant	Purpose of Consultancy
Armstrong Muller Consulting	A study to identify the needs of Aboriginal carers, the issues associated with supporting carers from Aboriginal communities and ways of appropriately responding to the issues identified
HOKJOK	Research the current and future aged and community care needs of culturally and linguistically diverse population groups that are relatively newly arrived in South Australia
Woodhead International	A feasibility study for the Piddington Hall building at Domiciliary Care's Strathmont location

Financial reporting

Contractual arrangements

There were 33 contracts during 2010-11 with a value greater than $4 million (GST inclusive) which extended beyond a single year.

Organisation	Description	Duration of arrangements	Value (GST inclusive)
AAPT	Voice Carriage Services	23 March 2009 to 31 January 2014	$13 200 000
Aboriginal Prisoners and Offenders Support Services	Provides accommodation services	1 July 2010 to 30 June 2013	$4 597 062
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	$12 919 937
Anglicare SA	Family Based Foster Care Services provides emergency, short-term or long-term care for children and young people referred by Families SA who are unable to live with their families and for whom relative or kinship care is not an option	1 July 2008 to 30 June 2011	$8 439 906
Autism SA	Provides diagnostic and therapeutic services to children with autism spectrum disorder	1 July 2010 to 30 June 2013	$6 391 121
Bedford Industries Incorporated	Provides accommodation and day option program services	1 July 2010 to 30 June 2013	$5 703 303
Catholic Family Services (Centacare)	Provides accommodation and respite services and a day option program	1 July 2010 to 30 June 2013	$7 359 672
City of Playford	Home and Community Care Services, to provide social support, meals, transport, centre based day activity programs and home assist services	1 July 2009 to 30 June 2012	$4 100 668
City of Salisbury	Provide Home and Community Care Services within the home plus centre based day care, transport and social support	1 July 2009 to 30 June 2012	$4 191 000
Community Accommodation and Respite Agency	Provides accommodation and respite services	1 July 2010 to 30 June 2013	$37 990 618

Department for Families and Communities

Financial reporting

Organisation	Description	Duration of arrangements	Value (GST inclusive)
Community Lifestyles Inc	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	$9 195 904
Community Living and Support Services	Provides respite, accommodation and day option program services	1 July 2010 to 30 June 2013	$6 515 113
Community Living Options	Provides accommodation and respite services	1 July 2010 to 30 June 2013	$6 947 147
Community Living Project	Provides accommodation and respite services	1 July 2010 to 30 June 2013	$4 860 201
Disability Living Incorporated	Provides accommodation services	1 July 2010 to 30 June 2013	$4 434 260
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	$5 101 296
HenderCare	Emergency Care Workers	1 July 2008 to 30 June 2011	$27 428 334
Hills Community Options	Provides accommodation and day option program services	1 July 2010 to 30 June 2013	$5 737 388
Individual Supported Accommodation Service	Provides accommodation services	1 July 2010 to 30 June 2013	$4 760 000
ISS Facility Services Australia	Cleaning Services	31 May 2010 to 31 May 2012	$4 500 000
Leveda Inc	Provides accommodation; respite; social support and assistance to access the community	1 July 2010 to 30 June 2013	$17 819 804
Life Without Barriers	Family Based Care Service provides individualised care for up to 11 children and young people aged between five and 17 years who are under the Guardianship or Custody of the Minister	1 July 2008 to 30 June 2011	$8 160 169
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	$12 369 679

Financial reporting

Organisation	Description	Duration of arrangements	Value (GST inclusive)
Meals on Wheels Inc	Home and Community Care 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	$5 329 600
Minda Inc	Provides accommodation; respite; social support and assistance to access the community	1 July 2010 to 30 June 2013	$111 638 786
Nanny SA	Emergency Care Workers	1 July 2008 to 31 December 2011	$17 243 798
Novita	Provides community support services, therapy and equipment to children aged 0 to 18 years with physical, cognitive and neurological disability	1 July 2010 to 30 June 2013	$30 176 446
Orana Inc	Provides accommodation and respite services	1 July 2010 to 30 June 2013	$7 332 477
Royal District Nursing Service of SA Incorporated	Home and Community Care Services, to provide nursing services in clients homes or in nursing services located across metropolitan Adelaide	1 July 2008 to 30 June 2011	$54 000 010
Royal Society for the Blind	Provides accommodation support, information and referral and alternative methods of communication services	1 July 2010 to 30 June 2013	$7 558 492
SCOSA	Provides learning and life skills programs for people with intellectual disability	1 July 2010 to 30 June 2013	$17 819 804
Stanhope (formerly Alabricare)	Emergency Care Workers	1 July 2008 to 31 December 2011	$13 270 231
The Paraplegic and Quadriplegic Association of SA	Provides accommodation services	1 July 2010 to 30 June 2013	$4 610 168

Department for Families and Communities

Financial statements

**Financial statements for the year ended 30 June 2011 for the
Department for Families and Communities**

Financial statements

Certified statements by the Chief Executive and Principal Finance Officer

Certification of the Financial Report

We certify that the attached general purpose financial statements for the Department for Families and Communities (DFC):

- complies with any relevant Treasurer's Instructions issued under section 41 of the *Public Finance and Audit Act 1987* and any relevant Australian accounting standards;

- are in accordance with the accounts and records of DFC; and

- present a true and fair view of the financial position of DFC as at 30 June 2011 and the results of its operation and cash flows for the financial year.

We certify that the internal controls employed by DFC 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

20 / 9 /2011

Joe Ullianich
Executive Director, Financial Services

20 / 9 /2011

Financial statements

To the Chief Executive
Department for Families and Communities

As required by section 31 of the *Public Finance and Audit Act 1987*, I have audited the accompanying financial report of the Department for Families and Communities for the financial year ended 30 June 2011. The financial report comprises:

- a Statement of Comprehensive Income for the year ended 30 June 2011
- a Statement of Financial Position as at 30 June 2011
- a Statement of Changes in Equity for the year ended 30 June 2011
- a Statement of Cash Flows for the year ended 30 June 2011
- Disaggregated Disclosures - Expenses and Income for the year ended 30 June 2011
- Disaggregated Disclosures - Assets and Liabilities as at 30 June 2011
- notes, comprising a summary of significant accounting policies and other explanatory information
- a Statement of Administered Comprehensive Income for the year ended 30 June 2011
- a Statement of Administered Financial Position as at 30 June 2011
- a Statement of Administered Changes in Equity for the year ended 30 June 2011
- a Statement of Administered Cash Flows for the year ended 30 June 2011
- a Schedule of Expenses and Income attributable to administered activities for the year ended 30 June 2011
- 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.

Financial statements

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 Families and Communities as at 30 June 2011, its financial performance and its cash flows for the year then ended in accordance with the Treasurer's Instructions promulgated under the provisions of the *Public Finance and Audit Act 1987* and Australian Accounting Standards.

S O'Neill
AUDITOR-GENERAL
29 September 2011

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES

STATEMENT OF COMPREHENSIVE INCOME

for the year ended 30 June 2011

	Note	2011 $'000	2010 $'000
Expenses			
Employee benefit expenses	5	462 601	436 466
Supplies and services	6	222 265	196 749
Depreciation and amortisation expense	7	5 455	4 369
Grants, subsidies and client payments	8	854 760	1 139 012
Net loss from disposal of non-current assets	13	1	224
Other expenses	9	82	1 146
Total expenses		1 545 164	1 777 966
Income			
Revenue from rent, fees and charges	10	125 363	118 384
Commonwealth revenues	11	235 162	542 271
Interest revenues	12	54	41
Other revenues	14	4 837	10 339
Total income		365 416	671 035
Net cost of providing services		(1 179 748)	(1 106 931)
Revenues from / (payments to) SA Government			
SA Government appropriation	15.1	1 181 171	1 067 759
Grants from SA Government agencies	15.2	13 863	17 770
Payments to SA Government	15.3	(396)	-
Total revenues from / (payments to) SA Government		1 194 638	1 085 529
Net result		14 890	(21 402)
Other comprehensive income			
Changes in property, plant and equipment asset revaluation surplus		-	14 016
Total other comprehensive income		-	14 016
Total comprehensive result		14 890	(7 386)

Net result and comprehensive result are attributable to the SA Government as owner

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

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES

STATEMENT OF FINANCIAL POSITION

as at 30 June 2011

	Note	2011 $'000	2010 $'000
Current assets			
Cash and cash equivalents	17	52 055	41 514
Receivables	18	39 650	25 152
Inventories	19	284	319
Total current assets		91 989	66 985
Non-current assets			
Receivables	18	17 319	17 313
Property, plant and equipment	20	283 887	274 803
Capital works in progress	21	18 240	6 618
Intangible assets	22	6 309	6 369
Total non-current assets		325 755	305 103
Total assets		417 744	372 088
Current liabilities			
Payables	23	48 680	60 510
Employee benefits	24	53 804	57 966
Provisions	26	10 004	8 304
Other current liabilities	27	752	114
Total current liabilities		113 240	126 894
Non-current liabilities			
Payables	23	5 030	5 351
Employee benefits	24	56 694	53 374
Borrowings	25	285	285
Provisions	26	31 083	25 603
Other non-current liabilities	27	5 415	-
Total non-current liabilities		98 507	84 613
Total liabilities		211 747	211 507
Net assets		**205 997**	**160 581**
Equity			
Contributed capital	28	74 325	43 799
Retained earnings	28	16 859	1 233
Asset revaluation surplus	28	114 813	115 549
Total equity		**205 997**	**160 581**

Total equity is attributable to the SA Government as owner

Unexpended funding commitments	16		
Unrecognised contractual commitments	30		
Contingent assets and liabilities	31		

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

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES

STATEMENT OF CHANGES IN EQUITY

for the year ended 30 June 2011

	Note	Contributed Capital $'000	Asset Revaluation Surplus $'000	Retained Earnings $'000	Total $'000
Balance at 30 June 2009		41 888	101 918	19 625	163 431
Error correction		-	-	2 625	2 625
Restated Balance at 30 June 2009		**41 888**	**101 918**	**22 250**	**166 056**
Net result for 2009-10		-	-	(21 402)	(21 402)
Gains on revaluation of property, plant and equipment during 2009-10		-	14 016	-	14 016
Transfer to retained earnings of increment realised on sale of land and buildings		-	(385)	385	-
Total comprehensive result for 2009-10		**-**	**13 631**	**(21 017)**	**(7 386)**
Transactions with SA Government as owner					
Equity contribution received		1 911	-	-	1 911
Balance at 30 June 2010	28	**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**

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

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

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES

STATEMENT OF CASH FLOWS

for the year ended 30 June 2011

	Note	2011 Inflows (Outflows) $'000	2010 Inflows (Outflows) $'000
Cash flows from operating activities			
Cash outflows			
Employee benefit payments		(455 435)	(424 206)
Payments for supplies and services		(221 661)	(186 273)
Payments for grants and subsidies		(876 532)	(1 124 239)
GST payments on purchases		(54 615)	(53 941)
GST paid to the ATO		(1 898)	(2 838)
Cash used in operations		(1 610 141)	(1 791 497)
Cash inflows			
Fees and charges		114 018	114 113
Receipts from Commonwealth		234 779	542 271
Interest received		54	41
GST receipts on receivables		1 527	2 882
GST recovered from the ATO		54 513	53 542
Other receipts		4 838	5 497
Cash generated from operations		409 729	718 346
Cash flows from SA Government			
Receipts from SA Government		1 181 171	1 067 759
Grants from SA Government agencies		13 863	17 770
Payments to SA Government		(396)	-
Cash generated from SA Government		1 194 638	1 085 529
Net cash (used in) / provided by operating activities	32	**(5 774)**	**12 378**
Cash flows from investing activities			
Cash outflows			
Purchase of property, plant and equipment (including WIP)		(14 966)	(6 601)
Purchase of intangibles		(757)	(6 747)
Cash used in investing activities		(15 723)	(13 348)
Cash inflows			
Proceeds from sale of property, plant and equipment		1 512	180
Cash generated from investing activities		1 512	180
Net cash (used in) investing activities		**(14 211)**	**(13 168)**
Cash flows from financing activities			
Cash inflows			
Capital contributions from SA Government		30 526	1 911
Cash generated from financing activities		30 526	1 911
Cash provided by financing activities		**30 526**	**1 911**
Net increase in cash and cash equivalents		**10 541**	**1 121**
Cash and cash equivalents at the beginning of the period		41 514	40 393
Cash and cash equivalents at the end of the period	17	**52 055**	**41 514**

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

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES
DISAGGREGATED DISCLOSURES - EXPENSES AND INCOME
for the year ended 30 June 2011

Activities (refer note 4)	Housing 1	Families 2	Disability 3	Ageing 4	Communities and Partners 5	Organisational Capability 6	General/ Not Attributable	Total
	2011 $'000	2011 $'000	2011 $'000	2011 $'000	2011 $'000	2011 $'000	2011 $'000	2011 $'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
Net loss from disposal of non-current assets	-	4	28	39	-	(70)	-	1
Other expenses	-	1	56	37	-	(12)	-	82
Total expenses	523 788	287 830	396 098	204 658	31 454	101 336	-	1 545 164
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
Other revenues	-	391	10	3 795	-	641	-	4 837
Total income	191 332	5 204	17 618	122 970	1 479	26 813	-	365 416
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

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES
DISAGGREGATED DISCLOSURES - EXPENSES AND INCOME
for the year ended 30 June 2010

Activities (refer note 4)	Housing 1 2010 $'000	Families 2 2010 $'000	Disability 3 2010 $'000	Ageing 4 2010 $'000	Communities and Partners 5 2010 $'000	Organisational Capability 6 2010 $'000	General/ Not Attributable 2010 $'000	Total 2010 $'000
Expenses								
Employee benefit expenses	71 836	128 088	131 152	42 457	9 304	53 629	-	436 466
Supplies and services	-	27 615	92 586	30 372	4 060	42 116	-	196 749
Depreciation and amortisation expense	-	1 056	374	1 280	47	1 612	-	4 369
Grants, subsidies and client payments	762 289	104 318	133 341	118 315	17 430	3 319	-	1 139 012
Net loss from disposal of non-current assets	-	-	45	77	-	102	-	224
Other expenses	-	2	1 071	17	-	56	-	1 146
Total expenses	834 125	261 079	358 569	192 518	30 841	100 834	-	1 777 966
Income								
Revenues from rent, fees and charges	72 424	3 578	11 557	4 053	1 045	25 727	-	118 384
Commonwealth revenues	428 817	1 457	3 053	108 201	706	37	-	542 271
Interest revenues	-	-	6	33	-	2	-	41
Other revenues	-	424	48	3 379	51	6 437	-	10 339
Total income	501 241	5 459	14 664	115 666	1 802	32 203	-	671 035
Net cost of providing services	(332 884)	(255 620)	(343 905)	(76 852)	(29 039)	(68 631)	-	(1 106 931)
Revenues from /(payments to) SA Government								
SA Government appropriation	169 684	-	-	-	-	-	898 075	1 067 759
Grants from SA Government agencies	-	1 871	7 608	1 900	2 991	3 400	-	17 770
Payments to SA Government	-	-	-	-	-	-	-	-
Net result	(163 200)	(253 749)	(336 297)	(74 952)	(26 048)	(65 231)	898 075	(21 402)

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES
DISAGGREGATED DISCLOSURES - ASSETS AND LIABILITIES
as at 30 June 2011

Activities (refer note 4)	Housing 1	Families 2	Disability 3	Ageing 4	Communities and Partners 5	Organisational Capability 6	General/ Not Attributable	Total
	2011 $'000	2011 $'000	2011 $'000	2011 $'000	2011 $'000	2011 $'000	2011 $'000	2011 $'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.

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES
DISAGGREGATED DISCLOSURES - ASSETS AND LIABILITIES
as at 30 June 2010

Activities (refer note 4)	Housing 1	Families 2	Disability 3	Ageing 4	Communities and Partners 5	Organisational Capability 6	General/ Not Attributable	Total
	2010 $'000	2010 $'000	2010 $'000	2010 $'000	2010 $'000	2010 $'000	2010 $'000	2010 $'000
Assets								
Cash and cash equivalents *	-	-	-	-	-	-	41 514	41 514
Receivables *	-	-	-	-	-	-	42 465	42 465
Inventories	-	98	221	-	-	-	-	319
Property, plant and equipment	-	115 624	100 675	20 209	851	37 444	-	274 803
Capital works in progress	-	6 120	197	301	-	-	-	6 618
Intangible assets	-	6 263	50	56	-	-	-	6 369
Total assets	-	128 105	101 143	20 566	851	37 444	83 979	372 088
Liabilities								
Payables *	-	-	-	-	-	-	65 861	65 861
Employee benefits *	-	-	-	-	-	-	111 340	111 340
Borrowings	-	285	-	-	-	-	-	285
Provisions *	-	-	-	-	-	-	33 907	33 907
Other liabilities *	-	-	-	-	-	-	114	114
Total liabilities	-	285	-	-	-	-	211 222	211 507

* The Department considers that the significant expenditure associated with accounting system modifications and other associated expenditure required to reliably capture these disaggregated asset and disaggregated liability information is not justifiable. The Department has therefore, chosen not to disclose these assets and liabilities by disaggregated activities.

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the year ended 30 June 2011

1   Objectives and functions of the Department

The Department for Families and Communities (the Department) was established on 5 March 2004 and commenced operating on 1 July 2004, to provide a clear focus for the South Australian Government's goals for the protection of our children and young people and to help build the resilience and wellbeing of families and communities. The vision of the Department is to be an innovative, effective and responsive leader in improving the quality of family and community life in South Australia. The Department has a broad mandate to work with those in need who, through circumstance, may be poor, vulnerable, at risk of harm or isolated and disconnected.

To achieve this vision, the Department will actively work towards a community where:
- enhanced wellbeing is a fundamental right
- everybody shares the responsibility for building and supporting stronger families and communities
- everybody benefits from improved wellbeing.

The Department serves the Minister for Families and Communities, Housing, Ageing and Disability. The Department has the responsibility for delivery of specific programs to the public with respect to activities assigned to the Department under various Acts as delegated, by the respective Ministers, to the Chief Executive of the Department.

The Department also functions as a service provider to the South Australian Housing Trust. The financial affairs of the South Australian Housing Trust does not form part of the Department's financial report.

1.1 Administered items

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

1.2 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 Basis of accounting

The financial statements are general purpose financial statements. The accounts have been prepared in accordance with:
- applicable Australian Accounting Standards
- Treasurer's Instructions (TIs) and Accounting Policy Statements (APS) promulgated under the provision of the *Public Finance and Audit Act 1987*
- other mandatory professional reporting requirements in Australia.

Financial statements

Statement of compliance

The preparation of the financial statements requires the use of certain accounting estimates, where management is required to exercise its judgement in the process of applying the Department's accounting policies. The areas involving a higher degree of judgments or where assumptions and estimates are significant to the financial statements are outlined in the applicable notes.

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.

Early adoption of accounting standards

Except for Australian Accounting Standard AASB 2009-12, which the Department has early adopted, Australian Accounting Standards and Interpretations that have been recently issued or amended but are not yet effective have not been adopted by the Department for the reporting period ending 30 June 2011. These are outlined in Note 3. The Department has assessed the impact of new and amended standards and interpretations and considers that there will be no impact on the accounting policies or financial statements of the Department.

2.2 Reporting entity

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

Financial statements

2.3 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.

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

2.4 Rounding

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

2.5 Taxation

The Department is not subject to income tax. The Department is liable for payroll tax, fringe benefits tax, goods and services tax (GST) and the emergency services levy.

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

2.6 Income

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

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

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

The following are specific recognition criteria:

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

Financial statements

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.

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.

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

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

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

The following are specific recognition criteria:

Employee benefit expenses
Employee benefit expenses includes all 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.

Department for Families and Communities

Financial statements

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.

2.8 Current and non-current classification

Assets and liabilities are characterised as either current or non-current in nature. The Department has a clearly identifiable operating cycle of twelve months. Therefore assets and liabilities that will be realised as part of the normal operating cycle will be classified as current assets or current liabilities. All other assets and liabilities are classified as non-current.

2.9 Assets

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

Where an asset line item combines amounts expected to be settled within twelve months and more than twelve months, the Department has separately disclosed the amounts expected to be recovered after more than twelve months.

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

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

In October 2003 the SA Government introduced a policy with respect to aligning agency cash balances with the appropriation and expenditure authority. During the 2009-10 financial year the Department was not required to transfer any of its cash balance to the Consolidated Account. In 2010-11 the Department was required to transfer $7.6m for Concessions which is an Administered Item.

Financial statements

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.

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 are due to be revalued as at 30 June 2012.

Department for Families and Communities

Financial statements

During the 2009-10 financial year, management considered that prices had materially appreciated and a desktop valuation was carried out on land and buildings by a professional valuer. The fair value valuation methodology was used by the valuer in conducting the desktop valuation. As a result of the desktop valuation, asset values were adjusted to be in accordance with the fair value as determined by the valuer.

In 2010-11, a desktop valuation was again carried out on land and buildings by a professional valuer. The fair value valuation methodology was used by the valuer in conducting the desktop valuation. The movement in asset values was considered immaterial and no adjustments were made against asset values accordingly.

The professional valuer engaged to perform the independent desktop valuations was:
- Martin Burns - M.B.A., B.App.Sc. Property Resource Management, Associate Australian Property Institute (AAPI), Certified Practising Valuer (CPV), Liquid Pacific Limited.

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

Asset classes where written down cost is deemed to be fair value include:
- Leasehold Improvements
- Buildings and Improvements in Progress (WIP)
- Computing Equipment
- Motor Vehicles
- Other Plant and Equipment.

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 asset 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.

Financial statements

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 2011 there was only an investment property reported in the administered financial statements.

2.10   Liabilities

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

Where a liability line item combines amounts expected to be settled within twelve months and more than twelve months, the Department has separately disclosed the amounts expected to be settled after more than twelve months.

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

Payables
Payables include creditors, accrued expenses and employment on-costs.

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

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.

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.

Financial statements

- *Sick leave*

No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years is estimated to be less than the annual entitlement of sick leave.

- *Annual leave*

The liability for annual leave is measured as the amount unpaid at the reporting date at remuneration rates expected to be paid at reporting date. The annual leave liability is expected to be paid within twelve months and is measured at the undiscounted nominal amount.

- *Long service leave*

The liability for long service leave was determined through an actuarial assessment undertaken by Mercer (Australia) Pty Ltd, in accordance with AASB 119 *Employee Benefits*. The following assumptions were made by the actuary when performing the assessment:

- salary increases of 2.5% (2010: 2.5%) per annum based on the current enterprise bargaining agreement and short-term forecasts
- discounting of 5.0% (2010: 5.1%) per annum based on the gross six year (2010: ten year) Commonwealth Government bonds rate at 30 June 2011.

- *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 Division (SAICORP) for professional indemnity insurance and general public liability insurance and is responsible for the payment of claim amounts up to an agreed amount (the deductible). SAICORP provides the balance of funding for claims in excess of the deductible.

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.

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.

Financial statements

- *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 2011 data. Taylor Fry Consulting Actuaries extrapolate this data to 30 June 2011. For the 2010-11 financial year the Department has reflected a workers compensation provision of $40.84 million (2010: $33.58 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.

<u>Leases</u>
The Department has not entered into any finance leases. The Department has entered into some operating leases.

- *Operating leases*

In respect of operating leases, the lessor retains substantially the entire risks and benefits incidental to the ownership of the leased items. Operating lease payments are recognised as an expense in the Statement of Comprehensive Income on a basis which is representative of the pattern of benefits derived from the leased assets.

2.11   Unrecognised contractual commitments and contingent assets and liabilities

Commitments include operating, capital and outsourcing arrangements arising from contractual or statutory sources and are disclosed at their nominal value.

Contingent assets and contingent liabilities are not recognised in the Statement of Financial Position, but are disclosed by way of a note and, if quantifiable, are measured at nominal value.

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

In accordance with amendments to APS 4.8 within Accounting Policy Framework II *General Purpose Financial Statements Framework*, effective 1 July 2010, the Department has disclosed all employees whose normal remuneration is equal to or greater than the base executive level remuneration. Previously APS 4.8 within APF II required the Department to disclose all employees whose normal remuneration was equal to or greater than $100 000. This change is reflected in Note 5.

Except for the Standard AASB 2009-12, which the Department has early-adopted, the Australian accounting standards and interpretations that have recently been issued or amended but are not yet effective, have not been adopted by the Department for the period ending 30 June 2011. 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.

Department for Families and Communities

Financial statements

4 Activities of the Department

In achieving its objectives the Department provides a range of services classified into the following activities:

Activity 1: Housing

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.

Activity 2: Families

Provision of services to strengthen and support families to keep children and young people safe, nurtured and able to realise their potential. This 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.

Provision of emergency financial assistance, domestic violence assistance, poverty preventative programs and recovery services for victims of disasters.

Provision of services 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. Working in partnership with Aboriginal communities to address family violence.

Activity 3: Disability

To promote and develop opportunities for people with a disability to actively engage in the community. 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 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.

Financial statements

5 Employee benefit expenses

	2011 $'000	2010 $'000
Salaries and wages	333 133	314 159
TVSPs	4 042	6 962
Long service leave	11 184	15 658
Annual leave	35 249	31 204
Superannuation	35 721	35 061
Workers compensation	19 932	11 709
Payroll tax	20 775	19 192
Other employee related expenses	2 565	2 521
Total employee benefit expenses	**462 601**	**436 466**

Targeted voluntary separation packages (TVSPs):	2011 $'000	2010 $'000
Amount paid to these employees:		
TVSPs	4 042	6 962
Annual leave and long service leave paid during the reporting period	1 031	2 085
Recovery from the Department of Treasury and Finance	(2 117)	(6 810)
Net cost to the Department	**2 956**	**2 237**
Number of employees that were paid TVSPs during the reporting period	44	69

Remuneration of Employees	2011	2010
The number of employees whose remuneration received or receivable falls within the following bands:	No.	No.
$127 500 – 130 699*	-	4
$130 700 – 140 699	11	13
$140 700 – 150 699	16	12
$150 700 – 160 699	7	8
$160 700 – 170 699	10	3
$170 700 – 180 699	5	6
$180 700 – 190 699	4	5
$190 700 – 200 699	3	4
$200 700 – 210 699	4	2
$210 700 – 220 699	3	-
$220 700 – 230 699	-	3
$230 700 – 240 699	-	1
$240 700 – 250 699	3	2
$250 700 – 260 699	1	-
$270 700 – 280 699	1	-
$280 700 – 290 699	-	1
$290 700 – 300 699	1	-
$310 700 – 320 699	-	1
$320 700 – 330 699	1	1
$330 700 – 340 699	-	1
$380 700 – 390 699	1	-
Total number of employees	**71**	**67**

* This band has been included for the purposes of reporting comparative figures based on the executive base level remuneration rate for 2009-10.

Department for Families and Communities

Financial statements

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 $12.5 million (2010 $11.6 million).

Accounting Policy Change

In accordance with the revised Accounting Policy Framework II *General Purpose Financial Statements Framework*, the Department has changed its accounting policy and now discloses all employees who receive remuneration equal to or greater than the base executive remuneration level rather than all employees who receive remuneration equal to or greater than $100 000. As a result of this change in accounting policy, the number of employees disclosed has reduced by 302 for 2011 and 178 for 2010.

6 Supplies and services

	2011 $'000	2010 $'000
Accommodation and property related	34 856	30 490
Advertising and promotions	618	637
Brokerage care services	85 629	69 268
Business services	5 510	4 675
Client related expenses	8 634	8 569
Communication and computing	19 260	17 028
Contractors and agency staff	18 456	20 868
Consultants	464	668
Drugs and medical supplies	2 180	1 894
Insurance	1 361	(468)
Interpreter and translator fees	89	91
Managed payments	3 458	3 461
Minor equipment	8 509	8 046
Motor vehicles	13 359	12 431
Printing, stationery, postage and periodicals	3 655	3 917
Seminars, courses and training	1 573	1 454
Travel and accommodation	2 628	2 343
Other administration	11 731	11 081
Total supplies and services (excluding audit fees)	**221 970**	**196 453**
Audit fees paid / payable to the Auditor-General's Department *	295	296
Total audit fees	**295**	**296**
Total supplies and services (including audit fees)	**222 265**	**196 749**

Financial statements

Supplies and services provided by entities within SA Government	$'000	$'000
Accommodation and property related	24 717	21 886
Advertising and promotions	34	31
Brokerage care services	710	474
Business services	5 501	4 672
Client related expenses	168	355
Communication and computing	4 999	4 896
Contractors and agency staff	3 576	3 545
Drugs and medical supplies	18	5
Insurance	1 415	1 426
Interpreter and translator fees	10	58
Managed payments	3 356	3 088
Minor equipment	814	437
Motor vehicles	12 706	11 940
Printing, stationery, postage and periodicals	68	48
Seminars, courses and training	94	120
Travel and accommodation	7	-
Other administration	2 065	1 281
Total supplies and services - SA Government (excluding audit fees)	**60 258**	**54 262**
Audit fees paid / payable to the Auditor-General's Department *	295	296
Total audit fees - SA Government	**295**	**296**
Total supplies and services - SA Government (including audit fees)	**60 553**	**54 558**

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

The number and dollar amount of consultancies paid/payable (included in supplies and services) that fell within the following bands:

	No	2011 $'000	No	2010 $'000
Below $10 000	12	77	4	33
Between $10 000 and $50 000	9	148	9	218
Above $50 000	3	239	4	417
Total paid/payable to the consultants engaged	**24**	**464**	**17**	**668**

7   Depreciation and amortisation

	2011 $'000	2010 $'000
Depreciation		
Buildings and improvements	1 757	1 433
Computing equipment	155	139
Motor vehicles	30	30
ILEP equipment	867	878
Other plant and equipment	267	274
Total depreciation	**3 076**	**2 754**
Amortisation		
Leasehold improvements	1 562	933
Computer software	817	682
Total amortisation	**2 379**	**1 615**
Total depreciation and amortisation	**5 455**	**4 369**

Department for Families and Communities

Financial statements

8 Grants, subsidies and client payments by program

	2011 $'000	2010 $'000
Aboriginal Community Benefit Grants	1 190	1 345
Disability Grants	131 112	122 392
Community Connect Grants	840	786
Supported Accommodation	-	2 733
National Affordable Housing Agreement (NAHA)	139 735	138 586
National Partnership Agreement on Social Housing	-	14 990
National Partnership Agreement on Remote Indigenous Housing	19 381	97 910
National Partnership Agreement on the Nation Building & Jobs Plan	84 855	299 192
Supported Residential Facility	8 156	8 445
Tax Equivalents Regime	185 042	188 335
Social Inclusion Funding	-	373
National Partnership Agreement on Homelessness	16 188	13 775
Home and Community Care	127 736	114 655
Alternative Care Support Payments	65 448	57 651
Family and Community Development	8 930	8 717
Stronger Families Safer Children - Early Intervention	7 797	7 468
Alternative Care Grants	45 070	42 000
Emergency Financial Assistance	1 778	1 999
Concessions	791	801
Aged Care Grants	3 831	3 661
Parks Community Centre (Local Government Grant)	1 784	1 719
Strathmont Centre Devolution Grant	7	1 250
Housing Affordability Fund	-	9 500
Disability Group Home Contribution	4 357	-
Other	732	729
Total Grants, Subsidies and Client Payments	**854 760**	**1 139 012**

Grants, Subsidies and Client Payments by Program Paid/Payable within SA Government

	2011 $'000	2010 $'000
Aboriginal Community Benefit Grants	15	27
Disability Grants	3 308	2 130
Community Connect Grants	739	686
National Affordable Housing Agreement (NAHA)	139 735	138 586
National Partnership Agreement on Social Housing	-	14 990
National Partnership Agreement on Remote Indigenous Housing	19 381	97 910
National Partnership Agreement on the Nation Building & Jobs Plan	84 855	299 192
Supported Residential Facility	560	844
Tax Equivalents Regime	185 042	188 335
National Partnership Agreement on Homelessness	16 188	13 775
Home and Community Care	31 387	29 839
Alternative Care Support Payments	1 316	692
Alternative Care Grants	301	51
Emergency Financial Assistance	403	946
Aged Care Grants	2 438	2 422
Strathmont Centre Devolution Grant	7	1 250
Housing Affordability Fund	-	9 500

Financial statements

Disability Group Home Contribution		4 357	-
Other		220	76
Total Grants, Subsidies and Client Payments - SA Government		**490 252**	**801 251**
Grants, Subsidies and Client Payments by Recipient Type		**$'000**	**$'000**
SA Housing Trust		449 562	763 540
SA Government Entities - Other		3 573	3 270
SA Health Units		35 398	32 804
Non-Government Organisations (NGOs)	8.1	274 569	257 976
Local Government		22 444	19 309
Universities		623	577
Grant -Commonwealth & Other State/Territory Governments		575	1 086
Concessions		791	801
Children's Payments and Emergency Financial Assistance* - Government		1 719	1 637
Children's Payments and Emergency Financial Assistance* - Non-Government		65 506	58 012
Total Grants, Subsidies and Client Payments		**854 760**	**1 139 012**

* Small payments are made to numerous providers in accordance with the Departmental client payment policies.

8.1 Funding to Non-Government Organisations

	2011 $'000	2010 $'000
Minda Incorporated	35 083	33 916
Royal District Nursing Service of SA Inc	18 387	17 810
Anglicare SA Inc	15 640	15 233
Community Accommodation & Respite Agency Inc	13 370	12 335
Life Without Barriers	11 680	10 153
Novita Children's Services Inc	10 788	10 863
Aboriginal Family Support Services Inc	7 121	6 603
Aged Care & Housing Group Inc	6 927	6 465
Leveda Inc	6 488	5 899
Spastic Centres of SA Inc	5 966	5 538
Centacare Catholic Family Services	5 597	5 813
Resthaven Inc	4 621	4 137
Baptist Care SA Inc	4 409	5 168
Anglican Community Care Inc	4 374	4 542
Uniting Care Wesley Adelaide Inc	3 915	3 775
Life's for Living Inc	3 861	3 748
Southern Junction Community Services Inc	3 831	3 918
Helping Hand Aged Care Inc	3 262	2 608
Uniting Care Wesley Port Adelaide Inc	3 094	3 796
Orana Inc	3 057	2 292
Community Lifestyles Inc	2 972	2 782
Barkuma Inc	2 868	2 797
Uniting Care Wesley Port Pirie Inc	2 748	2 858
Meals on Wheels (SA) Inc	2 568	2 284
Royal Society for the Blind of SA Inc	2 473	2 405
Community Living and Support Services Inc	2 318	1 560
Catholic Diocese of Port Pirie	2 309	2 330
Autism Association of SA Inc	2 259	1 954

Financial statements

Community Living Options Inc	2 168	2 077
Key Assets SA Ltd	2 060	640
Country Home Advocacy Project Inc	1 964	1 798
Hills Community Options Inc	1 959	1 358
Guide Dogs Association of SA and NT Inc	1 916	1 866
Bedford Industries Inc	1 846	1 567
The Salvation Army (SA) Property Trust	1 698	1 499
Community Living Project Inc.	1 658	1 602
Paraquad SA (The Paraplegic & Quadriplegic Assoc of SA Inc)	1 541	1 416
Individual Supported Accommodation Services Inc	1 493	1 442
Aboriginal Elders and Community Care Services Inc	1 488	1 308
Aboriginal Prisoners and Offenders Support Services Inc	1 435	1 393
Italian Benevolent Foundation (SA) Inc	1 407	1 179
Disability Living Inc	1 403	1 365
Carer Support & Respite Centre Inc	1 380	1 229
Northern Carer's Network Inc	1 339	1 248
Comrec Australia Pty Ltd	1 326	1 153
Carers Association of SA Inc	1 275	1 231
Masonic Homes Ltd	1 272	1 453
Alzheimers Australia SA Inc	1 264	1 134
Australian Red Cross Society	1 249	1 032
Stanhope Healthcare Services (SA) Pty Ltd	1 128	1 089
Lifestyle Assistance and Accommodation Service Inc	1 118	1 097
Seniors Information Service Inc	1 069	634
Boandik Lodge Inc	1 061	970
EBL Disability Services Inc	1 058	1 045
Xlent Disability Services	1 032	914
Other	42 976	39 655
Total funding to Non-Government Organisations	**274 569**	**257 976**

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

	2011	2010
	$'000	**$'000**
Bad and doubtful debts	82	96
Donated assets	-	1 050
Total other expenses	**82**	**1 146**
Other expenses paid/payable to entities within the SA Government	**$'000**	**$'000**
Bad and doubtful debts	32	23
Total other expenses - SA Government	**32**	**23**

Financial statements

10   Revenue from rent, fees and charges

	2011 $'000	2010 $'000
Employee services *	77 482	72 424
Insurance recoveries	1 108	1 216
Recoveries	18 230	18 089
Business services	15 256	15 117
Fees, fines and penalties	494	526
Rent	829	777
Patient and client fees	11 964	10 235
Total rent, fees and charges	**125 363**	**118 384**

Rent, fees and charges received/receivable from entities within SA Government	2011 $'000	2010 $'000
Employee services *	77 482	72 424
Insurance recoveries	91	233
Recoveries	11 698	12 122
Business services	15 256	15 117
Fees, fines and penalties	205	152
Rent	677	648
Total rent, fees and charges - SA Government	**105 409**	**100 696**

* Represents the recovery of costs for the provision of employee related services to Housing SA

11   Commonwealth revenues

	2011 $'000	2010 $'000
National Partnership Payments:		
Home & Community Care	109 427	99 965
HACC Services for Veterans	1 455	1 428
Social Housing*	-	14 990
Remote Indigenous Housing	19 381	97 910
Nation Building and Jobs Plan	84 855	299 192
Aged Care Assessment	5 096	6 808
Homelessness	9 613	7 225
Housing Affordability Fund*	-	9 500
Other	5 335	5 253
Total Commonwealth revenues	**235 162**	**542 271**

* There was no Commonwealth funding received in 2010-11 for Social Housing and Housing Affordability Fund. The $15.0m and $9.5m received respectively in 2009-10 was one-off funding.

12   Interest revenues

	2011 $'000	2010 $'000
Interest on funds held	54	41
Total interest revenues	**54**	**41**

Department for Families and Communities

Financial statements

13 Net gain/(loss) from disposal of non-current assets

	2011 $'000	2010 $'000
Land and buildings		
Proceeds from disposal	1 509	180
Less net book value of assets disposed	(1 391)	(273)
Net gain/(loss) from disposal of land and buildings	**118**	**(93)**
Plant and equipment		
Proceeds from disposal	3	-
Less net book value of assets disposed	(122)	(131)
Net (loss) from disposal of plant and equipment	**(119)**	**(131)**
Total assets		
Total proceeds from disposal	1 512	180
Less total value of assets disposed	(1 513)	(404)
Total net (loss) from disposal of assets	**(1)**	**(224)**

14 Other revenues

	2011 $'000	2010 $'000
Gain on revaluation of non-current assets	-	4 811
Other	4 837	5 528
Total other revenues	**4 837**	**10 339**

	2011 $'000	2010 $'000
Other Revenues received/receivable from entities within SA Government		
Other	702	790
Total other revenues - SA Government	**702**	**790**

15 Revenues from / (payments to) SA Government

15.1 SA Government appropriation

	2011 $'000	2010 $'000
Appropriations from Consolidated Account pursuant to the Appropriation Act		
General appropriation	985 393	874 290
Department of Treasury and Finance - Contingency Funds	10 736	23 785
Tax Equivalent Regime Reimbursement - Housing SA	185 042	169 684
Total SA Government appropriation	**1 181 171**	**1 067 759**

15.2 Grants from SA Government Agencies

State capital grants	837	3 086
Community Development Fund	3 443	3 400
Other	9 583	11 284
Total Grants from SA Government agencies	**13 863**	**17 770**

Financial statements

15.3 Payments to SA Government

Other payments to the Consolidated Account	(396)	-
Total payments to SA Government	**(396)**	**-**
Total revenues from / (payments to) SA Government	**1 194 638**	**1 085 529**

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 2011, the Department had outstanding funding commitments to the following programs:

	2011 $'000	2010 $'000
Home and Community Care Programs	5 883	2 719
DFC Equipment Program	1 252	-
Community Development & Employment Program	631	-
Aged Care Assessment Program	425	-
National Partnership Agreement on Indigenous Economic Participation - (Youth & Family Centre Programs)	360	-
Community Development Fund	294	-
Seniors Card Replacement	247	-
Community Protection Panel	219	-
Magill Secure Care Sustainment	194	-
Adolescent Community Brokerage	149	-
Flexible Working Arrangements for Older South Australians	32	-
Management of Donated Goods after Disasters Project	30	-
Recovery Workforce Development Strategy	27	-
Stockport Community Recovery Project	25	-
Homelessness Response Team (HART)	-	204
Total operating funding commitments	**9 768**	**2 923**
Cavan Youth Training Centre - Goldsborough Road	1 458	-
APY Lands Houses - Staff Accommodation	640	-
Cavan Training Centre Upgrade - Jonal Drive	605	-
Domiciliary Care SA - Northern Office*	324	209
Community Residential Care Facilities	197	-
Client and Case Management System	27	41
Seniors Card Replacement Project - Production Equipment	8	-
Strathmont Centre	-	33
Total capital funding commitments	**3 259**	**283**
Total unexpended funding commitments	**13 027**	**3 206**

*Previously referred to in 2009-10 as Tregenza Avenue - Office Redevelopment

Department for Families and Communities

Financial statements

17 Cash and cash equivalents

	2011 $'000	2010 $'000
Special Deposit Account with the Treasurer	50 852	39 785
Advance Account	339	339
Other Deposits	864	1 390
Total cash and cash equivalents	**52 055**	**41 514**

Cash deposits are recognised at their nominal amounts.

Commissioners of Charitable Funds
Other deposits include $0.534m (2010: $0.485m) held by the Commissioners of Charitable Funds.

On the 24th of November 2010, the Health Services Charitable Gifts Bill was introduced into the House of Assembly. The purpose of this Bill, passed on the 5th of 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) will come into operation on 1 July 2011. The *Public Charities Funds Act 1935* will be 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. This will occur in early 2011-12.

Deposits with the Treasurer
Includes funds of $8.335m (2010: $3.382m) held in the Accrual Appropriation Excess Fund Account. The balance of these funds is not available for general use, i.e. funds can only be used in accordance with the Treasurer's/Under Treasurer's approval.

18 Receivables

Current	2011 $'000	2010 $'000
Debtors	21 596	10 533
Less allowance for doubtful debts	(183)	(195)
Employee related services recoverable	11 306	11 091
Overpaid salaries	225	243
Sundry	229	217
Grant receivables	383	-
Prepayments	2 581	223
Goods and Services Tax receivable	3 513	3 040
Total current receivables	**39 650**	**25 152**

Financial statements

Non-current

Sundry	480	435
Employee related services recoverable	16 839	16 878
Total non-current receivables	**17 319**	**17 313**

Total receivables	**56 969**	**42 465**

	2011	2010
Receivables from SA Government entities	**$'000**	**$'000**
Debtors	17 909	7 309
Less allowance for doubtful debts	(64)	(32)
Employee related services recoverable	28 145	27 969
Sundry	69	69
Grant receivables	383	-
Prepayments	152	-
Total receivables - SA Government	**46 594**	**35 315**

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.

	2011	2010
<u>Movements in the allowance for doubtful debts (impairment loss)</u>	**$'000**	**$'000**
Carrying amount at the beginning of the period	195	139
Increase/(decrease) in the allowance	82	96
Amounts written off	(94)	(40)
Carrying amount at the end of the period	**183**	**195**

Bad and doubtful debts

The Department has recognised a bad and doubtful debt expense of $0.082m (2010: $0.0960m) 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.

Maturity and analysis of receivables - please refer to Note 29.

Categorisation of financial instruments and risk exposure information - please refer to Note 29.

Financial statements

19 Inventories

	2011 $'000	2010 $'000
Current - held for distribution at no or nominal amount		
Inventories held for distribution at cost:		
Stores	284	307
Drug Supplies	-	12
Total current inventories held for distribution at no or nominal amount	**284**	**319**
Total inventories	**284**	**319**

20 Property, plant and equipment

	2011 $'000	2010 $'000
Land and buildings		
Vacant land at valuation (fair value)	7 010	7 010
Site land at valuation (fair value)	211 715	212 940
Buildings and improvements at valuation (fair value)	58 982	52 641
Buildings at cost (deemed fair value)	2 846	2 846
Less accumulated depreciation - buildings and improvements	(12 780)	(11 025)
Total land and buildings	**267 773**	**264 412**
Leasehold improvements		
Leasehold improvements at cost (deemed fair value)	20 824	13 911
Less accumulated amortisation - leasehold improvements	(9 439)	(7 881)
Total leasehold improvements	**11 385**	**6 030**
Plant and equipment		
Computing equipment at cost (deemed fair value)	997	763
Less accumulated depreciation - computing equipment at cost	(766)	(611)
Motor vehicles at cost (deemed fair value)	268	300
Less accumulated depreciation - motor vehicles at cost	(218)	(220)
ILEP equipment at cost (deemed fair value)	6 557	5 483
Less accumulated depreciation - ILEP equipment at cost	(3 775)	(3 046)
Other plant and equipment at cost (deemed fair value)	3 917	3 798
Less accumulated depreciation - other plant and equipment at cost	(2 251)	(2 106)
Total plant and equipment	**4 729**	**4 361**
Total property, plant and equipment at valuation (fair value)	277 707	272 591
Total property, plant and equipment at cost (deemed fair value)	35 409	27 101
Less total accumulated amortisation	(9 439)	(7 881)
Less total accumulated depreciation	(19 790)	(17 008)
Total property, plant and equipment	**283 887**	**274 803**

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 2011.

Financial statements

20.1 Reconciliation of land, buildings and leasehold improvements

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 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

	2011	2010
	$'000	$'000
Property, plant and equipment in progress at cost (deemed fair value)	17 756	6 100
Intangibles in progress at cost (deemed fair value)	484	518
Total capital works in progress	**18 240**	**6 618**

Reconciliation of capital works in progress

The following table shows the movement of capital works in progress during 2010-11

	Total capital works in progress
	$'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**

Department for Families and Communities

Financial statements

22   Intangible assets

	2011 $'000	2010 $'000
Computer software at cost (deemed fair value)	7 830	7 106
Less accumulated amortisation - computer software	(1 521)	(737)
Total Intangible Assets	**6 309**	**6 369**

<u>**Reconciliation of intangible assets**</u>

The following table shows the movement of intangible assets during 2010-11.

	Total intangible assets $'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 2011.

23   Payables

	2011 $'000	2010 $'000
Current		
Creditors	37 551	28 093
Grants to SAHT - Tax Equivalent Regime *	-	21 417
Other accrued expenses	2 617	1 351
Employee benefit on-costs	8 309	9 519
Other	203	130
Total current payables	**48 680**	**60 510**
Non-current		
Employee benefit on-costs	5 030	5 351
Total non-current payables	**5 030**	**5 351**
Total payables	**53 710**	**65 861**

	2011 $'000	2010 $'000
Payables to SA Government entities		
Creditors	16 283	10 411
Grants to SAHT - Tax Equivalent Regime *	-	21 417
Other accrued expenses	-	40
Employee benefit on-costs	12 285	13 810
Total Payables - SA Government Entities	**28 568**	**45 678**

* There was no Tax Equivalent Regime (TER) Income Tax Payable for 2010-11 due to the South Australian Housing Trust reporting a net loss. The TER is calculated as the net result before income tax less the Nation Building Economic Stimulus Plan grant revenue.

Financial statements

Interest rate and credit risk

Creditors and accruals are raised for all amounts billed but unpaid. Sundry creditors are normally settled within 30 days. Employment on-costs are settled when the respective employee benefit that they relate to is discharged. All payables are non-interest bearing. The carrying amount of payables approximates net fair value due to the amounts being payable on demand.

Maturity and analysis of payables - refer to Note 29.

Categorisation of financial instruments and risk exposure information - refer to Note 29.

24   Employee benefits

	2011 $'000	2010 $'000
Current		
Annual leave	35 167	32 994
Long service leave	13 033	13 792
Accrued salaries and wages	5 604	11 180
Total current employee benefits	**53 804**	**57 966**
Non-current		
Long service leave	56 694	53 374
Total non-current employee benefits	**56 694**	**53 374**
Total employee benefits	**110 498**	**111 340**

The total current and non-current employee liabilities (i.e. aggregate employee benefit plus related on-costs) for 2011 is $62.113m (2010: $67.485m) and $61.724m (2010: $58.725m) 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% (2010: 2.5%) per annum was used and a discount rate of 5.0% (2010: 5.1%) per annum, based on the gross six year (2010: ten year) Commonwealth Government bonds rate at 30 June 2011. The proportion of leave taken in service for 2011 was assumed to be 35% (2010: 45%) in accordance with the factor set out in APS 5.24. The net financial effect of the changes in assumptions in the current financial year is a decrease of $0.325m.

25   Borrowings

	2011 $'000	2010 $'000
Non-current		
Advance - Treasury Imprest Account	285	285
Total non-current borrowings - SA Government	**285**	**285**
Total borrowings	**285**	**285**

26   Provisions

		2011 $'000	2010 $'000
Current			
Insurance	26.1	109	136
Workers compensation	26.2	9 895	8 168
Total current provisions		**10 004**	**8 304**

Financial statements

Non-current			
Insurance	26.1	141	187
Workers compensation	26.2	30 942	25 416
Total non-current provisions		**31 083**	**25 603**
Total provisions		**41 087**	**33 907**

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 2010-11

	Public liability $'000	Property $'000	Total $'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**

The following table shows the movement of insurance during 2009-10

	Public liability $'000	Property $'000	Total $'000
Carrying amount as at 1 July	2 196	53	2 249
Increase to provision due to new claims	696	38	734
Reduction due to payments	(102)	(14)	(116)
Net revision of estimates	(2 524)	(20)	(2 544)
Carrying amount at 30 June 2010	**266**	**57**	**323**

26.2   Reconciliation of workers compensation

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**

The following table shows the movement of workers compensation during 2009-10

	2010 $'000
Carrying amount at beginning of financial year	33 011
Increase to provision due to revision of estimates	12 340
Reduction due to payments	(11 767)
Carrying amount at 30 June 2010	**33 584**

Financial statements

27   Other liabilities

	2011	2010
Current	**$'000**	**$'000**
Unclaimed monies	115	114
Lease Incentive	637	-
Total current other liabilities	**752**	**114**
Non-current		
Lease Incentive	5 415	-
Total non-current other liabilities	**5 415**	**-**
Total other liabilities	**6 167**	**114**

	2011	2010
Other liabilities with SA Government entities	**$'000**	**$'000**
Total other liabilities - SA Government	**-**	**-**

28   Equity

	2011	2010
	$'000	**$'000**
Contributed capital	74 325	43 799
Retained earnings	16 859	1 233
Asset revaluation surplus	114 813	115 549
Total equity	**205 997**	**160 581**

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 2011 $'000	Fair value 2011 $'000	Carrying amount 2010 $'000	Fair value 2010 $'000
Financial Assets					
Cash and Cash Equivalents	17, 32	52 055	52 055	41 514	41 514
Receivables	18	53 456	53 456	39 425	39 425
Total Financial Assets		**105 511**	**105 511**	**80 939**	**80 939**
Financial Liabilities					
Payables	23	53 710	53 710	65 861	65 861
Borrowings	25	285	285	285	285
Total Financial Liabilities		**53 995**	**53 995**	**66 146**	**66 146**

The amount of receivables and payables disclosed above excludes statutory receivables and payables such as GST input tax credit payable and recoverable.

Department for Families and Communities

Financial statements

29.2 Credit Risk

Credit risk arises when there is the possibility of the Department's debtors defaulting on their contractual obligations resulting in financial loss to the Department.

The Department has minimal concentration of credit risk. The Department does not engage in high risk hedging for its financial assets.

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			
2011	**Overdue for < 30 days**	**Overdue for 30 - 60 days**	**Overdue for > 60 days**	**Total**
Not Impaired	**$'000**	**$'000**	**$'000**	**$'000**
Receivables	197	124	1 595	1 916
Impaired				
Receivables	-	-	(183)	(183)
	197	124	1 412	1 733

	Overdue for < 30 days	**Overdue for 30 - 60 days**	**Overdue for > 60 days**	**Total**
2010				
Not Impaired	**$'000**	**$'000**	**$'000**	**$'000**
Receivables	837	420	1 599	2 856
Impaired				
Receivables	-	-	(195)	(195)
	837	420	1 404	2 661

The amount of receivables and payables disclosed above excludes statutory receivables and payables such as GST input tax credit payable and recoverable.

29.4 Maturity analysis of financial assets and liabilities

		Contractual Maturity		
2011	**Carrying amount**	**< 1 Year**	**1 - 5 Years**	**> 5 Years**
Financial Assets	**$'000**	**$'000**	**$'000**	**$'000**
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**

Financial statements

2010	Carrying amount	< 1 Year	1 - 5 Years	> 5 Years
Financial Assets	$'000	$'000	$'000	$'000
Cash and Cash Equivalents	41 514	41 514	-	-
Receivables	39 425	22 112	8 030	9 283
Total Financial Assets	**80 939**	**63 626**	**8 030**	**9 283**
Financial Liabilities				
Payables	65 861	60 510	5 351	-
Borrowings	285	-	-	285
Total Financial Liabilities	**66 146**	**60 510**	**5 351**	**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's exposure to liquidity risk is insignificant 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.

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

	2011 $'000	2010 $'000
Capital expenditure contracted at the reporting date, but not recognised as liabilities in the financial report, are as follows:		
Within one year	55 998	3 795
Total capital commitments	**55 998**	**3 795**

Financial statements

Included in capital expenditure commitments above is $5.090m (2010: $0.345m) which is the GST component of the capital expenditure commitments.

30.2 Operating lease commitments

	2011 $'000	2010 $'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	18 014	17 655
Later than one year but not later than five years	51 350	53 526
Later than five years	39 692	39 351
Total operating lease commitments (including GST)	**109 056**	**110 532**

Included in the operating lease commitments above is $9.91m (2010: $10.05m) 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 Contingent assets and liabilities

The Department is not aware of any contingent assets or liabilities.

32 Cash flow reconciliation

	2011 $'000	2010 $'000
Reconciliation of cash and cash equivalents at the end of the reporting period:		
Statement of Cash Flows	52 055	41 514
Statement of Financial Position	52 055	41 514
Reconciliation of net cash provided by/ (used in) operating activities to net cost of providing services:		
Net cash provided by /(used in) operating activities	(5 774)	12 378
Less SA Government appropriation	(1 181 171)	(1 067 759)
Less grants from SA Government agencies	(13 863)	(17 770)
Payments to SA Government	396	-
	(1 200 412)	(1 073 151)
Add/ less non cash items		
Depreciation	(3 076)	(2 754)
Amortisation	(2 379)	(1 615)
Assets transferred	-	(1 050)
Gain/loss from disposal of non-current assets	(1)	(224)
Revaluation increments	-	4 811
Bad and doubtful debts	(82)	(96)
WIP adjustment	99	(978)

Financial statements

Changes in assets and liabilities

Increase in receivables	14 586	4 692
(Decrease) in inventories	(35)	(51)
Decrease/(increase) in payables and provisions	10 711	(26 180)
Decrease/(increase) in employee benefits	842	(10 439)
(Increase)/decrease in other liabilities	(1)	104
Net cost of providing services	(1 179 748)	(1 106 931)

33   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 Board (Community Benefit SA)

Andrews, Declan Jonathan	Member
Ashworth, Letitia	Member
Birch, Christina Pauline	Member
Henley, Mark Clayton	Chair
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	Member
Harvey, Janine Nicola	Member
Hetzel, Diana Margaret	Member
Jennings, Barry John	Member
Miller, Sandra Anne (Sandy)	Member
Osborn, Thomas Ian	Member
Papillo, Michelle	Member
Shen, Dana	Member
Stewart, Nigel	Member
Wighton, Helen	Member

Council for the Care of Children Committee

Bartley, Keith	Member
Bond, Deborah	Member
Chapman, Barbara (Jane)	Member
Colmer, Kaye	Member
Cooper, Jane Mulcaster	Member
Degennaro, Luigi Salvatore	Member
Edmonds, Angelique	Member

Department for Families and Communities

Financial statements

Hetzel, Diana Margaret	Chair
Manning, Thoma (Thom)	Member
Mazel, Joslene	Member
Rahman, Kiara	Member
Robinson, Christopher	Member
Rozee, Emily	Member
Sanders, Nerida Michelle	Member
Schrapel, Simon	Member
Sherbon, Anthony	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
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

Annear, Katharine Elisabeth	Member
Beard, Jacqueline Elise	Member
Carman, Suzanne Mary	Ex Officio
Caudrey, David	Ex Officio
Gant, Silvana	Member
Hagarty, Michelle Gaye	Member
Hallahan, Lorna Elizabeth	Chair
Kalaitzidi, Evdokia	Member
Lillecrap, Neil	Deputy Chair
Mellis, Gaelle	Member
Taggart, Michael John	Member

Risk Management and Audit Committee

Agars, Peter	Member
Bull, Peter	Member
Evans, Michael	Member
Lamshed, Geoff	Member
Patetsos, Mary	Chair

State Emergency Relief Fund

Carman, Suzanne Mary	Member
Chooi, Angela	Member
Faggotter, Veronica Margaret	Member
Goldsworthy, Sherree	Member

Financial statements

Grear, Barry Joseph	Chair
Lamont, Helen Kay	Member
Nechvoglod, Raina Nella	Member

Supported Residential Facilities Advisory Committee

Armstrong, Alister Lyndon	Member
Baker, Monica	Deputy Member
Beddall, Phillip	Member
Bouwens, (Sheila) Carol	Deputy Member
Chapman, Barbara (Jane)	Chair
Duke, Kevin	Member
Fox, Shaunee	Member
Heysen, Peter	Member
Irving, Ann	Deputy Member
Kitchin, Neville	Member
Livori, Michael	Deputy Member
McNamara, Mariann Rose	Member
Megaw, Anne	Deputy Member
Miliotis, Natasha	Deputy Member
Moat, Kirin	Deputy Member
Nikolettos, Paul	Member
Petrys, Debra	Member
Richardson, Penelope	Member
Ryan, Paula Elizabeth	Member
Wang, Angela	Member
Whitington, Susan	Member
Whittaker, Jillian Yvonne	Deputy Member
Wigg, Carolyn Ann	Deputy Member
Wilkes, Susan	Member
Wright, Helen	Member
Yeomans, Joyce	Deputy Member

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 $0.120 million (2010: $0.110 million).

The number of Members whose income from the entity falls within the following bands is:

	2011 No. of Members	2010 No. of Members
$0	41	38
$1 - $9 999	51	46
$10 000 - $19 999	2	1
Total	**94**	**85**

In accordance with Department of Premier and Cabinet Circular No.16, government employees did not receive any remuneration for board, committee or forum duties during the financial year.

Benefits given by the Department to superannuation funds or otherwise in connection with the retirement of members were $0.010 million (2010: $0.010million).

Financial statements

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.

34   Events after balance date

There are no known events after balance date that affect this general purpose financial report in a material manner.

35   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.

36   Residential Aged Care Sector Reporting

The former Julia Farr Services (JFS) was an approved provider of residential aged care (RAC) with 62 places licensed by the Commonwealth Department of Health and 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.

Financial statements

STATEMENT OF COMPREHENSIVE INCOME

for the year ended 30 June 2011

	Residential Aged Care		Non-Residential Aged Care	Total
	Highgate	Northgate		
	Disability SA	Disability Services SA		
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 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

* National Approved Provider System (NAPS)
** Residential Aged Care Service (RACS)

Department for Families and Communities

Financial statements

STATEMENT OF FINANCIAL POSITION

as at 30 June 2011

		Residential Aged Care		Non-Residential Aged Care	Total
		Highgate	**Northgate**		
		Disability SA	Disability Services SA		
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.

Financial statements

STATEMENT OF COMPREHENSIVE INCOME

for the year ended 30 June 2010

	Residential Aged Care		Non-Residential Aged Care	Total
	Highgate	**Northgate**		
	Disability SA	**Disability Services SA**		
NAPS ID:	**1021**	**3051**		
RACS ID:	**6402**	**6203**		
	$'000	**$'000**	**$'000**	**$'000**
Expenses				
Employee benefit expenses	3 728	3 144	429 594	436 466
Supplies and services	2 860	892	192 997	196 749
Depreciation and amortisation	1	131	4 237	4 369
Grants, subsidies and client payments	-	-	1 139 012	1 139 012
Net loss from disposal of non-current assets	-	-	224	224
Other expenses	6	-	1 140	1 146
Total expenses	6 595	4 167	1 767 204	1 777 966
Income				
Rent, fees and charges	1 212	647	116 525	118 384
Commonwealth revenues	1 432	1 621	539 218	542 271
Interest revenues	-	-	41	41
Other revenues	-	-	10 339	10 339
Total income	2 644	2 268	666 123	671 035
Net cost of providing services	(3 951)	(1 899)	(1 101 081)	(1 106 931)
Revenues from SA Government				
SA Government appropriation	-	-	1 067 759	1 067 759
Grants from SA Government agencies	-	-	17 770	17 770
Total revenues from SA Government	-	-	1 085 529	1 085 529
Net result	(3 951)	(1 899)	(15 552)	(21 402)

Department for Families and Communities

Financial statements

STATEMENT OF FINANCIAL POSITION
as at 30 June 2010

		Residential Aged Care		Non-Residential Aged Care	Total
		Highgate	Northgate		
		Disability SA	Disability Services SA		
	NAPS ID:	1021	3051		
	RACS ID:	6402	6203		
		$'000	$'000	$'000	$'000
Current assets					
Cash and cash equivalents*		-	-	41 514	41 514
Receivables		25	16	25 111	25 152
Inventories		-	-	319	319
Total current assets		25	16	66 944	66 985
Non-current assets					
Receivables		6	5	17 302	17 313
Property, plant and equipment		-	10 244	264 559	274 803
Capital works in progress		-	-	6 618	6 618
Intangible assets		-	-	6 369	6 369
Total non-current assets		6	10 249	294 848	305 103
Total assets		31	10 265	361 792	372 088
Current liabilities					
Payables		134	116	60 260	60 510
Employee benefits		495	396	57 075	57 966
Provisions		107	87	8 110	8 304
Other liabilities		-	-	114	114
Total current liabilities		736	599	125 559	126 894
Non-current liabilities					
Payables		39	41	5 271	5 351
Employee benefits		434	456	52 484	53 374
Borrowings		-	-	285	285
Provisions		333	272	24 998	25 603
Total non-current liabilities		806	769	83 038	84 613
Total liabilities		1 542	1 368	208 597	211 507
Net assets		**(1 511)**	**8 897**	**153 195**	**160 581**

* Cash deficits in residential aged care are funded by contributions from SA Government.

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES

STATEMENT OF ADMINISTERED COMPREHENSIVE INCOME

for the year ended 30 June 2011

	Note	2011 $'000	2010 $'000
Administered expenses			
Employee benefit expenses		246	270
Supplies and services		1 269	1 057
Depreciation and amortisation expense		761	659
Grants, subsidies and client payments	A4	154 569	143 702
Client Trust Fund payments		12 572	12 052
Total administered expenses		169 417	157 740
Administered income			
Grants and contributions		10 616	11 145
Revenue from rent, fees and charges		441	5 306
Interest revenues		926	680
Revaluation of investment property		-	270
Client Trust Fund receipts		13 008	12 371
Other Income		112	112
Total administered income		25 103	29 884
Net cost of providing services		(144 314)	(127 856)
Revenues from / (payments to) SA Government			
SA Government appropriation		151 492	141 106
Payment to SA Government under Cash Alignment Policy	A5	(7 556)	-
Total revenues from / (payments to) SA Government		143 936	141 106
Net result		(378)	13 250
Other comprehensive income			
Changes in property, plant and equipment asset revaluation surplus		-	4 494
Total other comprehensive income		-	4 494
Total comprehensive result		(378)	17 744

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

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES

STATEMENT OF ADMINISTERED FINANCIAL POSITION

as at 30 June 2011

	Note	2011 $'000	2010 $'000
Administered current assets			
Cash and cash equivalents		53 220	51 174
Receivables		600	1 086
Total current assets		53 820	52 260
Administered non-current assets			
Property, plant and equipment	A8.1	36 105	36 866
Investment property	A8.2	2 594	2 594
Total non-current assets		38 699	39 460
Total assets		92 519	91 720
Administered current liabilities			
Payables		6 905	5 709
Overdraft		21	21
Employee benefits		-	17
Provisions		-	2
Total current liabilities		6 926	5 749
Total liabilities		6 926	5 749
Net assets		**85 593**	**85 971**
Administered equity			
Retained earnings		55 391	55 769
Asset revaluation surplus		30 202	30 202
Total equity		**85 593**	**85 971**

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

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES

STATEMENT OF ADMINISTERED CHANGES IN EQUITY

for the year ended 30 June 2011

	Asset Revaluation Surplus $'000	Retained Earnings $'000	Total $'000
Balance at 30 June 2009	**25 708**	**42 519**	**68 227**
Net result for 2009-10	-	13 250	13 250
Gain on revaluation of property, plant and equipment during 2009-10	4 494	-	4 494
Total comprehensive result for 2009-10	**4 494**	**13 250**	**17 744**
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**

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

Department for Families and Communities

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES

STATEMENT OF ADMINISTERED CASH FLOWS

for the year ended 30 June 2011

	Note	2011 Inflows (Outflows) $'000	2010 Inflows (Outflows) $'000
Cash flows from operating activities			
Cash outflows			
Payments to SA Government		(7 556)	-
Employee benefit payments		(265)	(268)
Concessions		(127 346)	(115 809)
Payments of grants, subsidies and client payments		(26 191)	(25 978)
Payments for supplies and services		(1 108)	(948)
Client Trust Fund payments		(12 572)	(12 052)
Other payments		(2)	-
Cash used in operations		(175 040)	(155 055)
Cash inflows			
Receipts from SA Government		151 492	141 106
Rent, fees and charges		330	4 944
Grants and contributions		11 265	11 628
Interest received		915	615
Client Trust Fund receipts		13 008	12 371
Other receipts		75	270
Cash generated from operations		177 085	170 934
Net cash provided by operating activities	A9	**2 045**	**15 879**
Cash flows from financing activities			
Cash outflows			
Cash overdraft		1	21
Cash used in financing activities		1	21
Cash provided by financing activities		**1**	**21**
Net increase in cash and cash equivalents		**2 046**	**15 900**
Cash and cash equivalents at the beginning of the period		51 174	35 274
Cash and cash equivalents at the end of the period		**53 220**	**51 174**

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

Financial statements

	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		Total	
	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Administered expenses																				
Employee benefit expenses	-	-	7	17	1	5	-	-	-	-	238	248	-	-	-	-	-	-	246	270
Supplies and services	1 059	841	180	190	27	23	-	-	-	-	-	-	3	3	-	-	-	-	1 269	1 057
Depreciation and amortisation expense	-	-	-	-	761	659	-	-	-	-	-	-	-	-	-	-	-	-	761	659
Grants, subsidies and client payments	5 394	5 565	3 795	3 903	402	390	-	-	-	-	-	-	128 478	117 724	16 500	16 120	-	-	154 569	143 702
Client Trust Fund payments	-	-	-	-	-	-	-	-	12 572	12 052	-	-	-	-	-	-	-	-	12 572	12 052
Total administered expenses	6 453	6 406	3 982	4 110	1 191	1 077	-	-	12 572	12 052	238	248	128 481	117 727	16 500	16 120	-	-	169 417	157 740
Administered income																				
Grants and contributions	5 845	5 845	4 000	4 000	-	-	-	-	-	-	257	246	514	1 054	-	-	-	-	10 616	11 145
Revenue from rent, fees and charges	74	271	39	93	328	327	-	-	-	-	-	-	-	4 615	-	-	-	-	441	5 306
Interest revenues	28	37	-	-	380	285	1	1	514	355	-	-	-	-	-	-	3	2	926	680
Revaluation of investment property	-	-	-	-	-	270	-	-	-	-	-	-	-	-	-	-	-	-	-	270
Client Trust Fund receipts	-	-	-	-	-	-	-	-	13 008	12 371	-	-	-	-	-	-	-	-	13 008	12 371
Other income	110	110	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	112	112
Total administered income	6 057	6 263	4 039	4 093	708	882	3	3	13 522	12 726	257	246	514	5 669	-	-	3	2	25 103	29 884
Net cost of providing services	(396)	(143)	57	(17)	(483)	(195)	3	3	950	674	19	(2)	(127 967)	(112 058)	(16 500)	(16 120)	3	2	(144 314)	(127 856)
Revenues from / (payments to) SA Government																				
SA Government appropriation	-	-	-	-	-	-	-	-	-	-	-	-	134 573	124 890	16 919	16 216	-	-	151 492	141 106
Payment to SA Government under Cash Alignment Policy	-	-	-	-	-	-	-	-	-	-	-	-	(7 556)	-	-	-	-	-	(7 556)	-
Total revenues from / (payments to) SA Government	-	-	-	-	-	-	-	-	-	-	-	-	127 017	124 890	16 919	16 216	-	-	143 936	141 106
Net result	(396)	(143)	57	(17)	(483)	(195)	3	3	950	674	19	(2)	(950)	12 832	419	96	3	2	(378)	13 250

Financial statements

DEPARTMENT FOR FAMILIES AND COMMUNITIES
NOTES TO ADMINISTERED ITEMS FINANCIAL STATEMENTS
for the year ended 30 June 2011

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

** Effective 1 July 2007, the Minister for Disability became the trustee of the Home for Incurables Trust by virtue of the vesting of assets and liabilities of the former Julia Farr Services. Separate financial information pertaining to the Home for Incurables Trust is in Note A12.

Client Trust Accounts
The Department for Families and Communities acts as trustee of client trust accounts, relating to clients of the former Intellectual Disability Services Council Incorporated (IDSC) and the former Julia Farr Services (JFS). The balance of the client trust accounts at 30 June 2011 was $11.284m (2010: $10.334m). These amounts cannot be used by the Department to achieve its own objectives, and accordingly are not included in the controlled financial statements.

	2011 $'000	2010 $'000
Opening Balance 1 July	10 334	9 660
Add Receipts	13 522	12 726
Less Expenses	(12 572)	(12 052)
Closing Balance 30 June	**11 284**	**10 334**

A4 Grants, subsidies and client payments

	2011 $'000	2010 $'000
Gamblers Rehabilitation	5 394	5 565
Community Benefit SA Program	3 795	3 903
Home for Incurables Trust	402	390
Concessions	128 478	117 724
Community Service Obligations	16 500	16 120
Total Grants, Subsidies and Client Payments	**154 569**	**143 702**

Financial statements

Concessions

	2011	2010
Water & sewerage rates	28 815	28 063
Council rates	32 834	32 744
Energy	28 817	24 814
Transport	30 729	25 763
Emergency services levy	6 551	6 148
Other	732	192
Total Concessions	**128 478**	**117 724**

A5 Payments to SA Government

	2011 $'000	2010 $'000
Concessions (Cash Alignment Policy transfer)	7 556	-
Total Payments to SA Government	**7 556**	**-**

A6 Consultancies

The number and dollar amount of Consultancies paid/payable (included in supplies and services) that fell within the following bands:

	No	2011 $'000	No	2010 $'000
Above $50 000	-	-	1	59
Total Paid/Payable to the Consultants Engaged	**-**	**-**	**1**	**59**

A7 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 2011, the Department had outstanding funding commitments to the following programs:

	2011 $'000	2010 $'000
Gambler's Rehabilitation Fund - Anti Poverty Program	969	1 369
Community Benefits SA Program	191	-
Total operating funding commitments	**1 160**	**1 369**
Total unexpended funding commitments	**1 160**	**1 369**

A8 Property, plant and equipment

A8.1 Property, plant and equipment

	2011 $'000	2010 $'000
Land and buildings		
Site land (fair value)	14 621	14 621
Buildings and improvements (fair value)	22 245	22 245
Less accumulated depreciation - buildings and improvements	(761)	-
Total land and buildings	**36 105**	**36 866**

Department for Families and Communities

Financial statements

<u>Reconciliation of Land and Buildings</u>
The following table shows the movement of land and buildings and improvements during 2010-11.

	Site land	Buildings and Improvements	Total Land & Buildings
	$'000	$'000	$'000
Carrying amount at the beginning of the year	14 621	22 245	36 866
Depreciation and amortisation for the year	-	(761)	(761)
Carrying amount at 30 June 2011	**14 621**	**21 484**	**36 105**

A8.2   Investment property

	2011 $'000	2010 $'000
Investment building	925	829
Revaluation increment	-	96
Fair Value at 30 June	**925**	**925**

	2011 $'000	2010 $'000
Investment land	1 669	1 495
Revaluation increment	-	174
Fair Value at 30 June	**1 669**	**1 669**
Total Investment Property at 30 June	**2 594**	**2 594**

A9   Cash flow reconciliation

	2011 $'000	2010 $'000
Reconciliation of cash and cash equivalents - cash at year end as per:		
Statement of Administered Cash Flows	53 220	51 174
Statement of Administered Financial Position	53 220	51 174
Reconciliation of net cash provided by operating activities to net result:		
Net cash provided by operating activities	2 045	15 879
Add/Less non cash items		
Depreciation and amortisation	(761)	(659)
Revaluation of investment property	-	270
Changes in assets and liabilities		
(Decrease) in receivables	(486)	(214)
(Increase) in payables	(1 195)	(2 023)
Decrease/(increase) in employee benefits	17	(3)
Decrease in Other Liabilities	2	-
Net result	**(378)**	**13 250**

Financial statements

A10 Administered contingent assets and liabilities

The Department has no administered contingent assets and liabilities.

A11 Supported Residential Facilities Indemnity Fund

		2011 $'000	2010 $'000
Opening Balance 1 July		31	28
Add Receipts:			
Fees - Councils	(1)	2	2
Interest		1	1
Less Expenses:			
Expenses or claims		-	-
Closing Balance 30 June		**34**	**31**

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 ten 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.

A12 Home for Incurables Trust

As part of wide ranging reforms relating to the delivery of disability services by the Department, effective 1 July 2007, Julia Farr Services was dissolved and all assets and liabilities vested in or held by Julia Farr Services were transferred or assigned or vested with the Minister for Disability. Certain assets held by the former Julia Farr Services are subject to the terms and conditions of the Home for Incurables Trust. The Original Trust was established in June 1879 and was varied by the Supreme Court on 7 November 1997.

The former Board of Julia Farr Services was trustee of the Home for Incurables Trust and on dissolution, the Board of Julia Farr Services resolved to resign as trustee of the Home for Incurables Trust. The Minister for Disability is the trustee for the Home for Incurables Trust.

The role of the Trust is " *…to apply property vested in it for the purpose of providing for persons whose ability to live independently is temporarily or permanently impaired or in jeopardy as a consequence of an acquired brain injury or degenerative neurological condition or a physical condition resulting in disability including but not limiting the foregoing in any way whatsoever, the following services and facilities;*
(a) by providing for them, in a variety of residential, centre and community-based settings
(i) accommodation
(ii) nursing, medical, allied health and attendant care service
(iii) personal and community support services
(iv) technical and personal support aids
(v) rehabilitation, respite and recreational services
(vi) out patient and day care services
(vii) measures and services to enhance their quality of life;
(b) by providing facilities for education research with respect to such persons; and
(c) by providing any services and facilities ancillary or in relation to the foregoing or by providing additional services and facilities that may be appropriate from time to time."

Department for Families and Communities

Financial statements

The following Income, Expenditures, Assets and Liabilities of the Home for Incurables Trust have been included in the administered items financial statements, but are separately disclosed in the following schedules in accordance with the governance requirements of the Trust.

Schedule of Income and Expenses - Home for Incurables Trust
for the year ended 30 June 2011

	2011 $'000	2010 $'000
Expenses		
Employee benefit costs	1	5
Supplies and services	27	23
Grants, subsidies and client payments	402	390
Depreciation and amortisation	761	659
Total Expenses	**1 191**	**1 077**
Income		
Rental income	328	327
Interest	380	285
Revaluation of investment property	-	270
Total Income	**708**	**882**
Net result	**(483)**	**(195)**
Other comprehensive income		
Changes in property, plant and equipment asset revaluation surplus	-	4 494
Total comprehensive income	**-**	**4 494**
Total comprehensive result	**(483)**	**4 299**

Schedule of Assets and Liabilities - Home for Incurables Trust
as at 30 June 2011

	2011 $'000	2010 $'000
Current assets		
Cash and cash equivalents		
Deposits with the Treasurer	441	36
Deposits with SAFA	7 136	7 267
Total cash and cash equivalents	7 577	7 303
SAFA Interest Receivable	32	28
Total current assets	**7 609**	**7 331**
Non-current assets		
Property, plant and equipment	36 105	36 866
Investment property	2 594	2 594
Total non-current assets	**38 699**	**39 460**
Total assets	**46 308**	**46 791**
Net assets	**46 308**	**46 791**

Financial statements

Schedule of Changes in Equity - Home for Incurables Trust
for the year ended 30 June 2011

	Asset Revaluation Surplus $'000	Retained Earnings $'000	Total $'000
Balance at 30 June 2009	**25 708**	**16 784**	**42 492**
Net result for 2009-10	-	(195)	(195)
Gains on revaluation of property, plant and equipment during 2009-10	4 494	-	4 494
Total comprehensive result for 2009-10	**4 494**	**(195)**	**4 299**
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**

Schedule of Administered Cash Flows - Home for Incurables Trust
for the year ended 30 June 2011

	2011 Inflows (Outflows) $'000	2010 Inflows (Outflows) $'000
Cash Flows from Operating Activities		
Cash Inflows		
Interest revenue	376	275
Rental revenue	328	327
Total Cash Inflows	**704**	**602**
Cash Outflows		
Employee payments	(1)	(6)
Supplies and services	(27)	(22)
Grants, subsidies and client payments	(402)	(390)
Total Cash Outflows	**(430)**	**(418)**
Net Cash Inflows from Operating Activities	**274**	**184**
Net Increase in cash	**274**	**184**
Cash at the beginning of the reporting period	7 303	7 119
Cash at the end of the reporting period	**7 577**	**7 303**

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.

Department for Families and Communities

Financial statements

Reconciliation of Property Plant and Equipment - Home for Incurables Trust

Property, plant and equipment	2011 $'000	2010 $'000
Land and buildings		
Site land (fair value)	14 621	14 621
Buildings and improvements (fair value)	22 245	22 245
Less accumulated depreciation - buildings and improvements	(761)	-
Total land and buildings	**36 105**	**36 866**

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 2010-11.

	Site land $'000	Buildings and Improvements $'000	Total Land, Buildings $'000
Carrying amount at 1 July 2010	14 621	22 245	36 866
Depreciation and amortisation for the year	-	(761)	(761)
Carrying amount at 30 June 2011	**14 621**	**21 484**	**36 105**

Investment Property - Home for Incurables Trust

	2011 $'000	2010 $'000
Investment Building	925	829
Revaluation increment	-	96
Fair Value at 30 June	**925**	**925**

	2011 $'000	2010 $'000
Investment Land	1 669	1 495
Revaluation increment	-	174
Fair Value at 30 June	**1 669**	**1 669**
Total Investment Property at 30 June	**2 594**	**2 594**

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

APY Lands
PMB 227 Umuwa via
Alice Springs NT 0872

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
(Corner Trow Street)
PO Box 571
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

Department for Families and Communities

Our locations and contact details

Families SA

Corporate Services
HP Centre
108 North Terrace
Adelaide SA 5000
Telephone: 8124 4185

Statewide Services
HP Centre
108 North Terrace
Adelaide SA 5000
Telephone: 8226 6467

Policy and Planning Directorate
HP Centre
108 North Terrace
Adelaide SA 5000
Telephone: 8226 7363

Practice Development Directorate
HP Centre
108 North Terrace
Adelaide SA 5000
Telephone: 8226 7363

Families SA Directorate Offices

Families SA Northern Directorate Office
Module 6, Endeavour House
Fourth Avenue
Mawson Lakes SA 5095
Telephone: 8360 4700

Families SA Southern Directorate Office
Building 2
Netley Commercial Park
300 Richmond Road
Netley SA 5037
Telephone: 8124 4301

Families SA Country Directorate Office
Tintara House
2-4 Henley Beach Road
Mile End SA 5031
Telephone: 8150 8103

Northern Families SA Offices

Blair Athol (North East Office)
350 Main North Road
Blair Athol SA 5084
Telephone: 8407 4999

Elizabeth
18 Langford Drive
Elizabeth SA 5112
Telephone: 8207 9000

Gawler
Shop 9, Northern Market
Shopping Centre
Corner Murray and Cowan
Streets
Gawler SA 5118
Telephone: 8521 4444

Modbury (North East Office)
995 North East Road
Modbury SA 5092
Telephone: 8407 4999

Salisbury
16-18 Ann Street
Salisbury SA 5108
Telephone: 8209 4910

Woodville
824-826 Port Road
Woodville SA 5011
Telephone: 8406 2777 (social
work and administration)
Telephone: 8406 2700 (financial
support)

Our locations and contact details

Southern Families SA Offices

Aberfoyle Park
Shop 15, Hub Shopping Centre
Hub Drive
Aberfoyle Park SA 5159
Telephone: 8374 6111

Adelaide
219 Morphett Street
Adelaide SA 5000
Telephone: 8304 0120

Marion
233 Sturt Road
Sturt SA 5043
Telephone: 8298 0800

Mount Barker Connected Service Centre
23 Mann Street
Mount Barker SA 5251
Telephone: 7424 788

Noarlunga
5 Alexander Kelly Drive
Noarlunga Centre SA 5168
Telephone: 8207 3000

Victor Harbor (Branch of Mount Barker)
3/10 Crozier Road
Victor Harbor SA 5211
Telephone: 8552 2011

Country Families SA Offices

Berri (Riverland Office)
14 Kay Avenue
Berri SA 5343
Telephone: 8595 2400

Ceduna
O'Loughlin Terrace
Ceduna SA 5690
Telephone: 8626 2444

Coober Pedy
Hutchison Street
Coober Pedy SA 5723
Telephone: 8672 4555

Kadina (Branch of Port Pirie)
10 Digby Street
Kadina SA 5554
Telephone: 8828 0400

Limestone Coast Connected Service Centre
9 Elizabeth Street
Mount Gambier SA 5290
Telephone: 8735 1700

Murray Bridge
1-5 Seventh Street
Murray Bridge SA 5253
Telephone: 8535 6200

Port Augusta
5 El Alamein Road
Port Augusta SA 5700
Telephone: 8648 5060

Port Lincoln
71 Tasman Terrace
Port Lincoln SA 5606
Telephone: 8688 3344

Port Pirie
75 Gertrude Street
Port Pirie SA 5540
Telephone: 8638 4311

Whyalla
163 Nicolson Avenue
Whyalla Norrie SA 5608
Telephone: 8648 8880

Alternative Care Services

Families SA Residential Care Services
162 Grenfell Street
Adelaide SA 5000
Telephone: 8226 6874

Relative and Kinship Care
3/5 Darley Road
Paradise SA 5075
Telephone: 8207 8928

Department for Families and Communities

Our locations and contact details

Youth Justice

Families SA Youth Justice Directorate
HP Centre
108 North Terrace
Adelaide SA 5000
Telephone: 8226 6009

Cavan Training Centre
1 Jonal Drive
Cavan SA 5094
Telephone: 8200 6400

Community Youth Justice Program
350 Main North Road
Blair Athol SA 5084
Telephone: 8269 8300

Integrated Youth Services
108 Kermode Street
North Adelaide SA 5006
Telephone: 8267 7101

Magill Training Centre
Glen Stuart Road
Magill SA 5072
Telephone: 8130 4444

Metropolitan Aboriginal Youth and Family Services
Parks Community Centre
2-46 Cowan Street
Angle Park SA 5010
Telephone: 8243 5733

Statewide Services

Intercountry Services
Adoption and Family Information Service
Level 1, 45 Wakefield Street
Adelaide SA 5000
Telephone: 8207 0060

Intercountry Services
Refugee Services
Building 3, Commercial Park
300 Richmond Road
Netley SA 5037
Telephone: 8226 4901

Psychological Services
Building 2, Commercial Park
300 Richmond Road
Netley SA 5037
Telephone: 8124 4321

Child Abuse Report Line: 131 478

After Hours Crisis Care: 131 611

Corporate Services

Post Care Services
Level 1, 45 Wakefield Street
Adelaide SA 5000
Telephone: 8207 0060
Free Call: 1800 188 118

Our locations and contact details

Disability Services – Community and Home Support SA

Administration
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

**DFC 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

Salisbury
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

Department for Families and Communities

Our locations and contact details

Country Offices – Greater Adelaide

Angaston
c/- Barossa and Area
Community Health Service
29 North Street
Angaston SA 5353
Telephone: 8563 8544

Gawler
Shop 32, Northern Market
Shopping Centre
Level 2, Corner Murray and
Cowan Streets
Gawler SA 5118
Telephone: 8521 4700

Kangaroo Island
c/- Kangaroo Island Health
Service
20 Dauncey Street
Kingscote SA 5223
Telephone: 8553 2270

Mount Barker
Mount Barker Connected
Service Centre
23 Mann Street
Mount Barker SA 5251
Telephone: 7424 7888

Victor Harbor
c/- Southern Fleurieu Health
Service
51 Harbour View Terrace
Victor Harbor SA 5211
Telephone: 8552 0600

Country Offices – Country North

Ceduna
c/- Housing SA
22 McKenzie Street
Ceduna SA 5690
Telephone: 8625 2129

Clare
Office 1 / 17 Lennon Street
Clare SA 5453
Telephone: 8842 3744

Kadina
4a Draper Street
Kadina SA 5554
Telephone: 8821 0200

Port Augusta
40 Flinders Terrace
Port Augusta SA 5700
Telephone: 8641 1600

Port Lincoln
Second Floor
10 Hallett Place
Port Lincoln SA 5606
Telephone: 8683 2170

Port Pirie
76 Florence Street
Port Pirie SA 5540
Telephone: 8632 0155

Whyalla
c/- Level 5, Whyalla Hospital
20 Wood Terrace
Whyalla SA 5600
Telephone: 8648 8686

Country Offices – Country South

Berri
28 Kay Avenue
Berri SA 5343
Telephone: 8582 2400

**Limestone Coast Connected
Service Centre**
9 Elizabeth Street
Mount Gambier SA 5290
Telephone: 8735 1800

Murray Bridge
6 Verdun Road
Murray Bridge SA 5253
Telephone: 8532 4503

Our locations and contact details

Residential Facilities

Aged Care Service
78-96 Dumfries Avenue
Northgate SA 5076
Telephone: 8266 8000

Strathmont Centre
696-710 Grand Junction Road
Oakden SA 5086
Telephone: 8266 8511

Trinity Court
11-15 Heritage Court
Oakden SA 5086
Telephone: 8261 6777

Highgate Park
103 Fisher Street
Fullarton SA 5063
Telephone: 8272 1988

Department for Families and Communities

Our locations and contact details

Domiciliary Care – Community and Home Support SA

General Enquiries and Client Referrals
Metropolitan Access Team
(8.30am to 5.00pm)
Telephone: 1300 295 673

Central Administration
Building 2, 300 Richmond Road
Netley SA 5037
Telephone: 8132 6000

Domiciliary Equipment Service
(9.00am to 5.00pm)
Building 4
300 Richmond Road
Netley SA 5037
Telephone: 1300 295 786

Therapy Solutions
(9.00am to 5.00pm)
Telephone: 1300 296 812

Client Service Offices

Hampstead
207 Hampstead Road
Northfield SA 5085
Telephone: 8304 6200

Mawson Lakes
1 First Avenue
Mawson Lakes SA 5095
Telephone: 8256 8599

Netley
Buildings 2 and 4
300 Richmond Road
Netley SA 5037
Telephone: 1300 295 673

Noarlunga
Noarlunga Health Centre
Alexander Kelly Drive
Noarlunga SA 5168
Telephone: 8384 9277

Oakden
696-710 Grand Junction Road
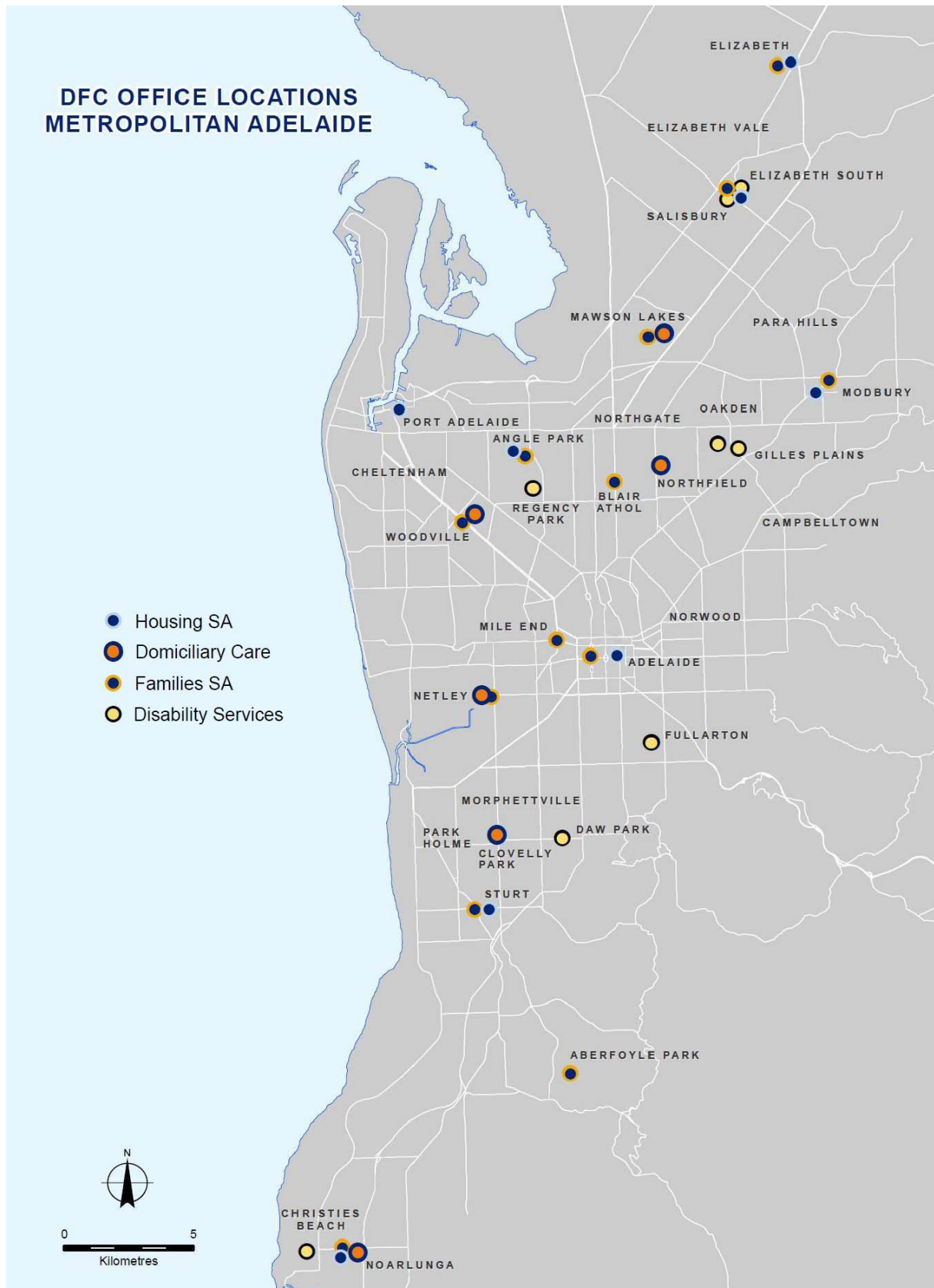Oakden SA 5086
Telephone: 8256 8500

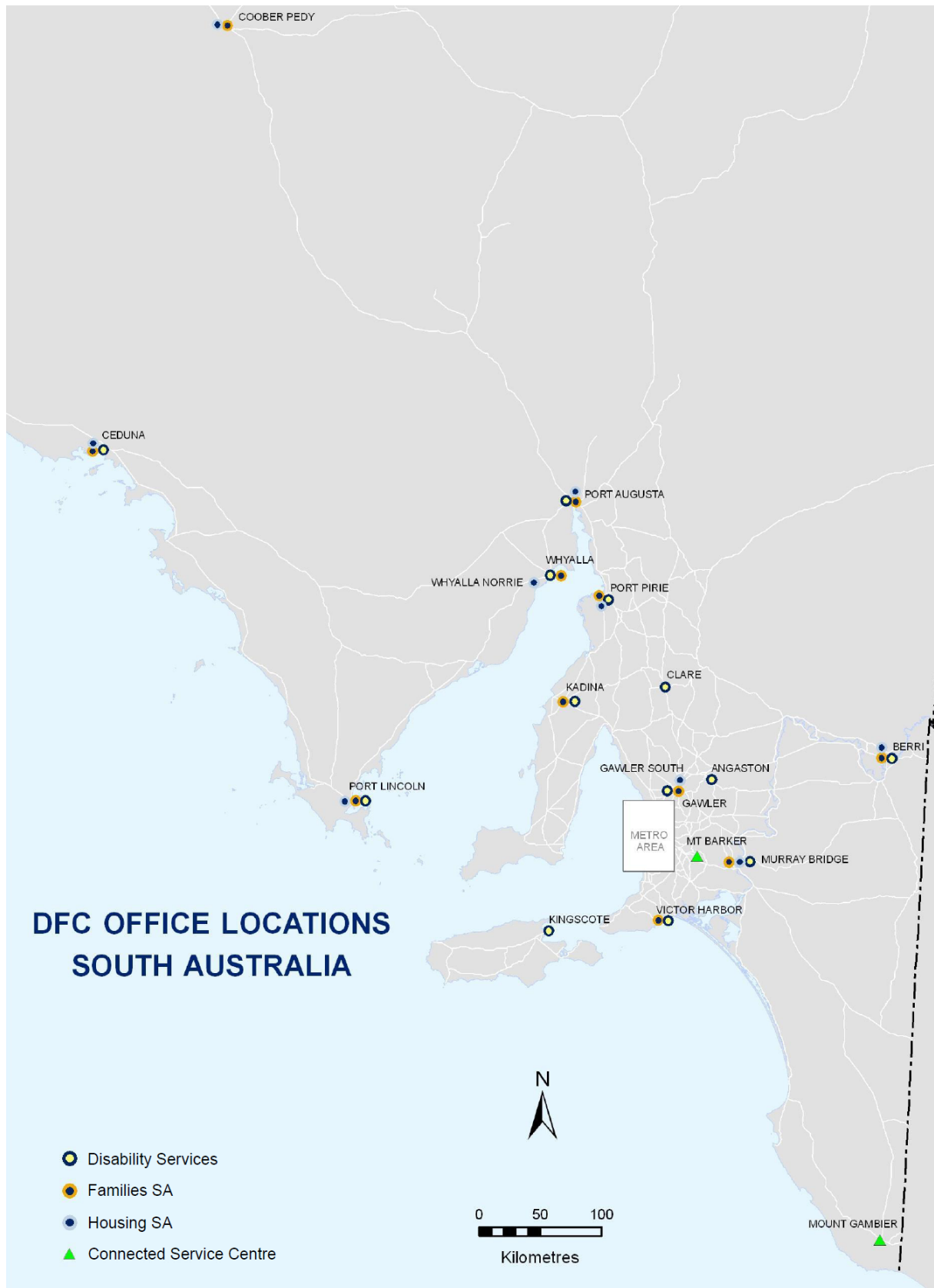**Park Holme**
670 Marion Road
Park Holme SA 5043
Telephone: 8277 3366

Woodville
19-21a Belmore Terrace
Woodville SA 5011
Telephone: 8440 6700

Our locations and contact details

DFC OFFICE LOCATIONS
METROPOLITAN ADELAIDE

- Housing SA
- Domiciliary Care
- Families SA
- Disability Services

Department for Families and Communities

Our locations and contact details

DFC OFFICE LOCATIONS
SOUTH AUSTRALIA

Legend:
- ◉ Disability Services
- ◉ Families SA
- ● Housing SA
- ▲ Connected Service Centre

Map labels: COOBER PEDY, CEDUNA, PORT AUGUSTA, WHYALLA, WHYALLA NORRIE, PORT PIRIE, CLARE, KADINA, BERRI, GAWLER SOUTH, ANGASTON, GAWLER, PORT LINCOLN, MT BARKER, MURRAY BRIDGE, METRO AREA, KINGSCOTE, VICTOR HARBOR, MOUNT GAMBIER

Scale: 0 — 50 — 100 Kilometres

Glossary

ABS	Australian Bureau of Statistics
AHIF	Affordable Housing Innovation Fund
APY	Anangu Pitjantjatjara Yankunytjatjara
ASCL	Australian Standard Classification of Languages
ASES	Australian Service Excellence Standards
BCIS	Boards and Committees Information System
C3MS	Connected Client and Case Management System
CHRIS	Complete Human Resource and Information System
COAG	Council of Australian Governments
CYWHS	Children, Youth and Women's Health Service
DECS	Department of Education and Children's Services
DFC	Department for Families and Communities
DTEI	Department for Transport, Energy and Infrastructure
ELT	Executive Leadership Team
FOI	Freedom of Information
FTE	Full-Time Equivalent
GoGO	Greening of Government
GST	Goods and Services Tax
HACC	Home and Community Care
ICT	Information and Communication Technology
IM	Injury Management
KPIs	Key Performance Indicators
MJ	Mega Joules
MOU	Memorandum of Understanding
NAIDOC	National Aboriginal and Islander Day Observance Committee
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
PGPs	Preferred Growth Providers
PSPs	Preferred Support Providers

Glossary

RTO	Registered Training Organisation
SACOSS	South Australian Council of Social Service
SAES	South Australian Executive Service
SAHT	South Australian Housing Trust
SAPOL	South Australia Police
SASP	South Australia's Strategic Plan
UHMs	Unaccompanied Humanitarian Minors
WACA	Workforce Analysis and Comparison Application
WIC	Workforce Information Collection
YPIRAC	Younger People in Residential Aged Care