



a new direction

Department of Human Services

Annual Report 2009/10



Human
Services

Letter to the Minister



The Hon Linda Burney MP

Minister for the State Plan
Minister for Community Services
Coordinating Minister for Human Services
Parliament House
Macquarie Street
SYDNEY NSW 2000

Dear Minister

I am pleased to submit the *Department of Human Services Annual Report 2009/10* for presentation to the NSW Parliament.

This report and the accompanying financial statements fulfil the requirements of the *Finance and Audit Act 1983*, the *Annual Reports (Statutory Bodies) Act 1984* and the *Annual Reports (Departments) Act 1985*.

In accordance with section 16(3) of the *Annual Reports (Departments) Act 1985*, approval was granted by the NSW Treasurer for an extension of time up to 1 December 2010 for submission of the department's consolidated Annual Report 2009/10. The extension was granted for the following reason:

This is the first report for the newly formed Department of Human Services. Consolidation of information across seven agencies into a single report did not allow the department sufficient time to have the Annual Report proofed, printed and issued by 31 October 2010.

Following the report's tabling in Parliament, it will be available for public access on the Department of Human Services website at www.humanservices.nsw.gov.au

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jennifer Mason'.

Jennifer Mason
Director General

30 November 2010

Department of Human Services

Annual Report 2009/10
Volume 1

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Addendum

Funds granted to non-government organisations. The Addendum is printed as a separate volume and is available at www.humanservices.nsw.gov.au



1.

Executive Summary

Our vision is to enable vulnerable people to participate fully in NSW economic and social life and build stronger, more sustainable and inclusive communities.



Message from the Director General

The Department of Human Services (DHS) delivers services to some of the most disadvantaged people and communities in NSW.

Since the establishment of the department 12 months ago, our work has focused on improving integrated service delivery as one department and building on a solid platform of existing reform programs, partnerships and plans that deliver services and support to vulnerable people and communities.

DHS has a responsibility to support individuals, families and communities through life's predictable transitions and the events that we often can't anticipate, and the pressures that come with them.

We are working on creating a life-cycle approach to service delivery within DHS and collaboratively with other government departments and the non-government sector which will:

- enable each child in NSW to have the best possible start to life
- assist vulnerable youth to be able to continue building their capability for a good future
- provide support for vulnerable adults and families to enable them to participate fully in community life
- build strong and inclusive communities
- improve social and economic outcomes for Aboriginal people and communities.

This means giving people choices and restoring the dignity that comes with people taking responsibility for themselves and their families. It means supporting people to get their lives back on track and, sometimes, using statutory interventions to ensure the safety and wellbeing of vulnerable children and young people.

It means building a robust organisation that is focused, adaptable and committed to improvement, with a skilled workforce which includes Aboriginal people, people from culturally and linguistically diverse backgrounds and people with a disability to help deliver the most appropriate services for our clients. It also relies on building smart and efficient enabling services to ensure our frontline staff have the benefit of advances in technology and policy based on leading research evidence and information to support sound practice and decision-making in the field.

The past 12 months have provided us with significant opportunities to demonstrate the benefits that come through harnessing the skills and resources across our department to deliver better 'joined up' services for children, families and communities.

Recognising that on any given night census figures suggest there may be more than 27,000 homeless people in NSW, we are driving statewide efforts to provide more affordable housing and tackle homelessness. The launch of the NSW Homelessness Action Plan set the direction for statewide reform of the homelessness service system to achieve better outcomes for people who are homeless or at risk of homelessness.

During the year, nation building projects delivered by Housing NSW not only built 850 much-needed homes, they helped protect jobs and support the Australian economy. Several national partnership agreements also saw thousands more homes in NSW. Importantly we also launched the Build and Grow Strategy to strengthen the Aboriginal housing sector.

'DHS has a responsibility to support individuals, families and communities through life's predictable transitions and the events that we often can't anticipate, and the pressures that come with them.'

We want people with a disability to have the same chance that other Australians have to reach their full potential, to work to the best of their ability, and to be recognised for what they achieve. We also want to ease the strain on families and carers whose own aspirations and potential are so often impacted by their caring responsibilities.

This is being achieved with record funding by the NSW Government for disability services of \$1.3 billion over five years to 2011, including a \$238 million increase in the 2009/10 State Budget to support people with a disability, their carers and families. Our Transition to Work Program had a success rate of over 50 percent for participants exiting into employment or education – almost double the 2008 figure of 667. Some 10,000 more families are receiving support and 13,000 people with a disability are now receiving ongoing skill development and support for community participation.

Preventing young people from entering the juvenile justice system and reducing the numbers in custody has also been a priority. This year saw the commencement of the Bail Assistance Line to help police in finding accommodation and services for young people eligible for bail but unable to meet the conditions. We're also seeing positive results with our \$5.5 million Intensive Supervision Program in Sydney and Newcastle to reduce the severity and frequency of re-offending behaviour with 95 percent of families participating in the program completing it successfully. We also provided training to 36 Juvenile Justice staff to work with Aboriginal elders and community members to help break the cycle of re-offending among Indigenous youth.

We continued implementation of Keep Them Safe, the NSW Government's major strategy to improve child protection and wellbeing, including the establishment of a DHS Child Wellbeing Unit and development of Structured Decision Making tools to guide better decision-making and achieve greater consistency at key points in the child protection and out-of-home care system. We've also seen promising evidence of success from the innovative Brighter Futures early intervention program, with a significant reduction in child protection reports for families involved.

During the year work continued to ensure that all children in NSW have the opportunity to attend preschool and that cost is not a barrier. This is reflected in the fact that 95 percent of students starting kindergarten in NSW government schools had appropriate numeracy levels and 81 percent had appropriate levels of literacy.

Aboriginal people still remain highly disadvantaged compared to the rest of the population. We recognise that concerted and continued efforts are required in collaboration with Aboriginal people and communities to close the gap in life outcomes, affirm their cultures and assist reconciliation. We are investing in the social infrastructure that's essential for Indigenous children to grow up safely in stable accommodation, to go to school each day and receive the training and skills they need to get a job. Publication of the third *Two Ways Together Indicator Report* showed that while there is still much room for improvement, much progress is also being made.

Message from the Director General continued

During the year we supported community work in Focus Communities to build community support and awareness about child abuse and neglect, and identified target locations to establish four new non-government operated Intensive Family Based Services to help families recognise and deal with problems before they spiral out of control. Eighty-eight percent of Indigenous children are enrolled in an early childhood program in NSW. We've invested \$200 million over 25 years to upgrade water and sewerage in over 60 Aboriginal communities with 24 communities (with a total population in excess of 2,400 people) now receiving water and sewerage services at a higher level. Through the Aboriginal Communities Development Program 222 apprentices and contracted workers were employed by 11 Aboriginal owned and operated construction companies, and we worked with 40 Partnership Communities to develop community governance bodies.

None of our work is done in isolation. The success of human services delivery is dependent on the partnerships we build with communities, other government departments and non-government organisations. Client issues cross many portfolios, but especially health, education, communities and justice. Better integrated approaches to investment, program development and service delivery across government are essential to deliver better client outcomes over time.

Over the past 12 months I have also had the privilege of chairing the Justice and Human Services Chief Executive Officers Forum. The Forum brings together colleagues from key government departments to consider and progress important justice and social policy work. In 2009/10, the Forum has overseen the development of key

'None of our work is done in isolation. The success of human service delivery is dependent on the partnerships we build with communities, other government departments and non-government organisations.'

NSW Government initiatives including the NSW Homelessness Action Plan and Regional Homelessness Action Plans, the NSW Suicide Prevention Strategy, and the Stop the Violence: End the Silence NSW Domestic and Family Violence Action Plan.

Looking ahead, there is still a lot of work to be done. The establishment of DHS and a review which was underway at the time of writing provides DHS with a unique and strong position to respond effectively to current and emerging economic and social challenges. DHS collective capacity to influence and contribute to the planning and provision of well-integrated services across government and non-government organisations has never been greater.

Once complete, the DHS review will provide a platform for change and is expected to lead to targeted initiatives to improve integrated service delivery, better manage long-term demand for our services and achieve positive client outcomes. We have a real opportunity, for example, to develop an improved approach to the provision of services for vulnerable young people and their families by bringing together our expertise and resources for prevention and early intervention and social inclusion within DHS.

The opportunities ahead of us over the next 12 months need to be supported by a range of organisational enablers and a corporate and shared services system which better supports the delivery of frontline services. These will be shaped by the NSW Government's Blueprint for Corporate and Shared Services.

I would like to thank the Chief Executives of each agency for their work over the past 12 months and acknowledge the achievements they have delivered in their program areas, while also working together on common initiatives.

I would also like to thank everyone within the department and across the sector for their support and commitment to the work we are doing to improve integrated human services delivery. Thank you also to the Human Services Cluster Ministers for their unwavering support to an ambitious reform program and their commitment to delivering better and more integrated services to people in need.

Stakeholder consultations over the past 12 months reflect there is an enormous amount of goodwill and clear opportunities for change in the human services arena. I look forward to sharing the results of the next 12 months with you.



Jennifer Mason
Director General

Overview

Our vision

Our vision is to enable vulnerable people to participate fully in NSW social and economic life and build stronger, more sustainable and inclusive communities.

Who we are

The Department of Human Services (DHS) was established on 27 July 2009, with effect from 1 July 2009, under the authority of the Public Sector Employment and Management (Departmental Amalgamations) Order 2009. The NSW Government introduced these reforms to ensure a greater focus on our clients, better integration of public services and to cut internal Government red tape. The reforms will improve service delivery, better align the bureaucracy and ensure the best value for taxpayers' funds.

DHS is made up of the following agencies¹:

- Aboriginal Affairs
- Aboriginal Housing Office
- Ageing, Disability and Home Care
- Businesslink
- Community Services
- Housing NSW
- Juvenile Justice.

This new department has a shared focus on improving the wellbeing of our clients, who include groups such as women, people from culturally and linguistically diverse backgrounds, seniors and older people, young people, children and families, Aboriginal and Torres Strait Islanders, people with a disability and their families and carers, and people who are homeless.

Our aims

DHS aims to improve integrated service delivery, including more streamlined arrangements for service providers and clients. The overall objective is to harness the skills and resources across the department to get the best possible outcomes for our clients, who include some of the most vulnerable people in the State.

Since the establishment, Human Services Cluster Ministers have met regularly and the NSW Government has agreed that initial key priorities for DHS include:

- improved service delivery in rural and remote communities in western NSW
- improved services for people who are homeless or at risk of homelessness
- better and more integrated services for clients with complex and multiple needs, particularly adolescents
- action to strengthen the non-government sector and reduce red tape
- better outcomes for Aboriginal children, families and communities.

Work undertaken in these priority areas is detailed later in this chapter.

Our work

We are committed to achieving the NSW Government targets and ambitions as outlined in the State Plan.

We measure our performance against these targets through indicators which we monitor and review regularly to improve our services. The systems we use to obtain information about our service delivery and financial performance vary across the department. Better integration and enhancement of these systems is a key priority for the future.

A strong legislative framework supports our work and is administered to fulfil our statutory obligations (see appendices for more detail).

During the reporting year, agencies continued to deliver to individual corporate plans while work commenced to develop a DHS corporate plan and strategic directions framework. As such, this report covers agency performance against their existing plans. To enable readers to adequately assess our performance, this report provides a summary of progress against commitments made in strategic plans for the former Departments including:

- how we complied with legislative requirements
- the challenges affecting our work and how we addressed them
- whether we achieved what we set out to achieve
- how we improved our performance from previous years
- how we delivered services
- how we managed our resources and people
- our future commitments
- our financial position.

¹ Under the Public Sector Employment and Management (Departmental Amalgamations) Order 2009 under the *Public Sector Employment and Management Act 2002*, all branches were removed from each of the following Divisions of the Government Service and added to the Department of Human Services: Department of Aboriginal Affairs, Aboriginal Housing Office Group of Staff, Department of Ageing, Disability and Home Care, Department of Community Services, Housing NSW, Department of Juvenile Justice.

NSW Businesslink was removed from the Department of Commerce and added to the Department of Human Services.

For the purposes of this annual report, agencies have been referred to as Aboriginal Affairs, Aboriginal Housing Office, Ageing, Disability and Home Care, Community Services, Housing NSW, Juvenile Justice and Businesslink.

Overview continued

Our operating environment

Factors that impacted on our delivery of services during the year included:

- increasing demand for services from a diverse and growing client base, comprised of some of the most vulnerable and disadvantaged people in NSW
- increasing client expectations for better access to quality services and pathways through complex service systems
- population growth and changing demographics
- increasing financial and service delivery pressure
- the capacity of the non-government sector
- major national reforms with significant investment and performance measures agreed to by the Council of Australian Governments.

The global financial crisis may also have contributed to some of these factors, particularly where it imposed resource constraints on levels of government, the non-government and private sectors or resulted in greater demand for services from people needing assistance.

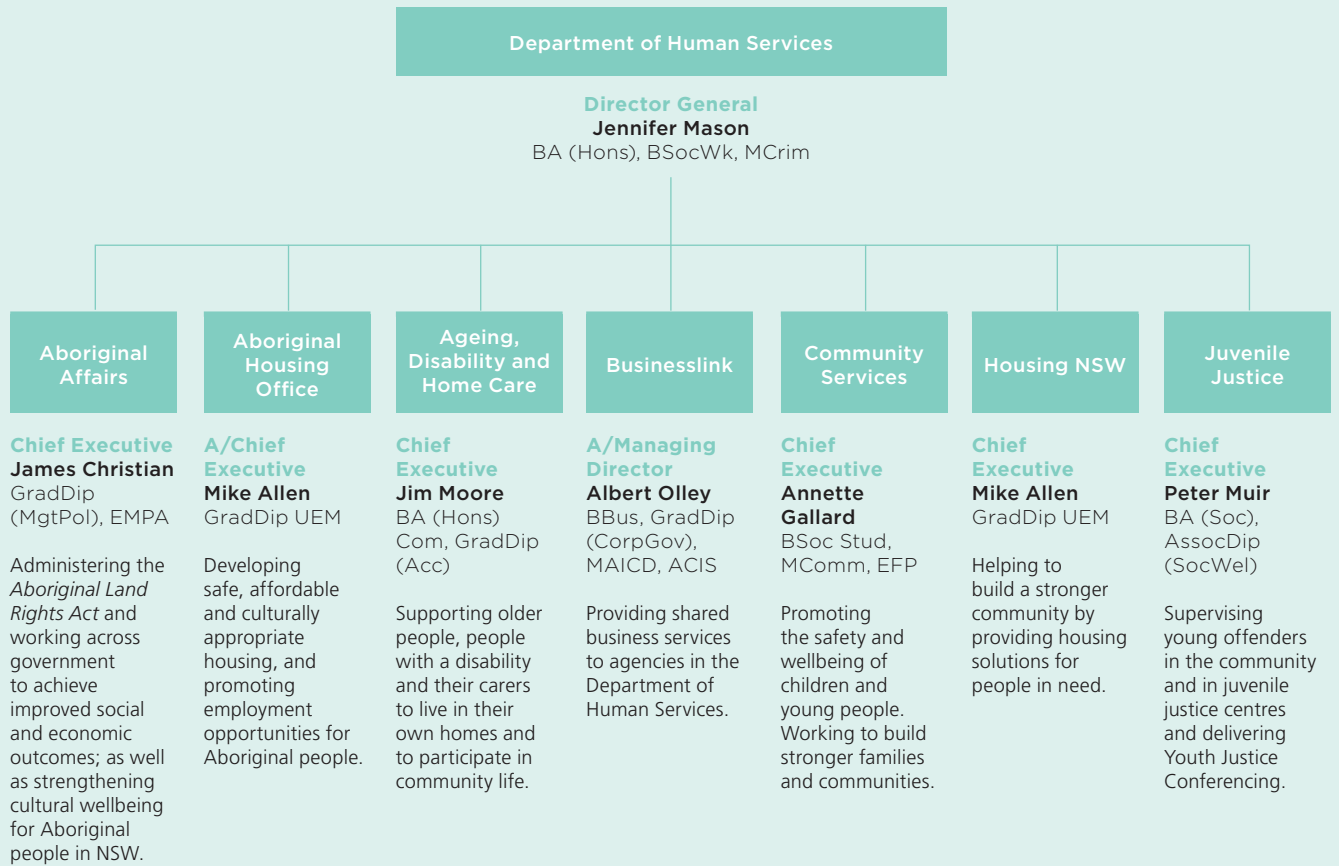
In response to these environmental factors, our strategic directions focused on:

- providing whole-of-government leadership in policy and engagement with Aboriginal and Torres Strait Islander people and communities to reduce the gap in life outcomes, affirm their cultures and assist reconciliation
- securing the safety and enhancing the wellbeing of vulnerable children and young people through prevention and early intervention services, child protection and out-of-home care

- strengthening the self-reliance of individuals and communities through community development
- encouraging seniors involvement in their communities
- helping young people take responsibility for their behaviour and reducing reoffending through statutory juvenile justice services and diversionary programs
- promoting the social and economic participation of people with disabilities in their communities through integrated support services
- providing access to affordable housing and housing-related services.



Our structure



DHS Executive team (left to right): Albert Olley (Acting Managing Director, Businesslink), Jim Moore (Chief Executive, Ageing, Disability and Home Care), James Christian (Chief Executive, Aboriginal Affairs), Jennifer Mason (Director General), Annette Gallard (Chief Executive, Community Services), Mike Allen (Chief Executive Housing NSW and Acting Chief Executive Aboriginal Housing Office), Peter Muir (Chief Executive, Juvenile Justice).

Our financial performance

Formation and reporting structure

Following the formation of DHS on 1 July 2009, this is the first financial year for our department. The DHS financial results incorporate the former departments of Aboriginal Affairs, Ageing, Disability and Home Care, Community Services, Juvenile Justice, Housing NSW, Aboriginal Housing Office Group of Staff, as well as the former employees of Service, Technology and Administration who provided employee-related services to NSW Businesslink, our shared service provider.

DHS as a reporting entity comprises all the entities under its control as noted above as well as the Home Care Service of NSW (HCS) and the John Williams Memorial Charitable Trust. Separate financial statements are prepared for other entities within the Human Services cluster, namely the NSW Land and Housing Corporation, Aboriginal Housing Office and NSW Businesslink Pty Ltd. All entities are not-for-profit entities.

Portfolio Ministers continued to have responsibility for their current portfolio budgets as outlined in the Budget Papers for 2009/10.

When the NSW Government announced the public service reforms and agency amalgamations, it was agreed that the budget of each new department would not exceed the current budgets of the agencies being merged to form it. Differences of awards, gradings, conditions, allowances etc between previous agencies merging to form a new department must be managed in a budget-neutral way.

The employee-related expenditure of the department is also being monitored to ensure that it does not exceed the employee-related budgets of the previous agencies being merged.

Financial performance

The new department continues to build on the sound financial management practices of the former agencies in delivering a broad range of services.

Our Net Cost of Services (NCOS) for the year was \$4.0 billion which was marginally over budget by \$21.2 million. This was principally due to a 'non-cash' \$51.6 million impairment loss on the carrying value of land and buildings. This occurred as a result of the financial restructure under the Amalgamation Order. Excluding this item our underlying NCOS was favourable to budget.

Total income for the year was \$6.4 billion, with the vast majority of the income provided via Appropriation and Grants by the NSW and Australian Governments and through the provision of goods and services.

In 2009/10, we had expenditure of \$6.3 billion in delivering services across NSW and \$0.2 billion on capital works. Our largest category of expenditure of \$4.4 billion was in the delivery of our major programs including the Disability Services Program, Home and Community Care Program, Out-of-Home-Care, Prevention and Early Intervention and Aboriginal Communities Development Program. Many of these programs are delivered by non-government organisations on our behalf. During the year we made payments of approximately \$2.2 billion to deliver these funded services.

Other items of expenditure included employee-related expenses (\$1,609 million), supplies, services and other operating costs (\$414 million) and depreciation and amortisation (\$69 million).

Managing financial performance and minimising risk

We are committed to managing our financial performance and minimising our liabilities and risks. DHS has established an Audit and Risk Committee (ARC), appointed a Chief Audit Executive and developed an Enterprise Risk Management Framework, in compliance with Treasury policy 09-05. The ARC provides overall stewardship of audit activities, audit recommendations, financial reporting and compliance and risk management practices. The DHS ARC supplements and strengthens the existing ARCs within the former departments and the day-to-day executive oversight and governance. Further details can be found in the appendices.

We are also in the process of establishing a dedicated executive committee that will closely monitor our financial performance.

The following entities are part of the DHS Cluster and their financial performance is summarised below.

NSW Land & Housing Corporation

NSW Land & Housing Corporation (LHCORP) is a not-for-profit entity which provides public housing and housing assistance to people with the greatest need in NSW. Total revenue for the year was \$2.7 billion, with the main source of income being government funding from both the NSW and Australian Governments which total \$1.9 billion. The major funding was Commonwealth related under the Nation Building Economic Stimulus Plan (NBESP) with \$1.3 billion to deliver over 6,000 social housing homes in NSW and reduce maintenance backlogs.

In addition, \$0.5 billion was received under the National Affordable Housing Agreement jointly funded by State and Commonwealth Governments and \$0.7 billion was generated through rental and other tenant charges to our customer base. Total expenditure for the year was \$1.5 billion with the major components being \$266 million in housing repairs and maintenance, \$298 million in depreciation and amortisation, \$212 million in personnel services, and \$189 million in council and water rates.

As a result of the NBESP there was significantly increased capital expenditure in 2009/10, with a total capital program of \$1.73 billion. This program and an overall 10 percent uplift through asset revaluation increased the total asset base to \$32.8 billion, one of the largest asset bases in the State.

Aboriginal Housing Office

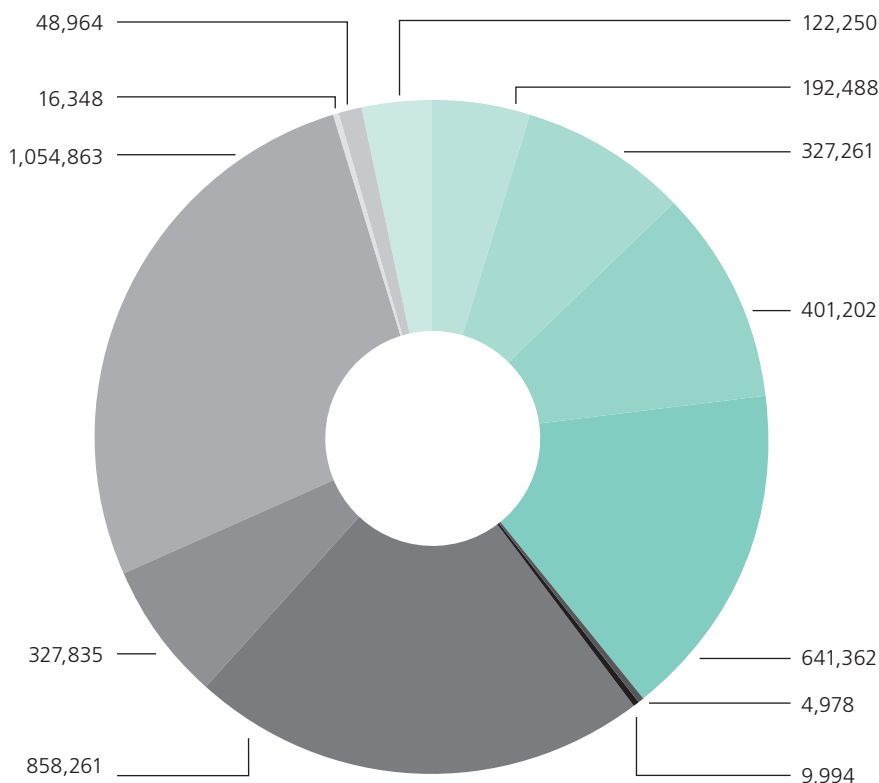
The Aboriginal Housing Office (AHO) is a statutory body that plans and administers the policies, programs and asset base for Aboriginal housing in NSW. The agency is a not-for-profit entity. Total revenue for the year of \$123 million comprised mainly of State and Government funding in relation to the National Affordable Housing Agreement (NAHA) and the Remote Indigenous Housing National Partnership (RIHNP) as well as rental income generated from its client base. Total expenditure for the year was \$89.8 million of which the major expenses were repairs and maintenance \$42.3 million, property expenses \$30.6 million and personnel services of \$7.6 million. The Capital Program for the year was \$30.8 million. Total assets at 30 June 2010 were marginally above \$1 billion.

Businesslink

NSW Businesslink Pty Ltd is a company limited by shares and provides shared services predominantly to DHS. It is a not-for-profit entity and covers its costs through fees for services. Costs for the year were \$191.3 million with the major items being personnel costs (\$61.1 million), contractors expenses (\$65.7 million), information technology (\$26.5 million), depreciation and amortisation (\$15.2 million) and telecommunications (\$11.1 million). The deficit for the year was \$1.6 million.

DHS Financial Summary – Net cost of services as at 30 June 2010

Net Cost of Service (\$'000)



Service Group

- Out-of-Home Care
- Statutory Child Protection
- Short-Term Interventions and other*
- Community Services
- Custodian Services
- Support and Promote Culture and Community Resilience
- Youth Justice Conferencing
- Ongoing Community Support
- Prevention and Early Intervention Services
- Supported Accommodation
- Leaving Care
- Support and Build Prosperous and Safe Communities and Lead Government Policy

Total 3,984,542

* 'Other' includes Aboriginal Housing Office, Home Care Services, Shared Services and the John Williams Memorial Trust.

Our performance

NSW State Plan

DHS leads on priorities under three separate State Plan chapters – Stronger Communities, Clever State and Better Transport and Liveable Cities. Under Keeping People Safe, the department is required to report against rates of juvenile re-offending.

Under Stronger Communities, Community Services has lead responsibility for actions to improve child wellbeing, health and safety. Targets for this priority are being developed as part of the Keep Them Safe Evaluation Framework, which is due to be finalised in 2010/11. Reporting against these targets is expected to commence in 2011.

The implementation of the Keep Them Safe reforms is well underway and includes a \$750 million funding allocation to enhance prevention and early intervention services, improve services for Aboriginal children and young people, enhance acute services (e.g. intensive family preservation), significantly reform the child protection system and services, and provide out-of-home care.

Work has also continued with lead non-government agencies in delivering the Brighter Futures Program. Brighter Futures is a voluntary program providing tailored support for vulnerable families. The March 2010 Brighter Futures Evaluation Report indicates that there has been a reduction in the numbers of child protection reports for families involved in the program. Similarly positive results were evident whether families were supported by Community Services or lead non-government agencies. Families interviewed as part of the evaluation process were highly satisfied with the support and services they received through Brighter Futures.

Under Stronger Communities, Ageing, Disability and Home Care reports against the priority to increase employment and community participation for people with disabilities.

The NSW Government is providing record funding of an extra \$1.3 billion over five years from 2006 to 2011 to support people with a disability to participate in work, education and community life. Ten thousand more families are receiving support and 13,000 people with a disability are now receiving ongoing skill development and support for community participation.

One of Ageing, Disability and Home Care's key programs for facilitating community participation for people with a disability is the Transition to Work Program. Currently, 1,225 school leavers participate in the program, with 50 percent of people engaged in the program exiting to employment and educational opportunities.

Aboriginal Affairs NSW is responsible for the strengthen Aboriginal communities priority, also in the Stronger Communities section of the State Plan. This priority addresses a broad range of targets including reducing domestic and family violence, increasing educational attainment for Aboriginal children and closing the life expectancy gap.

While Aboriginal people remain among the most disadvantaged in our community, progress is being made in improving outcomes in many areas. For example, rates of enrolment of Aboriginal children in early childhood programs have risen to 88 percent, up from 79.6 percent 12 months ago. The NSW Interagency Plan to Tackle Child Sexual Assault in Aboriginal Communities, including the targeted Safe Families Program, is delivering local responses to family violence and child sexual assault. Sixty of the 61 eligible communities within the NSW Government's Aboriginal Communities Water and Sewerage Program have had their water and sewerage infrastructure assessed. Twenty-four communities – with a total population of more than 2,400 people – now have improved water and sewerage services.

'The NSW Government is providing record funding of an extra \$1.3 billion over five years from 2006 to 2011 to support people with a disability to participate in work, education and community life.'

Under the Stronger Communities priority of the State Plan, Housing NSW is leading work on behalf of the department to reduce the number of NSW people who are homeless.

Over the next four years the Australian and NSW Governments are jointly investing more than \$283 million under the National Partnership Agreement on Homelessness. More than 4,000 people in NSW who are homeless or at risk of homelessness are being assisted to access or maintain long-term accommodation under the Agreement. The NSW Government, in partnership with the Australian Government, is establishing 1,953 new social housing dwellings across NSW.

This work is complemented by the NSW Homelessness Action Plan which was released in August 2009. One of the key objectives of the plan is to increase the focus of the service system on the provision of long-term housing with support and reduce the focus on crisis interventions.

Housing NSW is also leading the department's responsibilities under the improve housing affordability priority in the Better Transport and Liveable Cities section of the State Plan.

Through the National Rental Affordability Scheme, and in partnership with the Australian Government, funding has been allocated for more than 2,500 dwellings in NSW to be rented to low and moderate income households for at least 20 percent below market rate. Over 600 affordable rental properties funded through the scheme are already available and tenanted and the NSW Government has made funding available for over 1,300 additional dwellings.

NSW has allocated \$130.4 million through the Social Housing National Partnership Agreement with the Commonwealth Government to deliver over 680 new social and affordable housing properties. To date over 380 of these units have been completed and all are expected to be completed in 2011.¹

Under the Clever State section of the State Plan, Community Services is leading on the department's priority to make sure children have the skills for learning by school entry. Achievement against this priority is measured through Best Start Kindergarten Assessment data, collected through the Department of Education and Training. Data for 2010 indicates that 95 percent of students starting kindergarten in government schools were ready for school in terms of numeracy, and 81 percent were ready in terms of literacy.

While these are generally pleasing results, DHS is continuing to invest in strategies to boost children's preparedness for school, such as the successful Positive Parenting Program – or Triple P – which enhances the knowledge, skills and confidence of parents with positive effects on preventing behavioural, emotional and developmental problems in children. As at 30 June 2010, there were 900 trained Triple P practitioners across NSW.

Juvenile Justice leads on DHS strategies to reduce reoffending among juveniles in the Keeping People Safe chapter in the State Plan. Key initiatives in place to work with young offenders to reduce their reoffending behaviour include the Bail Assistance Line which was introduced in June 2010 to help reduce the number of young people on remand in custody who don't need to be there. The \$5.5 million Intensive Supervision Program is also being rolled out in Newcastle and western Sydney. The program targets serious repeat juvenile offenders, and works with them in their homes, schools and communities to help them deal with the multiple factors that contribute to their offending.

Data gaps remain for reporting against a number of State Plan priorities which the department has responsibility for. Some of this data is reliant on external bodies such as 2011 Census data, data from the Survey of Income and Housing due in 2011 and data from the Australian Bureau of Statistics' Survey of Disability and Carers, which is currently conducted only every six years.

Our performance against the NSW State Plan is published each year in the *State Plan Annual Report*.

¹ Please note that there is an overlap with these 380 units and the units available under NRAS, and therefore these two numbers cannot be added.

Our performance continued

Responding to the needs of Aboriginal people

NSW is home to the largest number (153,454) and proportion, almost 30 percent, of Indigenous people in Australia. The majority of Aboriginal Australians in NSW live in urban and regional locations creating a specific set of policy and service delivery challenges.

Indigenous Australians still face significant disadvantage in comparison to non-Aboriginal Australians. Within the Human Services portfolio alone Aboriginal children are significantly over-represented in the child protection and juvenile justice systems. As at 31 March 2010, 32.8 percent of children and young people in out-of-home care were Aboriginal. Last financial year, the proportion of young people in detention in NSW who were of Aboriginal and Torres Strait Islander background was 49.8 percent. These figures are stark as only 3.9 percent of children and young people in NSW are Aboriginal.

Unfortunately, Aboriginal Australians in NSW experience homelessness at a rate of 110 per 10,000 people, compared to 40 per 10,000 people in the non-Aboriginal population.

In addition, Aboriginal people are twice as likely to have severe or profound core activity limitations. At the same time, Aboriginal people are far less likely to access formal disability services.

There is still considerable room for improvement by all government agencies to better meet the needs of Aboriginal Australians.

The formation of DHS provides a strong opportunity to further improve our work with Aboriginal people and communities. Through a range of important strategies and initiatives, DHS is working in partnership with Aboriginal communities to respond to disadvantage and improve services.

The department has a range of specific Aboriginal programs while at the same time incorporating strategies to address disadvantage across activities department-wide. DHS has nearly eight percent of its workforce identifying as Aboriginal or Torres Strait Islander, one of the highest percentages of Aboriginal employees in the NSW Government.

Specific programs that have a dedicated focus on improving outcomes for Aboriginal people include:

- Two Ways Together
- Closing the Gap
- Keep Them Safe
- Safe Families
- Juvenile Justice Aboriginal Strategic Plan
- specialised Ageing, Disability and Home Care programs
- Aboriginal housing and homelessness strategies.

Further details on our progress in implementation of these plans and strategies can be found in agency chapters of this report.

Integrated services for common clients

A key reason for bringing together agencies in DHS is to improve integrated services delivery. The amalgamation of agencies provides DHS with an opportunity to build a better profile of common clients and their needs.

Government agencies have tended to have a program-centric view of clients where people receive services according to the program which best fits them. We need to shift to a more client-centric view, allowing the delivery of service bundles better tailored to the particular needs and outcomes of individuals and families, and reducing the need for clients to have to repeat their story to each agency.

To facilitate this, we have started work to explore various approaches, particularly for complex and multi-agency clients, including improvement to referral networks within the department and with other service providers.

Across DHS there is a small group of young people whose high and complex needs are not easily met by traditional service models. Work has started to look at how we can break down silos and improve the way our agencies work together so that we can better meet their care, support and service delivery needs. This includes looking at developing clearer and improved pathways between services for these very vulnerable young people.

Many DHS high-needs clients are also clients of the education, criminal justice and health systems and a number of initiatives showcase the foundations we have to build on and reinforce the directions we are taking.

Under the NSW Government's Keep Them Safe reforms, Child Wellbeing Units (CWUs) across Government use a common IT database, WellNet, to share key information so CWUs can determine when a child has a history of events reported by other CWUs, or is already involved with Community Services. This is helping agencies to identify clients who may be at risk of cumulative harm.

The Housing Pathways Program rolled out by Housing NSW this year is another example, where community housing providers and Housing NSW staff share some common information about clients in order to consider applications for housing and assistance.

Work is in train to improve referral networks across government agencies. The NSW Human Services Network (HSNet) is a website established to support agencies in the human services sector deliver services in a coordinated and effective way. HSNet enables information sharing across government and non-government agencies. In particular, HSNet helps member organisations provide improved services to clients by enabling the easy location of health, housing, family, legal and community service information locally and across NSW, and supporting secure referrals between organisations.

HSNet is currently administered by the Department of Services, Technology and Administration. Given HSNet's strong alignment with the objectives of DHS and that it services common clients across DHS agencies (individuals, other government agencies and NGOs), HSNet is being transferred to DHS in 2010/11, with work being undertaken to strengthen this platform as a key tool for information sharing and referral networks across human services.

We are also exploring ICT opportunities to enable a 'single view' of DHS clients across agencies. Obviously this work needs careful scoping and is complex as we need to balance privacy considerations to get the best outcomes for clients.

Work will continue on a range of further initiatives to strengthen the information we have about common clients and providing an integrated service response to them in 2010/11.

Our clear priority moving forward as one department is a client-centric view where services across our organisation are matched to people's needs in a holistic way, and to continue strengthening our joint work on integrated service delivery with other government departments and non-government organisations.

Improved service delivery in rural and remote communities

Rural and remote communities face particular challenges. Geographically isolated from regional service hubs, these communities often have low levels of local infrastructure. This, plus difficulties attracting, accommodating and supporting professional staff, often make the delivery of locally-based services difficult and expensive. Where services do exist, they are often oversubscribed with limited or no capacity to take on additional service delivery arrangements.

DHS is looking at opportunities for commencing co-location of office accommodation in western NSW to improve integrated service delivery for clients. This will also help create work opportunities in communities and a better work environment for staff who may otherwise be isolated.

Locations will be selected in consultation with local stakeholders to ensure community needs are identified and best met by the service delivery model, which will be flexible to meet local needs.

Keep Them Safe implementation

The Special Commission of Inquiry into Child Protection Services in NSW, headed by retired Supreme Court Judge, the Honourable James Wood AO QC, commenced in December 2007.

It delivered a comprehensive review of the State's child protection system, covering issues such as mandatory reporting of child abuse and neglect, and how to improve prevention and early intervention services, interagency cooperation and out-of-home care.

The Report of the Special Commission of Inquiry into Child Protection Services, known as the Wood Inquiry, was released in November 2008. In March 2009, the NSW Government announced a detailed package of reforms to the NSW child protection system. Keep Them Safe: a shared approach to child wellbeing provides a five-year Action Plan to improve support for children, young people and families in NSW.

Implementation of the Government's Action Plan has proceeded quickly over the past 12 months, with the Department of Premier and Cabinet overseeing reform across a range of government agencies and non-government organisations.

As part of the Action Plan, a suite of reforms are being progressively implemented across early intervention, child protection and out-of-home care by DHS and in partnership with a range of other government agencies – notably NSW Health, NSW Police, the Department of Justice and Attorney General, the Department of Education and Training, the Children's Court and the NSW Ombudsman – as well as a wide range of non-government organisations.

Outcomes against the Keep Them Safe Action Plan are being closely oversighted by the Justice and Human Services Chief Executive Officers' Forum reporting to the Justice and Human Services Cabinet Committee.

Our performance continued

Keep Them Safe aims to re-shape the way family and community services are delivered in NSW so that children, young people and families receive support and services before problems escalate.

Key elements of Keep Them Safe include:

- recognition that child protection is a collective responsibility across Government, the non-government sector and the community, and requires an integrated system to support vulnerable children, young people and their families
- an increase to the risk of significant harm statutory threshold for matters required to be reported to the Child Protection Helpline, allowing Community Services caseworkers to focus on the most serious child protection cases while other agencies and non-government organisations deliver local services to children and families who do not require statutory intervention
- new information-sharing provisions that allow government agencies and non-government organisations that are prescribed bodies to exchange information that relates to a child or young person's safety, welfare or wellbeing, whether or not the child or young person is known to Community Services, and whether or not the child or young person consents to the information exchange. Previously, information exchange has been generally only possible where the information was sent to or received from Community Services
- a statewide network of Child Wellbeing Units in the NSW Departments of Health, Education and Training, Human Services and the NSW Police Force to enable a more direct response to children and young people identified by teachers, police, doctors and other mandatory reporters as being in need of additional support
- the trial of new Family Referral Services, led by NSW Health, delivered by the non-government sector, to help agencies link vulnerable families to services at the local level
- an expanded early intervention service system, including additional places for the Brighter Futures Program providing case management, parenting programs, childcare and home visiting to families with children aged 0–8 years
- intensive work with families facing the risk of removal of their children into care
- increased involvement of the Aboriginal community in decision-making, and Aboriginal Impact Statements for each of the actions in Keep Them Safe.

Child Wellbeing Units have been established in the Department of Human Services, NSW Health, NSW Police and the Department of Education and Training (DET). The Government has allocated a total of \$11.7 million for the establishment of the CWUs in the Keep Them Safe 2010/11 budget. The 2010/11 budget for DHS Child Wellbeing Unit is \$1.37 million.

The key functions of each Child Wellbeing Unit are to:

- support agency mandatory reporters in identifying whether their concerns about a child, young person or unborn baby meets the risk of significant harm statutory threshold for reporting to the Child Protection Helpline
- provide advice to agency mandatory reporters about possible service responses for children, young people and families, particularly where the child wellbeing concerns are below the risk of significant harm threshold
- drive better alignment and coordination of agency service systems over time, to enable better responses to children and families in need of assistance.

'Keep Them Safe aims to re-shape the way family and community services are delivered in NSW so that children, young people and families receive support and services before problems escalate.'

Juvenile Justice hosts the Department of Human Services Child Wellbeing Unit (DHS CWU), which commenced operation on 25 January 2010. The DHS CWU provides a service to staff in Juvenile Justice, Housing NSW and Ageing, Disability and Home Care (ADHC).

While still in the early stages of operation, in the period April-June 2010 the DHS CWU took 315 calls and recorded concerns regarding 426 children and young people, including concerns regarding 154 Aboriginal children and young people. The main age groups reported were those aged 5–11 years followed by those aged 12–15 years.

The major concerns reported were about neglect, either about supervision of children or about their physical shelter and environment. DHS CWU staff undertook 945 activities in response to these calls, for example referral advice, information exchange or assistance with using the new *Mandatory Reporter Guide*.

Communication and training strategies were delivered to maximise staff knowledge and understanding of CWUs. There is a strong emphasis on helping staff to improve early identification of children and young people at risk of harm which will help prevent their needs escalating to the point where statutory involvement is required.

The DHS CWU also manages the Keep Them Safe NGO Support Line on behalf of the NSW Government. The Support Line was established in January 2010 to assist non-government organisations to understand the new reporting threshold and apply the *Mandatory Reporter Guide*.

Agencies within DHS lead on many of the initiatives supporting the implementation of Keep Them Safe. Details can be found in agency chapters.

Support for vulnerable young people

In 2009 youth policy and programs, including Youth Week and Better Futures transferred to Communities NSW. Both responsibilities and \$4.4 million in funding were transferred.

While lead responsibility for youth policy rests with Communities NSW, the establishment of DHS has provided renewal opportunities to improve service delivery and service integration across agencies. One of the first actions of the newly formed department has been to identify priority initiatives to improve integrated service delivery to DHS' vulnerable clients. Specific project work is focusing on the needs of vulnerable adolescents.

DHS work in this area aims to break down silos and improve the way agencies work together so that the care, support and service delivery needs of vulnerable young people can be better met.

Agencies within the department also provide a wide range of support services to assist vulnerable adolescents. Further details can be found in agency chapters.

Snapshot of youth services

- funded 270 youth services with \$22.2 million through the Community Services Grants Program
- 48 young offenders entered the Youth Drug and Alcohol Court program and were diverted away from the criminal justice system through tailored health, education and welfare interventions
- provided \$3.8 million for 60 projects under the Aboriginal Child, Youth and Family Strategy
- launched the Bail Assistance Line in June 2010 to help reduce the numbers of young people held on remand for short periods who do not need to be in custody
- provided the Intensive Supervision Program to reduce the severity and frequency of re-offending behaviour.

Working together with non-government organisations

Non-government organisations (NGOs) play a key role in joint service delivery to Human Services clients. Their strength often lies in the fact these organisations closely work with and represent clients at the local level, identifying and articulating the problems they face on the ground. NGOs also make unique and distinctive contributions because they can harness and combine philanthropic resources and social capital which are not always available to government agencies and business.

Improving integrated service delivery with NGOs is a high priority for the department.

The NSW Government provides more than \$2 billion in annual funding to around 2,500 non-government organisations (NGOs) to deliver ongoing community-based services. In 2010/11 more NGOs and other third party providers will receive \$2.35 billion of funding from the Department of Human Services, accounting for 42 percent of the DHS recurrent budget.

We are also investing substantial resources in developing the capacity and productivity of the NGO sector to ensure that these services are well placed and we build a sustainable system to deliver services to people in need.

Our performance continued

Reducing red tape

During 2009, the NSW Department of Premier and Cabinet, in consultation with DHS agencies and representatives of the NGO sector undertook a review of opportunities to reduce red tape for NGOs.

The *NGO Red Tape Reduction* report was released in March 2010 with the NSW Government committed to cutting red tape by \$500 million by June 2011.

Ageing, Disability and Home Care is leading red tape reduction initiatives across DHS agencies which have streamlined processes, promoted innovation, reduced compliance costs for business or reduced administrative costs for the NSW Government.

These initiatives aim to:

- provide consistency in funding administration across all our agencies
- identify areas where NGOs can standardise their operations
- identify opportunities for integration of NGO contracting and reporting arrangements across DHS
- improve coordination of 'back room' and other resources so that funds can be redirected to frontline service delivery programs.

DHS implemented three key strategies to address the short-term actions in the report two months ahead of the recommended timeframe of July 2010. This includes the development of a Standard DHS Application Form for use by agencies seeking applications for funding from the NGO sector.

The next round of DHS red tape reduction strategies will focus on shared forward purchasing plans, a shared risk framework for competitive selection and mapping of compliance/monitoring information for jointly funded NGOs.

SACS Award

The NSW Government is fully committed to working in partnership with the community services sector on the outcomes of the Australian Service Union's Equal Remuneration Claim, currently before Fair Work Australia. A decision is expected in 2011.

Consultation with the sector has resulted in agreement to develop two reform streams to prepare for the implementation of the FWA decision. Specifically, this involves:

- a productivity reform strategy to establish effective strategies to be adopted by NGOs to improve service quality and efficiency
- a workforce reform agenda that brings about real opportunities for workers, develops qualifications and provides consistency in the use of classifications across NGOs to address issues of attraction and retention of staff within the sector.

Within DHS, Ageing, Disability and Home Care will lead work with sector representatives and industry parties to actively engage them in the development of these positions, including co-ordinating input and responses across their membership.

Building capacity of the sector

The NSW Government has anticipated the increasing pressures on the delivery of NGO services due to factors such as the ageing population, shortage of skills and labour, and difficulties in attracting and retaining staff.

Through a range of capacity building strategies, the DHS is assisting NGO service providers to respond to these pressures. Key activities can be found in agency chapters.

Further details about the way we work in partnership with NGOs can also be found in agency chapters.

Tackling homelessness

In 2009/10, key achievements across DHS to combat homelessness included:

- launch of the NSW Homelessness Action Plan 2009–14
- implementation of the 2009/10 NSW Implementation Plan for the National Partnership on Homelessness and development of the 2010–13 Implementation Plan
- establishment and support of the NSW Premier's Council on Homelessness
- 366 SAAP-funded projects to assist people who are homeless or at risk of homelessness
- 150 SAAP services were funded to assist homeless young people or those at risk of homelessness
- 88 women's refuges received funding of \$32.89 million to assist women and children affected by domestic violence
- 3,308 households were provided with priority public housing, of which 43 percent (1,432 households) were homeless or at risk of homelessness
- 44,628 assistances of temporary accommodation were provided with 7,324 of these provided through Housing NSW's Housing Contact Centre
- over 35,022 households were provided with RentStart assistances to help sustain their tenancies such as bond assistance, advance rent or help to address rent arrears.

The NSW and Australian Governments are jointly providing almost \$284 million to NSW over four years under the National Partnership Agreement on Homelessness. In addition, the NSW Government has committed an additional \$108.7 million over this period as a further investment in this important issue, bringing the total commitment to \$392.2 million.

Included in this coordinated response to homelessness, the Australian and NSW Governments have committed \$77.5 million to be spent on providing 155 households with new accommodation and support through the A Place to Call Home initiative over the period 2008/09 to 2012/13.

In August 2009, the Ministers for Community Services and Housing launched the NSW Homelessness Action Plan 2009–14. Together with the National Partnership on Homelessness Implementation Plan, the Action Plan represents a long term commitment by the NSW Government to address homelessness across NSW.

Reflecting major commitments in the NSW Implementation Plan for the National Partnership Agreement on Homelessness, the Action Plan commits NSW to achieving an overall reduction of seven percent in homelessness, a reduction of 25 percent in rough sleeping and a reduction by one-third in the level of Aboriginal homelessness by 2013. These targets have been included in the NSW Government's State Plan.

'The NSW and Commonwealth Governments are jointly providing almost \$284 million to NSW over four years under the National Partnership Agreement on Homelessness.'

Within DHS, development and implementation of the Homelessness Action Plan is being led by Housing NSW. The Plan includes a reform agenda focused on achieving increased investment in prevention and long-term tenancy support underpinned by the need for improved cross-agency and cross-sector collaboration.

Prevention and early intervention approaches have been prioritised to prevent people from becoming homeless for the first time. This is particularly relevant for young people leaving out-of-home care, people leaving mental health facilities, and women and children escaping domestic violence.

There is also a focus on the most vulnerable of homeless people with support tied in to help them access and maintain long-term housing and live independently.

DHS agencies are identified as the lead or partner for 68 of the 79 actions in the Plan.

The establishment of DHS provides significant opportunities to consolidate and continue to improve the department's response to homelessness and our capacity to lead the delivery of the State Plan targets by building on the activity already undertaken in implementing the NSW Homelessness Action Plan and better integrating our service delivery.

Future directions

In March 2010, the Department of Premier and Cabinet and NSW Treasury commissioned the Boston Consulting Group to review DHS to:

- assist the agency amalgamations and DHS to operate as a unified department.
- develop possible models for DHS' future that reflect the needs of our clients
- develop the department's service delivery priorities
- identify potential efficiencies
- manage budgets within forward estimates.

This work aims to lay the foundations for planning the department's future directions for the next two to five years.

During this reporting period, the first phase of this review has involved collecting information, reviewing documents and analysing data to develop a picture that accurately reflects our current environment.

Consultation has been undertaken with staff, non-government organisation peak bodies and other stakeholders, building on information collected and activities undertaken since the establishment of DHS in July 2009.

Once the review is finalised, findings and recommendations will be submitted for NSW Government consideration.

The DHS review will provide a platform for the reform of human services delivery in NSW which includes:

- a more integrated client focus
- increased prevention and early intervention strategies
- stronger delivery partnerships with not-for-profit non-government organisations
- efficiently and effectively harnessing budgetary and staffing resources.

These reform directions will need to be supported by a range of organisational enablers and a corporate and shared services system which better supports the delivery of frontline services. This will help form and guide our work moving forward.

The NSW Government has endorsed 'The Blueprint for Corporate and Shared Services in the NSW Government' across the public sector. The principles of this whole-of-government Blueprint will underpin reforms proposed through the DHS review to improve the efficiency and effectiveness of DHS corporate and shared services.

Together, these improvements to service delivery and the streamlining of corporate and shared services will ensure DHS is a well-functioning and capable department equipped to deliver improved outcomes for clients, better manage demand for its services and operate efficiently within forward budget estimates.

In 2010/11, we will develop our strategic directions and corporate plan framework to guide and support better integrated service delivery, as well as establish a program management office to coordinate implementation of reforms emerging from the DHS review.

Key DHS reforms directions are outlined in the table on the following page.

'Together, these improvements... will ensure DHS is a well-functioning and capable department equipped to deliver improved outcomes for clients, better manage demand for its services and operate efficiently within forward budget estimates.'

DHS reform program objective and priorities

DHS integration & reform objective	Service delivery improvement priorities	Reform themes
Enabling vulnerable people to participate fully in NSW social and economic life and building stronger, more sustainable communities	Shift the focus of service delivery from programs to proactively tailor services to better meet the needs of individual citizens and communities	
	Create a life cycle approach to service delivery within DHS and collaboratively with other Government departments & the non-government sector	
	Better joined up service delivery for clients	<ul style="list-style-type: none"> - Removing barriers to client access, especially for Aboriginal people in rural and remote areas - Empowering clients by removing program constraints where possible, allowing client direction where appropriate and ensuring client outcomes rate above artificial boundaries
	Enhanced prevention & early intervention	<ul style="list-style-type: none"> - Priority for investment of resources in prevention & early intervention to promote resilience, independence and avoid high-cost spiral of demand - Recognition that other agencies in Government can have significant impact on outcomes for DHS clients, and their involvement is essential
	Stronger partnerships & Aboriginal outcomes	<ul style="list-style-type: none"> - Delivering services where possible and appropriate through third party providers & community housing providers to foster innovation & build social capital - Enhancing the role of Aboriginal Affairs to drive whole-of-government strategies to improve outcomes for Aboriginal people & communities, working in partnership with them
	Build a sustainable system, maximising resources	<ul style="list-style-type: none"> - Using complementary capabilities for our clients - Freeing up resources for areas of highest needs - Delivering efficient and integrated corporate and shared services



2.

Aboriginal Affairs

As a Gumbaynggirr woman from Bowraville on the Mid North Coast, I'm using my professional knowledge to develop policies and programs for Aboriginal people.

Tracy, currently acting as an Executive Officer in the Strategic Coordination Group, is one of almost 60 Aboriginal people working for Aboriginal Affairs. The agency employs 122 staff in total.

Message from the Minister

The 2009/10 financial year was one of immense achievement in the portfolio of Aboriginal Affairs in NSW. Important amendments to the *Aboriginal Land Rights Act 1983* were developed and commenced operation in March 2010, focusing on how Aboriginal Land Councils can deliver tangible benefits to their communities. Aboriginal Affairs continued to monitor and review the Act in a consultative and collaborative way with the NSW Aboriginal Land Council and local Aboriginal Land Councils.

The year also saw a strengthening of the partnership between the NSW and Australian Governments, and, more importantly, the partnerships between government and Aboriginal communities. This was especially true of our work in the Council of Australian Governments (COAG) Indigenous Reform Agenda, better known as Closing the Gap. Foremost in this area was work carried out under the Remote Service Delivery National Partnership Agreement at Walgett and Wilcannia, which is led by Aboriginal Affairs.

The NSW Government also strengthened its partnerships with Aboriginal communities in delivering on the recommendations of the Interagency Plan to Tackle Child Sexual Assault in Aboriginal Communities, as well as the Safe Families Program. In 2009/10, Aboriginal Affairs provided \$100,000 to assist Aboriginal communities to strengthen cultural wellbeing through language revitalisation. The agency increased its performance by more than 25 percent in helping members of the Stolen Generations with applications to help find families. Aboriginal Affairs held five forums to allow young Aboriginal people to voice their concerns and be heard.

I am proud to say that the NSW Government has committed to employing an additional 2,229 Aboriginal people in the public sector within four years. Aboriginal Affairs also employed 10 economic development officers to assist Aboriginal small business.

The NSW Government is close to completing delivery on its commitments under the \$240 million Aboriginal Communities Development Program, and has made significant contributions under the Aboriginal Communities Water and Sewerage Program in partnership with the NSW Aboriginal Land Council. I am grateful for the work of the staff of Aboriginal Affairs, particularly those in regional and remote areas. There is much to be done in closing the gap and I congratulate the agency on its efforts.



Paul Lynch MP

Minister for Industrial Relations
Minister for Commerce
Minister for Energy
Minister for Public Sector Reform
Minister for Aboriginal Affairs

Chief Executive's foreword

I became the Chief Executive of Aboriginal Affairs in February 2010. Prior to this I was Deputy Director General Corporate Services with Ageing, Disability and Home Care. It is a privilege and great opportunity to work in Aboriginal Affairs. The privilege is one earned by both Aboriginal and non-Aboriginal staff working for the agency across NSW, whose professionalism provides a high level of engagement with Aboriginal communities.

We have made great progress towards signing the Regional Partnership Agreement between the NSW and Australian Governments in the Illawarra and with the 14 Northern Region Local Aboriginal Land Councils.

The NSW Government has made a commitment to provide an additional 2,229 NSW public sector jobs for Aboriginal people over the next four years. We have also made major progress towards meeting our final commitments under the \$240 million Aboriginal Communities Development Program.

Our staff working with communities across NSW have strived to build partnerships and leadership in communities. These initiatives are directed at improving Aboriginal self-determination and creating more effective community and government partnerships in closing the gap in Aboriginal disadvantage. These and many other achievements are covered in this report.



James Christian

Chief Executive
Aboriginal Affairs

Overview

Who we are

Aboriginal Affairs administers the *Aboriginal Land Rights Act 1983*, providing accurate, timely and comprehensive input into government policy development.

Our vision is to see Aboriginal people exercise and pursue their right and capacity to determine their political, economic, social and cultural development as the first people of NSW.

The role of Aboriginal Affairs is to advance the wellbeing of the Aboriginal people of NSW by:

- promoting social justice and the United Nations Declaration of the Rights of Indigenous Peoples
- cultivating strong partnerships with Aboriginal communities, organisations and advocates
- creating greater Aboriginal economic participation and wealth generation
- driving Aboriginal involvement in policy development and service delivery monitoring and evaluating government policies and programs to ensure they are meeting the needs and aspirations of Aboriginal people in closing the gap on Aboriginal disadvantage in NSW
- promoting positive images of Aboriginal people and communities by supporting positive Aboriginal role models, leadership opportunities and inclusive community governance models.

What we do

The work of Aboriginal Affairs includes:

- supporting effective community partnerships, decision making and consultation with and within communities through the Two Ways Together Partnership Community Program, peak body engagement and local engagement groups
- building partnerships which improve access to services, resources and information, such as help to develop community action plans, provision of demographic data about the community and Two Ways Together regional engagement groups
- coordinating the delivery of programs and services for economic participation, environmental health, culture and heritage, such as family records and the Aboriginal languages program
- monitoring, evaluating and reporting on how government in NSW is improving outcomes, and sharing information on what works such as the *Two Ways Together Indicator Report*, regional reports and community profiles
- leading government initiatives such as Safe Families and the Interagency Plan to Tackle Child Sexual Assault in Aboriginal Communities
- providing expert knowledge of Aboriginal affairs within the NSW Government.

Our clients

Aboriginal Affairs works in partnership with Aboriginal people, and with government agencies and the private and community sectors to promote the interests of Aboriginal people in NSW.

‘Our vision is to see Aboriginal people exercise and pursue their right and capacity to determine their political, economic, social and cultural development as the first people of NSW.’

Overview

continued

Administration of *Aboriginal Land Rights Act 1983*

Aboriginal Affairs assists the Minister for Aboriginal Affairs to carry out responsibilities under the *Aboriginal Land Rights Act 1983* (ALRA) including:

- oversight of the performance of investigators and administrators appointed to Aboriginal Land Councils by the Minister
- oversight of compliance of Local Aboriginal Land Councils (LALCs) and the NSW Aboriginal Land Council (NSWALC) with their administrative and reporting obligations under the ALRA
- developing and maintaining stakeholder relations for the effective operation of the ALRA and Aboriginal Land Council network
- overseeing and providing briefings to the Minister on the operation of the ALRA, including developing recommendations to the Minister for review and amendment of the ALRA
- developing and overseeing policies relating to the operation of the ALRA
- providing Ministerial briefings on all correspondence relating to the ALRA.

There are currently 119 LALCs.

The Aboriginal Land Council system is self-funding. The NSWALC manages the Statutory Investment Fund (the Fund) which was established by the NSW State Government contributing 7.5 percent of all land tax collected in NSW between 1983 and 1998.

At both levels land councils have responsibilities in acquisition, management, use, control and disposal of land. Self-determination is a central theme. LALCs are administered by elected Boards and employed staff whose roles and responsibilities are set out in the ALRA. Aboriginal Affairs has the role of monitoring their performance and providing advice to the Minister.

Highlights

In 2009/10, Aboriginal Affairs:

- led a program of work focused on achieving Closing the Gap targets for life expectancy, literacy, numeracy, employment and education
- spent \$236.2 million in 22 priority locations to improve housing and address environmental health issues as part of the Aboriginal Community Development Program
- published the third *Two Ways Together Report on Indicators*
- identified Walgett and Wilcannia as the two NSW communities for work under the Remote Service Delivery National Partnership Agreement to deliver better outcomes for Aboriginal people
- worked in nominated communities to establish the Safe Families Program and continued its work in four priority locations under the Focus Communities Program
- worked in partnership with 40 Aboriginal communities in NSW to strengthen community governance
- supported production of linguistic materials, multimedia dictionaries and teaching resources, teacher training and programs through the Aboriginal Languages and Resources Centre with \$100,000 in grants.

Our operations

Aboriginal Affairs has a number of key operational areas to deliver its programs and services to the Aboriginal people of NSW and the Minister for Aboriginal Affairs.

Strategic Coordination Group

The Strategic Coordination Group provides advice to the NSW Government to ensure that policies, programs and activities are responsive and appropriate to the needs of Aboriginal people. This team also provides secretariat support to the Two Ways Together Coordinating Committee and strategic advice to inform the implementation of the NSW Government's Aboriginal Affairs Plan.

The Group plays a lead role in supporting the implementation of the Government's *Interagency Plan to Tackle Child Sexual Assault* in Aboriginal Communities. Key components of this work are working across agencies and supporting the Ministerial Advisory Panel which monitors and reports to the Minister for Aboriginal Affairs on the implementation of the Interagency Plan. Providing advice to inform the development of COAG national partnership agreements on *Remote Service Delivery* and the *Indigenous Economic Participation* has been a significant part of this team's work during 2009/10. The team also supports the Minister for Aboriginal Affairs' participation in the Ministerial Council on Aboriginal and Torres Strait Islander Affairs.

Through the Strategic Coordination Group, Aboriginal Affairs provides advice to the Minister and input to NSW Government agencies on Aboriginal cultural heritage and natural resource management law and policy.

The Area Director Greater Northern reports to the Group Manager Strategic Coordination and is responsible for community engagement and cross-agency collaboration in the North West, North East and Hunter/Central Coast regions.

Social Justice Group

Compliance and Regulation

The Compliance and Regulation Unit assists the Minister for Aboriginal Affairs to carry out responsibilities under the *Aboriginal Land Rights Act 1983*.

Monitoring and Evaluation

The Monitoring and Evaluation Unit develops and manages monitoring, evaluation and reporting in relation to the NSW State Plan, Two Ways Together, the Interagency Plan to Tackle Child Sexual Assault in Aboriginal Communities and COAG-related agreements. The unit also provides support producing Two Ways Together regional reports as part of the regional planning process. The unit works closely with other agencies on a broad range of evaluation and monitoring activities.

Family Records

The Family Records Unit was established to help Aboriginal people affected by the policies of the Aborigines Protection Board and Aborigines Welfare Board gain access to records relating to themselves and their families. The unit is especially helpful to members of the Stolen Generations who have lost connection with their families and communities.

Aboriginal Affairs provides access to the records of the Aborigines Welfare Board and Aborigines Protection Board. Many of these records, housed by State Records NSW, are closed to public access because of the personal and confidential information contained in them. As a result, they can only be viewed with the permission of Aboriginal Affairs.

People can request access to records, such as photographs and correspondence, by contacting the Family Records Unit.

In 2008/09, 220 requests were received by the unit and 123 completed (55.9 percent). In 2009/10, 491 requests were received, with 398 completed (81.2 percent), an improvement of 25.3 percent.

In 2009/10, 199 Aboriginal Trust Fund Repayment Scheme applications were received and 134 completed.

The Social Justice Group also completed nine Freedom of Information requests.

The Area Director Greater Southern reports to the Group Manager Social Justice and is responsible for community engagement and cross agency collaboration in the Sydney, South East and Riverina regions.

Governance, Leadership and Community Engagement Group

Programs Management

The Programs Management team is responsible for coordinating and supporting the implementation of the following programs:

- Two Ways Together Partnership Community Program
- Job Compacts Program
- Safe Families/Focus Communities
- Two Ways Together Regional Action Planning
- Water and Sewerage Program
- Environmental Health and Community Infrastructure.

Programs Management also develops regional support mechanisms and tools, and manages program performance reporting. A particular achievement for the team during 2009/10 was the development of a draft community governance framework and guidelines to support the Two Ways Together Partnership Community Program. This framework was informed by community consultation across NSW and completed in partnership with peak Aboriginal bodies and government agencies.

Our operations continued

Community Programs

Aboriginal Affairs community program delivery is managed across three areas. Greater Southern incorporates the Sydney, South East and Riverina regions. The Greater Western area comprises the Central West and Western (Murdi Paaki) regions, while the Greater Northern area includes the Hunter/Central Coast, North East and North West regions. This regional area structure enables stronger engagement with stakeholders and supports staff to drive and advocate issues in regional NSW.

Community Programs works in partnership with Aboriginal communities and a range of government and non-government organisations to support Aboriginal communities, particularly Partnership Communities, to improve their wellbeing and close the gap in Aboriginal disadvantage.

Broadly, Community Programs:

- works with Aboriginal communities, government and non-government organisations to deliver priority corporate programs and manage program implementation
- leads, with the Commonwealth's Indigenous Coordination Centres, implementation of the COAG National Partnership Agreement on Remote Service Delivery
- manages consultative processes with communities and brokers government-wide Aboriginal community consultation and engagement
- works with other divisions to ensure a whole-of-business approach to agency responsibilities
- coordinates with other agencies and organisations, via regional engagement groups, regional manager clusters and senior officer groups in each region, to improve service delivery to Aboriginal communities

- ensures, with Policy and Programs, that programs are implemented as designed and that design is responsive to local needs and evidence
- ensures, with Policy and Programs, collection of accurate and timely monitoring data
- identifies emerging issues and 'hot spots', developing responses in consultation with communities and partner agencies
- identifies community issues and informs the development of strategic policies, strategies and programs to support the NSW Government's commitment to Closing the Gap.

Aboriginal Languages Research and Resource Centre

The Aboriginal Languages Research and Resource Centre works with Aboriginal communities to revitalise their languages by providing:

- linguistic, teaching and other technical advice
- research assistance
- help to record language speakers
- relevant language revival-related training tailored to community needs
- mentoring, networking and collaboration between language projects
- advice regarding sources of funding available to language projects
- strong advocacy for the revival of Aboriginal languages.

The centre is also a central point of contact for members of the public seeking information about Aboriginal languages in NSW.

Corporate Services

The Corporate Services Unit is responsible for agency business support functions. It ensures recruitment, salaries, performance management and skills development systems are in place and that the work environment is healthy and safe. The unit has strategic responsibility for financial systems and processes and tracks budgets and day-to-day finances. It ensures there is appropriate technology and systems to manage documents and information management and that Aboriginal Affairs meets its legislative requirements for privacy and freedom of information. The unit also coordinates building services, co-locations accommodation facility management and provides administrative and receptionist support.

During the year work commenced to transition Aboriginal Affairs to Businesslink as the corporate and shared services provider for the Department of Human Services.

The Area Director Greater Western reports to the Group Manager Governance, Leadership and Community Engagement and is responsible for community engagement and cross-agency collaboration in the Central West and Far West regions.

Office of the Chief Executive and Public Accountability

Ministerial and Executive Services

The Ministerial and Executive Services Unit provides support and advice to the Chief Executive and acts as the link between the agency and the Office of the Minister for Aboriginal Affairs, as well as other agencies at state and national levels. The unit also coordinates departmental briefings and correspondence and manages media and communications, including the agency's websites, brochures, newsletters, publications and speeches.

Case study



A community voice

The La Perouse Aboriginal Men's Group meets each month to talk about ways to help men in their community. Members of all ages share a positive approach to community issues and a desire to see other Aboriginal men succeed in their lives.

The group meets at the Chicka Dixon: *dhalivwulawala ngura* (men's meeting place), named after Uncle Chicka Dixon, who was a national Aboriginal leader from the La Perouse Aboriginal community. Landscaping for the outdoor meeting place was completed in April 2010 with support from Aboriginal Affairs and other partners.

Adrian Hansen, Acting Sydney Regional Manager for Aboriginal Affairs, is a member of the La Perouse Men's Group and is involved in supporting

events and developing governance. According to the group's coordinator Michael Ingrey, there were 47 men from the La Perouse area at the first meeting, and about 15 come to each monthly meeting. The volunteer group helps run programs that promote health and safety for men and parenting education for young fathers. One of its most successful initiatives is a father and son camp with fishing, diving and cultural activities. The men's group also shows the Aboriginal kids of La Perouse the 'country life' by holding camps in rural NSW.

'Everyone in the group has a passion for men's issues and wants a better future for our children,' Michael said. 'Before this there wasn't a voice for us.'

Members of the La Perouse Aboriginal Men's Group meet regularly about men's issues.

'Everyone in the group has a passion for men's issues and wants a better future for our children.'

Our performance

Aboriginal Affairs coordinates and leads policy and service delivery in four main areas: Closing the Gap, Interagency Plan to Tackle Child Sexual Assault in Aboriginal Communities, the NSW State Plan and Two Ways Together. We also support programs and initiatives to increase Aboriginal employment and to improve housing and environmental conditions in Aboriginal communities. Our Partnership Communities Program also supports stronger community governance.

Closing the Gap

Aboriginal Affairs plays a key role in contributing to the NSW policy position in the COAG Indigenous reform agenda, better known as Closing the Gap. Through COAG, state governments have agreed to work in partnership with Aboriginal communities to close the gap of Aboriginal disadvantage. During the year, we continued to lead a program of work focused on achieving Closing the Gap targets for life expectancy, literacy, numeracy, employment and education.

A bilateral agreement between the NSW and Australian Governments provides the framework for cooperation and joint work in Aboriginal affairs in NSW. The bilateral agreement maintains the NSW Government's Aboriginal Affairs Plan, Two Ways Together, and seeks to align how the NSW and Australian Governments work together with Aboriginal communities.

Two Ways Together

Overcoming the disadvantage encountered by Aboriginal people in NSW requires a consistent and long-term plan.

In 2010, Aboriginal Affairs published the third *Two Ways Together Report on Indicators*, which shows improvements in education. The number of young Aboriginal people starting and finishing school and achieving higher level qualifications has increased over a sustained period. Infant mortality rates have also decreased. The report shows that economic development, families and young people, and justice are all priority areas that pose particular challenges for improving the wellbeing of Aboriginal people. *The Two Ways Together Report on Indicators* is available at www.daa.nsw.gov.au

Remote Service Delivery National Partnership Agreement

Walgett and Wilcannia have been selected as the two NSW communities for work under the Remote Service Delivery National Partnership Agreement. The Agreement commenced in mid 2009 and prescribes how the NSW and Australian Governments will work together to deliver better outcomes for Aboriginal people that close the gap.

The program is supported by a Regional Service Delivery State Management Committee, which includes the Chief Executive, Aboriginal Affairs as the State Coordinator, the state managers for the Commonwealth Departments of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), Department of Education, Employment and Workplace Relations and Department of Health and Ageing, the National Coordinator General for Indigenous Reform, and the NSW Department of Premier and Cabinet.

Baseline data on service delivery, collected by FaHCSIA, which became available after March 2010, is used by government agencies and Aboriginal communities to establish targets under the local implementation plans.

Interagency Plan to Tackle Child Sexual Assault in Aboriginal Communities

Aboriginal Affairs is responsible for supporting the Minister in monitoring the implementation of the Interagency Plan to Tackle Child Sexual Assault in Aboriginal Communities.

Achievements in 2009/10 included:

- providing better protection to victims and families when offenders are trying to get bail, by putting in place restriction orders on the accused and restricting their movements
- boosting surveillance and evidence-gathering efforts by police to investigate paedophile activity in rural and remote communities
- expanding sexual assault medical services for children
- providing more specialist child sexual assault counsellors
- piloting Aboriginal child protection liaison worker positions to work with Community Services teams in Aboriginal communities
- ensuring prison-based drug and alcohol treatment are linked to the drug and alcohol services provided outside of prison so that offenders can continue treatment
- ensuring that witness assistance service officers, judges, magistrates and other government service providers have cultural awareness training.

Aboriginal Affairs has continued to work in Focus Communities to engage community leadership to develop local responses to the issue of child sexual assault and has supported the development of resources to assist communities in this work. We continued to support the Ministerial Advisory Panel, formed to advise and advocate on the issue of child sexual assault in Aboriginal communities within NSW, and to advise the Minister for Aboriginal Affairs on the progressive implementation and reporting of the NSW Interagency Plan.

Focus Communities

The Focus Communities are four priority locations that have been designated for specific actions under the NSW Interagency Plan to Tackle Child Sexual Assault in Aboriginal Communities 2006-11. Action 80 of the plan requires a network of local Aboriginal reference groups be established to help develop service response, link families with local services, and raise the profile of child sexual assault within local communities. This involves local agency representation and utilises existing working parties and community level governance structures where appropriate.

The Focus Communities Program operates at a local level to integrate law enforcement, child protection, early intervention and prevention, and community leadership and support. Through the program, the local Aboriginal community is engaged and government agencies work together locally to establish trust in services and build a coordinated response to child sexual assault. The program raises awareness of child sexual abuse issues and encourages the community to take leadership on the issue and support victims and their families. Apart from actions described in the interagency plan, strategic initiatives developed at the state level are being implemented locally by agencies and service providers. A local community Aboriginal child sexual assault prevention plan and community-based activities and events are developed and organised through a community engagement approach.

Safe Families

The Safe Families Program brings together government agencies and the community to tackle child sexual assault in five Aboriginal communities in far western NSW. This interagency program is being delivered jointly by the Department of Human Services (Aboriginal Affairs and Community Services) and NSW Health.

The Safe Families Program works with local communities to raise awareness of risk factors for child sexual abuse and to support local families and communities with family support, early-intervention services and preventative strategies. Safe Families teams are working with child protection services, including the NSW Police Force through joint investigation response teams. Additional services are also coordinated to support victims and witnesses through the investigation and prosecution process.

Safe Families staff undertook community engagement activities to build community trust and participation in the program, providing information and support to families and community members to raise awareness about keeping children safe and preventing sexual abuse. Safe Families is building relationships within local communities so that community members feel supported to develop preventative strategies and, where identified, report incidents of abuse.

Monitoring and evaluation

With data from the 2001 and 2006 national Census of Population and Housing, Aboriginal Affairs produced community portraits as a resource to help Aboriginal communities understand their needs and negotiate with government for improved service provision. We also began evaluations of the Safe Families and Focus Communities Programs, and the Job Compacts Program.

Young Aboriginal People's Regional Roundtable

Eighty Aboriginal young people aged between 18 and 28 years from selected Two Ways Together partnership communities met at five Young Aboriginal People's Regional Roundtable forums to advise the Minister for Aboriginal Affairs on issues of concern to young Aboriginal people. The young Aboriginal people were also able to discuss the impacts of government policies and programs with senior government representatives.

Aboriginal Affairs provided secretariat support for the meetings at North Coast/Tamworth (August 2009) and Sydney, including La Perouse, Redfern/Waterloo, Campbelltown/Macarthur, Mt Druitt and Central Coast (November 2009). The Minister will host a State Wide Young Aboriginal People's Conference in November 2010.

Aboriginal language maintenance and revitalisation

In 2009/10, \$100,000 was provided to support Aboriginal language revival in Aboriginal communities. Grants paid for production of linguistic materials, multimedia dictionaries and teaching resources, teacher training and programs including:

- ten Gamilaraay language workshops in the Tamworth region
- producing a Gamilaraay Yuwalarraay book and language resources in Armidale
- developing a Wiradjuri language pack with games, cards and an accompanying CD in Parkes
- producing a Kattang language kit with a DVD and accompanying booklet at Port Stephens.

Our performance continued

Aboriginal employment

National Partnership Agreement

Under the COAG Indigenous Economic National Partnership Agreement, the NSW Government has committed to achieving a target of 2.6 percent of public sector employees being Aboriginal people by 2015. In real terms, this means an additional 2,229 Aboriginal people, or a 30 percent increase, within the public sector over four years. This builds on work already underway through Making It Our Business, the NSW Government's Aboriginal public sector employment policy.

The National Partnership Agreement also commits NSW to strengthening Aboriginal employment through its requirements in government procurement processes, including construction and goods and services.

To increase employment of Aboriginal people, the NSW Government has signed Job Compact agreements with Aboriginal groups, local businesses and decision-making bodies, such as chambers of commerce, to work together to increase local employment opportunities for Aboriginal people.

Economic Development Officers

The NSW and Australian Governments have committed to boosting support for Aboriginal business and entrepreneurs in NSW. Through Aboriginal Affairs and Industry and Investment NSW, 10 economic development officers were appointed for The Rocks (tourism focus), Sydney, Dubbo, Newcastle, Tamworth, Wagga Wagga, Illawarra, Parramatta, Mt Druitt and Lismore to build and strengthen economic capacity by promoting, supporting and encouraging Aboriginal entrepreneurs to start up self-employment and sustainable business opportunities in NSW. The officers, funded by the Australian Government Department of Employment, Education and Workplace Relations through the Emerging Indigenous Entrepreneurs Initiative, provide specialised support to local Job Compacts and enhance their effectiveness.

Aboriginal Participation in Construction Guidelines

Six NSW Government agencies agreed to nominate 15 construction projects to mandate the employment of Aboriginal people by 30 June 2009 through the use of the *Aboriginal Participation in Construction Guidelines*. Preliminary data from participating agencies indicates that more than 190 Aboriginal people have been employed through construction projects nominated under this initiative.

Housing and environmental health

Housing is one of the most significant issues facing Aboriginal people both in NSW and across Australia. Aboriginal families and communities struggle with limited supply of quality housing, overcrowding and homelessness as well as reduced access to the private housing market as a result of affordability and racism.

Aboriginal Community Development Program

The Aboriginal Community Development Program is a \$240 million program, run by Aboriginal Affairs, to provide new housing, repair houses that pose a health or safety risk and address environmental health issues. The program focuses on 22 priority communities across NSW.

By 30 June 2010, \$236.2 million had been spent on:

- constructing 185 new homes
- purchasing 95 homes
- replacing 80 existing homes with new homes
- undertaking refurbishments/urgent repairs to over 1,000 homes
- installing 79 water and sewerage schemes in 44 communities
- undertaking works on 1,015 homes in 32 communities as part of the Housing for Health Program.

'Housing is one of the most significant issues facing Aboriginal people both in NSW and across Australia.'

Employment and training opportunities were created for over 230 participants, with more than 130 participants receiving TAFE Certificate II and Certificate III level qualifications in building and non-building trades. The training raised the self-confidence and self-esteem of the participants and reduced incidents of alcohol abuse, crime and violence.

The Water and Sewerage Scheme delivered better-quality water supplies to many Aboriginal communities across NSW by replacing existing poor-quality water tanks and piping systems. The new or upgraded sewerage systems offer better health outcomes by providing safer and more efficient waste disposal. In some communities, new systems were installed, connected and maintained within local shire council systems.

Most works were completed by June 2010, with the exception of the new and replacement houses at Menindee, Dareton and Brewarrina, repairs and maintenance work at Tabulam and water and sewerage works at Tingha and Wallaga Lake. These will be completed in 2010/11.

NSW Aboriginal Land Council water and sewerage partnership

The NSW Government and the NSW Aboriginal Land Council have entered into a 25-year, \$200 million partnership to tackle water and sewerage issues in over 60 Aboriginal communities in NSW. Since the program began up to 2,400 people living in 24 Aboriginal communities are now receiving improved water and sewerage services. Site visits at 59 of the 60 eligible communities have led to service improvements being negotiated for 30 communities.

Partnership Community Program

The Partnership Community Program is a place-based program in which government agencies work together in partnership with the Aboriginal community. The program is a priority of the NSW State Plan and is the local-level implementation of Two Ways Together.

The program aims to improve service delivery and outcomes on the ground for Aboriginal people and strengthen Aboriginal community wellbeing.

Forty Partnership Communities were identified to participate in the program, representing approximately 45 percent of the Aboriginal population in NSW. The program will build on work already underway in these communities. Twenty-four project officers are working across 39 locations with recruitment for a position in Moree underway.

Two locations were recognised as meeting the principles for recognition as Aboriginal community governance bodies under the Draft Partnership Community Governance Framework, and a number of others are expected to be recognised in the near future.

Partnership Community Program activities ranged from mapping of services for Aboriginal people to hosting activities for young people, working with local government to creating an Indigenous employment expo.

Office of the Registrar, Aboriginal Land Rights Act 1983

Whilst closely linked to the Minister for Aboriginal Affairs, Aboriginal Affairs and land councils, the Office of the Registrar, *Aboriginal Land Rights Act 1983* remains separate and independent. A separate report has been published for the Registrar and is available at www.oralra.nsw.gov.au

Partnership Community Program locations

- | | | |
|---------------------------|------------------------------------|-----------------------|
| - Albury | - Dubbo | - Redfern/Waterloo |
| - Ballina | - Enngonia | - Shoalhaven |
| - Balranald | - Gloucester | - Tabulam |
| - Bathurst | - Goodooga | - Tamworth |
| - Bourke | - Greater Wollongong | - Taree/Purfleet |
| - Bowraville | - Gulargambone | - Toomelah/Boggabilla |
| - Brewarrina | - Ivanhoe | - Tumut/Brungle |
| - Broken Hill | - La Pouse | - Walgett |
| - Campbelltown/ Macarthur | - Lake Macquarie | - Wallaga Lake |
| - Central Coast | - Lightning Ridge | - Weilmoringle |
| - Cobar | - Menindee | - Wellington |
| - Collarenebri | - Moree | - Wilcannia |
| - Coonamble | - Mt Druitt/Greater Western Sydney | |
| - Dareton/Wentworth | - Orange | |



3.

Aboriginal Housing Office

There are so many things I like about my new place – the kitchen, the living space, the garden – I love it all!

Hazel's new home in Sydney's west was one of 37 properties built for Aboriginal Housing Office tenants this year under the Nation Building Economic Stimulus Plan.

Message from the Minister

This has been a very significant year for the Aboriginal Housing Office (AHO), with considerable achievements in improving housing outcomes for Aboriginal people.

The AHO has started to deliver a strategy which will give enormous benefits to the Aboriginal community housing sector across NSW – the Build and Grow Aboriginal Community Housing Strategy. The strategy was developed to support and strengthen the Aboriginal community housing sector and ensure its success in delivering quality housing and tenancy management.

Part of the strategy is the Provider Assessment Registration System, a new and robust registration system for the AHO.

The Remote Indigenous Housing National Partnership Agreement with the Commonwealth Government saw a capital works target of 50 new homes exceeded by eight additional homes. Almost double the target number of homes has been delivered for Aboriginal people needing to be close to work and study.

I thank all Board members, the executive team and AHO staff, who continue to display a high level of commitment and determination. In particular, I acknowledge the contribution of the previous Deputy Chief Executive, the late Allen Hedger, for his dedication to achieving positive outcomes in the quality and availability of housing for Aboriginal people.



Frank Terenzini MP

Minister for Housing
Minister for Small Business
Minister Assisting the Premier on Veterans' Affairs

Chief Executive's foreword

The AHO is proud to be involved in a new direction to make Aboriginal community housing stronger and ready to meet the needs of Aboriginal people. It is an exciting time for the Aboriginal housing sector and a positive time for Aboriginal housing generally in NSW.

The Build and Grow Aboriginal Community Housing Strategy was launched in February 2010 and marks a new way of supporting the Aboriginal community housing sector. Key features of the strategy are increasing funds for repairing homes across NSW, a new registration system and better consistency in rents.

The strategy is now well underway and the AHO is making good progress in buying, building and repairing houses in remote areas under the Remote Indigenous Housing National Partnership Agreement. We look forward to continuing the strategy in 2010/11 to build a strong Aboriginal community housing sector and provide more housing for Aboriginal people.



Mike Allen

Acting Chief Executive, Aboriginal Housing Office

'The AHO is proud to be involved in a new direction to make Aboriginal community housing stronger and ready to meet the needs of Aboriginal people.'

Overview

Who we are

The AHO is a statutory authority established under the *Aboriginal Housing Act 1998* to ensure that Aboriginal and Torres Strait Islander* people have access to affordable, quality housing. The AHO is governed by an all-Aboriginal Board, which provides advice to the Minister for Housing on Aboriginal housing issues in NSW.

The AHO has statewide responsibility to deliver a sustainable NSW Aboriginal housing sector by:

- planning and developing programs and services to assist Aboriginal people in meeting their housing needs
- delivering those programs and services
- evaluating programs and services in order to determine whether they continue to effectively meet the housing needs of Aboriginal people.

What we do

The AHO plans, administers and expands the policies, programs and asset base for Aboriginal housing in NSW. This includes resource allocation, sector-wide policy, strategic planning, and monitoring outcomes and performance in the Aboriginal housing sector. In order to achieve this, the AHO receives funding from the NSW and Commonwealth Governments.

We work in partnership with Aboriginal community housing providers and the Aboriginal community in delivering housing programs and developing housing policy and standards.

The AHO manages and coordinates a substantial annual capital works program, and develops and implements a range of financial and resourcing strategies. In addition, we have an important role in facilitating and improving employment and training opportunities for Aboriginal people within the Aboriginal housing sector.

The AHO had 4,551 homes as at 30 June 2010. In addition, approximately 4,430 homes are managed by 212 Aboriginal community housing providers.

Our clients

The AHO provides housing assistance for Aboriginal people and an increased range of housing choices, especially for those most in need. We serve the public by:

- increasing the number of homes available to address Aboriginal housing needs
- improving the condition of the housing stock used to address Aboriginal housing needs
- increasing the capacity of Aboriginal community housing providers
- researching demographic and other trends to gauge future needs
- providing the training tools and means for improving the technical, governance and management skills of those providing housing services
- continuous improvement of our policies, procedures and programs
- ensuring that Aboriginal people are engaged in our work
- focusing on the extremes of poverty and homelessness when allocating funds and addressing assistance priorities for the Aboriginal community.

Highlights

In 2009/10, the AHO:

- spent \$1.2 million on works under the Remote Indigenous Housing National Partnership (RIHNP)
- began implementing the Build and Grow Aboriginal Community Housing Strategy
- spent \$16.2 million on repairs and maintenance for 800 houses owned or managed by Aboriginal community housing providers
- spent \$18.1 million on responsive and minor planned maintenance of the AHO housing portfolio
- undertook repairs and maintenance on AHO homes at a cost of \$13.3 million
- carried out capital works valued at \$11.8 million on 37 homes under the National Building Economic Stimulus Plan to be completed in 2010/11
- acquired 30 new homes and began development of 43 homes
- spent \$17.8 million on RIHNP works including \$11.8 million on new supply and \$6 million on employment related accommodation.

* Hereafter referred to as Aboriginal people.

Our performance

Performance summary

Resources	2006/07	2007/08	2008/09	2009/10
Total number of employees	72	69	65	68
Customers				
Number of tenancies (at 30 June 2010)*	4,152	4,122	4,100	4,145
Number of new tenancies*	433	400	303	348
Assets				
Aboriginal Housing Office homes*	4,321	4,248	4,256	4,296
People assisted in social housing				
	13,000	13,300	13,000	13,200

* Managed by Housing NSW.

Remote Indigenous Housing National Partnership

Improving housing conditions is closely linked to improvements in Aboriginal health, education and employment, which will close the gap in disadvantage for Aboriginal people.

In 2009/10, the AHO implemented the Remote Indigenous Housing National Partnership (RIHNP). The RIHNP aims to improve housing and address overcrowding, homelessness, poor housing conditions and severe housing shortages for Aboriginal people living in remote and very remote areas.

In 2009/10 under the RIHNP, we delivered:

- 41 homes in remote and outer regional NSW
- 19 homes in major regional centres to house people moving from remote communities to undertake employment or training opportunities leading to employment.

NSW is receiving nearly \$400 million from the Commonwealth Government to purchase, upgrade and repair homes, mainly in remote areas of NSW, including homes for people who need to move close to regional centres for work and study.

The 41 homes in remote and outer regional areas will be used for general social housing, exit housing, transitional and the Safe Houses Program.

The 19 homes acquired under the Employment Related Accommodation Program will be used to provide safe and secure accommodation for students undertaking university and TAFE courses in regional NSW and also Aboriginal people moving from remote to regional areas seeking employment opportunities.

Negotiations are underway to purchase student accommodation, as well as family-style homes and singles accommodation for employment-related needs, in other regional centres. There has also been significant progress in delivering an expanded program of 150 refurbishments, which is well above the initial target of 20 houses.

'It is recognised that improving housing conditions is closely linked to improvements in Aboriginal health, education and employment, which will close the gap in disadvantage for Aboriginal people.'

Build and Grow Aboriginal Community Housing Strategy

The Build and Grow Aboriginal Community Housing Strategy, launched in February 2010, is a framework to improve housing outcomes for Aboriginal people in NSW. It will support Aboriginal community housing providers to develop into a vibrant and effective sector that services the needs of some of our most vulnerable Australians.

Build and Grow reforms represent one of the biggest recent investments by the NSW and Commonwealth governments in the Aboriginal community housing sector. The strategy is an important part of the NSW Government's commitment to the closing the gap and overcoming housing disadvantage for Aboriginal people.

Developed in consultation with Aboriginal organisations, and the NSW Aboriginal Land Council, key aspects of the strategy include addressing the backlog of maintenance on homes owned by participating Aboriginal community housing providers, developing a new registration system and rent policy, and providing an operating subsidy, business development and capacity-building assistance for eligible providers.

More than 330 people attended consultation forums to inform development of the strategy, with over 170 Aboriginal community housing providers represented. Other key participants included Aboriginal building companies, the NSW Aboriginal Land Council, various government agencies, and a number of mainstream community housing organisations.

Provider Assessment and Registration System

The AHO is dedicated to improving housing services for Aboriginal people and building the capacity of Aboriginal community housing providers. A new registration system, called the Provider Assessment and Registration System (PARS), was developed in consultation with the NSW Aboriginal Land Council, Aboriginal community housing providers and the Office of the Registrar of Community Housing.

PARS introduced performance-based registration with assessment against seven areas:

- fairness and resident satisfaction
- sustainable tenancies and communities
- asset management
- sound governance
- standards of probity
- protection of government investment
- efficient and competitive delivery of Aboriginal community housing.

PARS replaces the current registration system used by the AHO. The evidence guidelines are available at www.aho.nsw.gov.au.

Registration under PARS demonstrates that Aboriginal community housing providers are providing high-quality housing services to the Aboriginal community.

To ensure the integrity of the new registration system, a specialist unit was established within the Registrar of Community Housing. This unit undertakes registration assessments of Aboriginal community housing providers and makes recommendations to the Chief Executive on whether a provider should be fully or conditionally approved, or not approved. PARS takes into account the unique context of the Aboriginal community housing sector.

To support the successful transition to PARS registration and ensure the system is culturally appropriate, robust and easy to use, a pilot and evaluation began in April 2010 with nine Aboriginal community housing providers. It will finish in November 2010. An evaluation will inform the full rollout of the system by identifying refinements and improvements required.

NSW Federation of Housing Associations

During the year, the AHO engaged the NSW Federation of Housing Associations for two years to:

- run workshops to assist providers preparing to undertake provider assessments
- develop a series of template resources covering all PARS performance areas
- provide intensive support to address management issues for a number of providers who have received conditional registration
- provide support to build sustainability through a network of mainstream and Aboriginal peers.

Case study



Employing Aboriginal people

Founded in 2010, Buri Building and Design has managed several building projects for Aboriginal Housing Office (AHO) properties this year. The Aboriginal-owned company employs Aboriginal workers to modify properties for a range of client needs, such as adapting houses for disabled and elderly people.

Buri Building and Design is an inspiring success, growing from five employees at the beginning of the year to 12 in June 2010, 11 of whom are Aboriginal. The team includes qualified tradespeople, young people completing apprenticeships and office staff who coordinate a range of projects for government, corporate and private clients.

General Manager Will Morgan has 15 years experience in the building industry and emphasises the company's focus on quality craftsmanship. 'The building standards of Housing NSW and the AHO are high,' Will said.

'I believe that if you don't do a great job, you shouldn't get more work. The people who work for Buri come from all over NSW, and we all work well as a team.'

Two employees of Buri Building and Design adapt an Aboriginal Housing Office property for disabled clients.

'Buri Building and Design is an inspiring success, growing from five employees at the beginning of the year to 12 in June 2010, 11 of whom are Aboriginal.'

Our performance continued

Data collection and performance reporting

Data collection provides the AHO and other agencies with valuable information on the condition and performance of Aboriginal housing in NSW and long-term viability of the sector. It also enables the AHO to develop policies, plan and fulfil its reporting obligations to the NSW and Commonwealth governments. During 2009, a new data collection process was developed for 2010. The AHO has also continued to participate in data and performance indicator development work for RIHNP.

Nation Building Economic Stimulus Plan

The construction of social housing under the Nation Building Economic Stimulus Plan (NBESP) is being undertaken by Housing NSW. In NSW, 325 NBESP properties will be built by Housing NSW and handed over to the AHO over the next two years.

The first 37 homes to be received from Housing NSW have been provided in 2009/10.

Housing NSW will also provide about 325 homes to the AHO as part of its contribution towards increasing the supply of homes available to the Aboriginal housing sector which will be transferred from Housing NSW stock.

Asset management

Aboriginal builders upgraded work to 23 homes after acquisition to bring the homes up to AHO standards. Additionally, grants were provided to 40 Aboriginal community housing providers with maintenance work undertaken on 1,085 homes. Aboriginal builders delivered 65 percent of the program.

Managed by Housing NSW, in 2009/10 the AHO Portfolio Maintenance Program expenditure was \$18.1 million, including \$3.6 million provided under NBESP. While general maintenance expenditure (\$14.5 million) showed a significant increase from 2008/09 (\$10.8 million) this was due to the 2008/09 program not achieving budget of \$13.9 million. In 2009/10, 331 homes had planned maintenance valued at \$13.3 million carried out under this program (compared with \$9.2 million in 2008/09).

Asset management program funding is necessary as the AHO self-insures its homes. The funding is partly used to demolish buildings damaged by fire and to dispose of surplus land. Funds are also used for construction projects, with the largest projects involving the construction of houses and some funds used for converting homes (for example, converting a garage into bedrooms).

Four regional Aboriginal housing management services were provided with operational subsidies to carry out property management services for local Aboriginal community housing providers.

A total of 54 homes were handed over during the year, including six homes built in Quirindi, Baradine, Grafton and Lightning Ridge.

Of the 54 homes handed over to Aboriginal community housing providers in 2009/10, four were funded from the Housing Aboriginal Communities Program. All four homes, including two acquisitions and two new constructions, were approved in the previous financial year.

The AHO sold 20 homes, including nine to tenants. Of the sale to tenants, eight were assisted through the AHO/ Indigenous Business Australian Home Purchase Scheme and the others through commercial financial arrangements. The sales program remains primarily responsive and is based on requests from tenants to buy their home.

In 2009/10, a total of \$13.5 million was available under the AHO Capital Works Program.

There were 21 homes transferred from Housing NSW to the AHO under various programs. This compensates for AHO homes sold or allocated for other purposes.

By June 2010, the AHO maintained a portfolio of 4,551 homes. In 2009/10, the AHO began development of a 10-year asset management plan, which will guide the development of the AHO's housing portfolio to meet the needs of current and future Aboriginal clients.

Our performance continued

Employment related accommodation

The AHO supported Aboriginal students furthering their education by providing new housing. The Employment Related Accommodation Program, funded through RIHNP, provides housing in large towns for Aboriginal people from remote areas who need housing while they undertake studies or employment.

In 2009/10 the AHO exceeded the target of 10 homes set for employment related accommodation, with a total of 19 homes purchased under the program. Properties were acquired in Wagga Wagga, Dubbo, Armidale and Tamworth.

Confirmation of Aboriginality

The AHO is committed to providing housing for Aboriginal people. In 2009/10, the AHO Board endorsed a revised policy and process for confirming Aboriginality which ensures that AHO housing is only allocated to Aboriginal people.

Housing NSW also requires people seeking access to Aboriginal-specific entitlements in public housing homes to provide confirmation of their Aboriginality. It was recognised that a common approach to confirming Aboriginality of all applicants should apply regardless of whether they are applying for AHO, community or public housing homes.

Keep Them Safe

The AHO is committed to working collaboratively with government and non-government agencies to improve the safety and wellbeing of vulnerable children in NSW.

Keep Them Safe is the NSW Government response to the 2007 Wood Special Inquiry into the NSW child protection system, released in 2009. A key change to the system outlined in Keep Them Safe is the approach to mandatory reporting requirements. Under the provisions of the *NSW Child and Young People Act 1998*, the AHO and Aboriginal community housing providers are mandatory reporters.

In 2009/10, the AHO supported Aboriginal community housing providers to meet their mandatory reporting obligations. The AHO informed Aboriginal community housing providers of the availability of statewide information sessions and training for all mandatory reporters developed by the NSW Department of Premier and Cabinet and requested that Aboriginal community housing providers attend the training.

As part of implementing Keep Them Safe, the AHO and Housing NSW engaged the Federation of Housing Associations to identify training needs and develop a proposal for the community housing and Aboriginal community housing sectors.

Commonwealth Rent Assistance

In July 2009, the AHO began charging maximised Commonwealth Rent Assistance (CRA) rents for eligible households who reside in AHO homes. Housing NSW processes CRA rents on behalf of the AHO.

Rental income increased by an estimated \$6 million, without placing tenants under financial hardship. Households receive increased Centrelink benefits that offset the new CRA rents.

‘The AHO supported Aboriginal students furthering their education by providing new housing.’

Funding for Aboriginal housing programs

The following tables detail funding from the NSW Government, the Commonwealth Government and other sources in 2009/10.

Funding sources

Source of funds	\$'000
1. NSW Government	
National Affordable Housing Agreement	6,543
Aboriginal Communities Development Program	4,592
Energy saving rebate	375
Subtotal	11,510
2. Commonwealth Government	
National Affordable Housing Agreement	29,232
Remote Indigenous Housing National Partnership	22,530
National Building Economic Stimulus Plan	3,600
Energy saving rebate	1,000
Indigenous cadetship support	7
Subtotal	56,369
3. Other sources of funds	
Rental income	4,977
Interest income	1,913
Subtotal	6,890
Total	74,769

Application of funds

Expenditure category	\$'000
AHO planned maintenance	13,308
Aboriginal Communities Development Program	4,592
Housing Aboriginal Communities Program	535
Repairs and Maintenance Community Assets Program	16,176
Other programs	9,348
Acquisition and construction	30,617
Subtotal	74,576
AHO operating costs	7,797
Total	82,373

Our performance

continued

NSW Aboriginal housing portfolio

The NSW Aboriginal housing portfolio consists of 4,551 AHO homes managed by Housing NSW and approximately 4,430 Aboriginal community housing provider-owned homes managed by 212 providers. The spread of the NSW Aboriginal Housing portfolio across AHO regions and the acquisition and construction of homes under the AHO Capital Works Program during the reporting period are presented in the following table.

NSW Aboriginal housing portfolio as at 30 June 2010

Regions	Indicators	Aboriginal housing portfolio		Summary Capital Works Program			
		AHO	ACHP*	Acquisition		Construction	
		Current stock ¹	Current stock ²	AHO	HACP	AHO	HACP
Northern region	Dwelling size						
	5+ bedrooms	46	89	1	-	1	-
	4 bedrooms	409	644	8	1	-	-
	3 bedrooms	1,059	874	3	-	-	-
	2 bedrooms	121	270	2	-	2	-
	1 bedroom	14	42	-	-	-	-
	All dwellings	1,649	1,919	14	1	3	-
	Number of Aboriginal community housing providers	-	94	-	-	-	-
	Average number of dwellings	-	20	-	-	-	-
Sydney/South Eastern region	Dwelling size						
	5+ bedrooms	37	31	4	-	-	-
	4 bedrooms	332	210	6	-	1	-
	3 bedrooms	1,165	435	6	-	-	-
	2 bedrooms	168	123	-	-	-	-
	1 bedroom	19	22	-	-	-	-
	All dwellings	1,721	821	16	-	1	-
	Number of Aboriginal community housing providers	-	44	-	-	-	-
	Average number of dwellings	-	19	-	-	-	-
Western region	Dwelling size						
	5+ bedrooms	19	45	1	1	-	1
	4 bedrooms	351	383	1	-	-	1
	3 bedrooms	736	966	1	-	1	-
	2 bedrooms	69	262	-	-	-	-
	1 bedroom	6	33	-	-	-	-
	All dwellings	1,181	1,689	3	1	1	2
	Number of Aboriginal community housing providers	-	74	-	-	-	-
	Average number of dwellings	-	23	-	-	-	-
All regions	Dwelling size						
	5+ bedrooms	102	165	6	-	1	1
	4 bedrooms	1,092	1,237	15	2	1	1
	3 bedrooms	2,960	2,275	10	-	1	-
	2 bedrooms	358	655	2	-	2	-
	1 bedroom	39	97	-	-	-	-
	All dwellings	4,551	4,429	33	2	5	2
	Number of Aboriginal community housing providers	-	212	-	-	-	-
	Average number of dwellings	-	21	-	-	-	-
All regions	Number received grants ³	-	-	-	-	-	-

* Aboriginal Community Housing Providers.

Notes:

¹ The data relates to number of dwellings that have been verified through condition assessment surveys undertaken by AHO or information provided by Aboriginal community housing providers.

² The data for Aboriginal community housing provider stock is current as at 30 June 2010. The process of updating this data will be completed after the Aboriginal community housing provider annual data collection, which will be completed in October 2010. The updated data for 30 June 2010 will be published in the next annual report. There may be dwellings in the Aboriginal community housing sector that are not included in this data.

³ Funding agreements executed during 2009/10.

Remote Indigenous Housing National Partnership and National Building Economic Stimulus Plan handovers 2009/10

Regions	Indicators	Remote Indigenous Housing National Partnership acquisitions		National Building Economic Stimulus Plan
		Capital works	Employment related accommodation	Handovers
Northern region	Dwelling size			
	5+ bedrooms	-	-	-
	4 bedrooms	-	1	-
	3 bedrooms	2	7	4
	2 bedrooms	-	-	9
	1 bedroom	-	-	-
	All dwellings	2	8	13
Sydney/South Eastern region	Dwelling size			
	5+ bedrooms	-	-	-
	4 bedrooms	-	-	-
	3 bedrooms	-	-	4
	2 bedrooms	-	-	16
	1 bedroom	-	-	4
	All dwellings	-	-	24
Western region	Dwelling size			
	5+ bedrooms	2	-	-
	4 bedrooms	10	2	-
	3 bedrooms	23	9	-
	2 bedrooms	4	-	-
	1 bedroom	-	-	-
	All dwellings	39	11	-
All regions	Dwelling size			
	5+ bedrooms	2	-	-
	4 bedrooms	10	3	-
	3 bedrooms	25	16	8
	2 bedrooms	4	-	25
	1 bedroom	-	-	4
	All dwellings	41	19	37



4.

Ageing, Disability and Home Care

*We're working now. There's help if we
need it, but we also have our freedom.*

Brothers Peter and Victor live together in one of the 313 group homes across NSW managed by Ageing, Disability and Home Care.

Message from the Minister

I am pleased to report that 2009/10 has been a year of significant achievement for Ageing, Disability and Home Care (ADHC). The agency's results, services and achievements demonstrate strong progress in realising the NSW Government's commitment to supporting older people and people with a disability to live and participate in the community.

This year ADHC's budget maintained strong growth, exceeding a total of \$2.2 billion for the first time, including an increase of \$238 million or 12 percent over the previous year. This growth will continue in 2010/11, increasing by \$206 million or nine percent to \$2.406 billion.

This year also saw the successful completion of the fourth year of Stronger Together: A New Direction for Disability Services in NSW 2006–2016. We have seen substantial achievements since it began including the rollout of more than 25,000 new services for people with a disability and their families and carers, including 3,000 more therapy places and 4,000 more respite places. We have enhanced opportunities for young people with a disability to get jobs and go on to further education through the program for school leavers, Transition to Work, and improved community participation opportunities for people with a disability across all ages through a variety of programs, in line with our commitments under the NSW State Plan.

In 2009/10, growth in the Home and Community Care program included an additional 48,000 hours of domestic assistance, 189,800 hours of centre-based day care and \$1 million allocated for home modifications.

Overall, more than \$150 million of service expansion has been delivered in the Disability and Home Care and Community Care areas, creating additional in-home and community-based services.

Towards 2030: Planning for Our Changing Population is a continued focus for the agency and is building greater intergenerational engagement and social inclusion of older people.

I am inspired by what we have achieved and would like to take this opportunity to extend my thanks and appreciation to ADHC staff and those employed in the non-government sector. I would also like to acknowledge the volunteers who work tirelessly in our community and with non-government organisations to support clients and, in doing so, contribute to a welcoming and inclusive community.



Peter Primrose MLC

Minister for Ageing
Minister for Disability Services
Minister for Volunteering
Minister for Youth

Chief Executive's foreword

As Chief Executive of Ageing, Disability and Home Care, I am pleased to present the agency contribution to the *Department of Human Services Annual Report 2009/10*. Our results, services and achievements are highlighted along with the efforts of our staff throughout the year as they support people with a disability, older people, their carers and families to live and participate in their communities.

The \$150 million in service expansion in the Disability and Home and Community Care (HACC) programs was in addition to a record capital works program budget of \$145 million. Capital works of more than \$100 million were spent creating new accommodation places in a variety of models tailored to individual needs and the redevelopment of large residential centres.

In this, the fourth year of Stronger Together: A New Direction for Disability Services in NSW 2006–2016, real and tangible benefits are being realised in the experiences of people with a disability, their families and their carers. Over 25,000 new service places have been created since 2006.

I would like to take this opportunity to thank the agency's staff, the many non-government providers, peak bodies, advocacy groups and other representatives of our clients for their contribution over the last 12 months.



Jim Moore
Chief Executive

Overview

Who we are

Ageing, Disability and Home Care (ADHC) provides or funds services that support more than 260,000 people.¹ Services are delivered to the community through six regions – Metro North, Metro South, Hunter, Northern, Southern and Western. This regional structure ensures that staff and support services are able to work closely with local communities.

Our central office, located in Sydney, provides the management support, policy base, and strategic guidance for the full range of services and programs we provide for people with a disability, older people, their families and their carers. It is also the hub of corporate support for the six regions which deliver and administer these programs and services.

The Office for Ageing (OFA) advises the NSW Government on policies relating to ageing, as well as the implications of the ageing population and the needs of older people in the community. The OFA administers the Ageing Grants Program which provides community organisations with one-off funding to support projects relating to positive ageing and awareness programs.

The OFA works in collaboration with other agencies to build awareness and promote appropriate policies and services for older people and to build whole-of-government strategies to address ageing issues.

ADHC's work is focused around five key values:

- client focus: client need is the rationale for our activities
- equity: equitable and accessible services within available resources
- integrity: honesty, openness and accountability in dealing with others
- performance: striving for excellence and continuous improvement
- valuing people: recognising our people.

What we do

Our clients are older people, people with a disability and their families and their carers who require support. We are responsible for delivering a wide range of community support and specialist care services, either directly or through the Home Care Service of NSW. We fund over 900 local government and non-government organisations to provide services across NSW.

In 2009/10 we spent over \$2.2 billion providing services to many thousands of individuals and families. The Seniors Information Service, the administration of the Seniors Card Scheme, Seniors Week Events and the Premier's Seniors Concerts are overseen by ADHC to target the well aged population in general.

Our success is measured against two key result areas:

1. community support – ensuring that the ability of older people and people with a disability to live in their own home and participate in the community is maximised
2. specialist support – providing services to ensure people with ongoing intensive support needs are living in suitable accommodation and participating in the community.

Details of legislation ADHC administers can be found in the appendices.

Funding is also delivered under two agreements with the Commonwealth Government.

¹ This count includes clients receiving services from both the Disability and HACC programs, but excludes those clients benefiting from ADHC: Ageing Grants, Seniors Card and Events Programs.

Overview continued

The National Disability Agreement (NDA) is part of the Council of Australian Governments (COAG) reform of federal financial relations. The NDA replaced the Commonwealth State/Territory Disability Agreement from 1 January 2009. Under this agreement, NSW anticipates receiving approximately \$1.7 billion in total funding over the first five years.

Reform is a major focus of the new agreement. A key objective is to progress reforms which place people with a disability, their families and their carers at the centre of the services they receive, across the country.

All governments have committed to reform initiatives to achieve this objective, with NSW continuing to lead national work in two areas – improving the measurement of current and future need, and increasing the focus on early intervention and prevention.

The Home and Community Care (HACC) Agreement is a jointly funded NSW and Commonwealth Government initiative that provides vital support to frail older people, people with a disability and their carers to assist them to remain in their own homes for as long as possible. The NSW Government contributes slightly more than 40 percent of total funding under the program.

In April 2010, COAG agreed that the Commonwealth Government would take full carriage of the funding, policy, management and delivery of a national aged care system. This reform includes the transfer of current resources for aged care services from the HACC Program. These changes include a new allocation of responsibilities between state and national jurisdictions based on age. From 1 July 2011, NSW will oversee the service support sector for people under the age of 65 (or 50 in the case of Aboriginal Australians), while the Commonwealth Government will oversee services for people in older age groups.

In 2009/10, the Commonwealth Government contributed funding to NSW of \$302 million under the NDA for services for people with a disability, and \$321 million for the HACC Program.

Our stakeholders

We work in partnership with our stakeholders to ensure that policies, programs and services are well informed and meet our clients' needs. Our primary stakeholders are our clients, their families and their carers. Other key stakeholders include:

- non-government organisations and services that we fund
- local, state and Australian government agencies
- peak body, advocacy and industry groups
- community agencies and organisations
- regulatory bodies.

Strategic directions

We believe people with a disability and older people have the same right and responsibility to participate in community life as everyone. ADHC is committed to seeing that the right mix of formal and informal supports are available to them at each life stage, as flexibly as possible, and in a way that puts people with a disability at the front and centre in making their own life choices. Equally, we aim to ensure their families and carers are effectively supported in their caring roles, to boost the resilience of these natural networks.

Our activities are directed towards achieving outcomes in the following areas:

- improved access to information and support
- a person-centred approach in all service delivery and planning
- an inclusive and supportive community
- a unified, regulated sector which has the capacity to respond effectively
- an agency which leads with integrity.

Key initiatives include:

- NSW Government commitments made under the NSW State Plan including our lead role in closing the gap on disability employment and improving community participation
- the National Disability Agreement and the national reforms it underpins
- major reforms and service expansions being delivered under our 10-year disability plan, Stronger Together
- Better Together – an interagency plan to improve access to government services such as transport, health and education, for people with a disability and their carers
- Towards 2030: Planning for Our Changing Population
- responsibilities as a signatory to the UN Convention on the Rights of Persons with Disabilities.

The NSW State Plan

ADHC has lead responsibility for improving employment opportunities for people with a disability, halving the gap in their unemployment rate by 2016, and increasing the out-of-home participation rate of people with a severe or profound disability to at least 85 percent.

Many of the jobs required to meet our employment target will be filled by individuals successfully completing ADHC's Transition to Work (TTW) Program. TTW is successfully transitioning over half of its participants to employment or further education. *From Protection to Productivity*, an independent evaluation undertaken in 2009/10, found that the TTW program 'was a very well designed initiative that is consistently delivering positive outcomes to participants'.

In 2009/10, ADHC funded the Australian Employers' Network on Disability, a national not-for-profit organisation that advances employment opportunities for people with a disability, to develop and deliver 21 training sessions to TTW providers across NSW. The providers found the training helped them to approach employers and communicate the employability of young people with a disability. Public sector agencies can also now purchase goods and services directly from businesses that primarily employ people with a disability under the Public Sector Management (Goods and Services) Regulation 2010. ADHC funds the peak body for national disability employment enterprises, National Disability Services, to promote opportunities available under this regulation.

'We believe people with a disability and older people have the same right and responsibility to participate in community life as everyone.'

Strategic directions continued

Stronger Together: A new direction for disability services in NSW 2006–2016

This is the fourth year of Stronger Together, the NSW Government's historic 10-year plan to diversify and expand disability services with \$1.3 billion in new funding over the first five years. We have worked in three main areas: strengthening families, promoting community inclusion and improving the system's capacity and accountability. Over 20,000 additional people have been supported with services such as early childhood intervention and family support, therapy, day programs, respite, attendant care and accommodation.

Stronger Together is improving outcomes for people with a disability by supporting them to participate in work, education, and community life to the fullest extent possible. Part of this work involves reshaping the service system so that it is more flexible, sustainable and capable of meeting people's changing needs.

An essential premise of Stronger Together is to move away from short-term, crisis solutions that in the long term perpetuate a person's lack of security or dependency. Stronger Together's initiatives are underpinned by five principles:

1. to ensure access to services is fairer and more transparent
2. to help people to remain in their own home
3. to link services to need
4. to provide more options in specialist supports
5. to make the system sustainable.

Towards 2030: Planning for our changing population

Provides strategic advice to the Minister for Ageing on the implications of population ageing and to implement Towards 2030: Planning for Our Changing Population (Towards 2030) – the NSW Government strategy to actively plan for population ageing.

Towards 2030 is a five-year plan which aims to encourage greater intergenerational engagement and social inclusion of older people and enable labour market participation through mature workforce retention.

Highlights

Performance overview of our results and services

Result area	Key service provision data	Highlights
Improving our service system	<ul style="list-style-type: none"> - More than \$1 billion invested in service expansions and improvements over the first four years of Stronger Together - Over 29,000 more disability places over four years created in respite, case management, family and children services, therapy, in-home support, specialist accommodation and post-school programs - An additional \$17 million in HACC funding for new services produced an additional 2.3 million outputs of service 	<ul style="list-style-type: none"> - Led the implementation across the DHS of all three short-term strategies in the Department of Premier and Cabinet's <i>NGO (Non Government Organisation) Red Tape Reduction</i> report, ahead of schedule - Invested \$43.7 million under Stronger Together over four years to improve case management and implement a new case management framework that is strengths-based and person-centred - Achieved a 95 percent satisfaction rating in the 2010 Home Care Service of NSW client satisfaction survey - Rolled out an additional 870 therapy places - Received a six percent increase in the number of referrals to Aboriginal Access and Assessment Teams compared to last year, building on a 20 percent increase on the prior year* - Completed eight new or refurbished HACC dementia day care centres, with the remaining eight to be completed soon - Introduced person-centred delivery and independence models of service within HACC through the Better Practice Project with achievements such as four regional demonstration pilots of a strengths-based, enabling approach to HACC service delivery, including an evaluation framework - Celebrated two years of operation of the HACC Access Point Demonstration Project which provides a 1300 phone number for a centralised intake, assessment and referral model - Published the <i>NSW Disability Services Sector – Directions for Industry Development Final Report</i>, setting out a vision for the sector, by the sector

* Full recording of referrals occurred from the second half of 2008/09. Percentage increase is an estimate based on doubling of referrals in this six-month period, compared to total referrals in 2009/10.

Strategic directions continued

Highlights (continued)

Performance overview of our results and services

Result area	Key service provision data	Highlights
Community support	<ul style="list-style-type: none"> - Created more than one million additional hours of respite, including Australian Government funded Older Parent Carer services, over the first four years of Stronger Together - Almost 7,900 children received Early Childhood Intervention services, an 11 percent increase from last year - Over 25,000 therapy and prevention services delivered through ADHC operated and funded service providers, a 21 percent increase compared to 2008/09 - 1,500 families accessed the Family Assistance Fund, bringing the total over the last four years to 6,400 	<ul style="list-style-type: none"> - Successfully transitioned, through the Transition to Work Program, more than half of school leaver participants to employment or further education. <i>From Protection to Productivity</i>, an independent evaluation verifying the program, is delivering positive outcomes to participants. - Continued reforms to put people with a disability at the front and centre of the service system, including the expansion of opportunities for clients to self-manage their service arrangements, choose individualised funding options, and purchase services and equipment that are not available from traditional program sources - Developed New Directions for Disability Respite Services in NSW strategic policy framework to guide future expansion and reform of disability respite services - Finalised the <i>Respite Program Guidelines (disability)</i>, providing the operational framework for delivery of all ADHC operated and funded disability respite services - Introduced the Public Sector Management (Goods and Services) Regulation 2010 to help public sector agencies to purchase goods and services directly from businesses that primarily employ people with a disability - Increased the weekly service hours to clients in day programs transferred to the non-government sector by 23 percent (approximately 2,300 more weekly service hours) - Grew therapy investment by \$4 million in 2009/10 increasing the service capacity in our community support teams by over 600 places

Result area	Key service provision data	Highlights
Specialist support	<p>ADHC operated services:</p> <ul style="list-style-type: none"> - 1,600 clients in 322 group homes and in-home support - 1,100 clients in nine large residential centres <p>ADHC funded services:</p> <ul style="list-style-type: none"> - 5,800 clients in group homes or in other community living accommodation models - 590 clients in 28 large residential centres 	<ul style="list-style-type: none"> - Relocated 55 clients (five percent) from large residential centres to more appropriate accommodation - Delivered over 1,000 specialist support places* over the four years of Stronger Together - Opened four group homes at Wadalba where former residents of Peat Island Centre were relocated - Started construction of Louisiana Road Village, due for completion in 2010/11 - Launched the Peat Island history book <i>Our Island Home</i> - Closed six licensed residential centres and relocated almost 100 people
Home Care	<ul style="list-style-type: none"> - Home Care has 43 branches and a presence in over 110 locations, including eight Aboriginal Home Care branches - The Referral and Assessment Centre received 55,000 inquiries and 23,500 referrals this year, averaging 230 inquiries and 98 referrals each day - A total of 3.4 million services were provided to more than 52,000 Home Care clients - 3,100 Aboriginal Home Care clients – 12 percent more than last year - Over 290,000 service hours were provided to Aboriginal Home Care clients 	<ul style="list-style-type: none"> - Achieved a result of 95 percent satisfaction in the biennial client survey - Reduced casual care worker numbers by 63 percent - Over 70 percent of care workers now at their desired levels of work - Successfully piloted new relief care worker positions and reached agreement to implement across NSW

* Includes specialist accommodation and intensive in-home support.

Results and services

Our results and services focus on overall improvements to the service system and service expansions that enable it to respond more effectively to client needs and circumstances. We have two main areas of effort:

- Result area one: early intervention and community support to provide opportunities for people with a disability and frail older people to be as independent as possible, to assist families to stay together, and to enable carers to continue caring.

- Result area two: specialist support to the small group of people with a disability who need intensive assistance and accommodation support in order to participate in community life.

The Home Care Service of NSW (Home Care) operates as a separate Statutory Authority and contributes to the community support service system. It includes eight Aboriginal Home Care branches, which deliver culturally responsive services to Aboriginal clients across NSW.

Home and Community Care – Recurrent planned growth (dollars) 2009/10

Region		Metro South	Metro North	Hunter	Nothern	Southern	Western	Total
Allied health care	\$	159,000	557,606	130,000	140,000	90,000	22,500	1,099,106
Case management	\$	140,000	180,000	30,000	35,000	-	50,000	435,000
Centre-based day care	\$	896,787	600,000	410,000	149,000	120,000	79,471	2,255,258
Counselling	\$	440,774	205,000	146,290	40,000	50,000	-	882,064
Domestic assistance	\$	614,169	385,000	235,500	-	395,353	-	1,630,022
Formal linen service	\$	-	-	-	-	-	-	-
Goods and equipment	\$	-	-	-	-	-	-	-
Home maintenance	\$	571,991	265,000	102,570	160,878	-	-	1,100,439
Home modification	\$	380,000	75,000	247,257	65,000	100,000	97,000	964,257
Meals (centre)	\$	-	-	-	-	-	-	-
Meals (home)	\$	-	-	160,000	65,421	-	105,312	330,733
Nursing care (home)	\$	-	250,000	-	-	-	-	250,000
Other food services	\$	-	-	250,000	-	20,000	-	270,000
Personal care	\$	677,500	437,491	70,000	100,000	356,119	-	1,641,110
Respite care	\$	469,520	210,000	210,000	65,000	50,000	-	1,004,520
Social support	\$	640,249	897,984	138,033	586,576	-	162,626	2,425,468
Training	\$	137,180	150,000	-	17,975	40,000	155,799	500,954
Transport	\$	1,102,985	368,727	320,000	371,000	110,000	74,887	2,347,599
Total funding		6,230,155	4,581,808	2,449,650	1,795,850	1,331,472	747,595	\$17,136,530

Home and Community Care – Recurrent planned growth (outputs) 2009/10

Region		Metro South	Metro North	Hunter	Nothern	Southern	Western	Total
Allied health care	Hours	2,472	8,672	2,021	2,177	1,400	596	17,338
Case management	Hours	3,501	3,504	584	681	-	973	9,243
Centre-based day care	Hours	65,240	54,963	42,149	11,682	9,890	5,876	189,800
Counselling	Hours	9,922	4,614	3,291	900	1,125	-	19,852
Domestic assistance	Hours	18,058	11,413	6,974	-	11,720	-	48,165
Formal linen service	Deliveries	-	-	-	-	-	-	-
Goods and equipment	Dollars	-	-	-	-	-	-	-
Home maintenance	Hours	29,732	13,850	2,579	8,406	-	-	54,567
Home modification	Dollars	380,000	75,000	247,257	65,000	100,000	97,000	964,257
Meals (centre)	Meals	-	-	-	-	-	-	-
Meals (home)	Meals	-	-	26,896	10,997	-	13,447	51,340
Nursing care (home)	Hours	-	3,728	-	-	-	-	3,728
Other food services	Hours	-	-	20,607	-	1,648	-	22,255
Personal care	Hours	18,045	11,696	1,870	2,673	9,521	-	43,805
Respite care	Hours	7,448	5,213	5,213	1,613	1,241	-	20,728
Social support	Hours	43,825	51,220	7,872	30,481	-	9,271	142,669
Training	Dollars	137,180	150,000	-	17,975	40,000	155,799	500,954
Transport	One-way trips	123,472	47,941	37,736	34,077	10,221	9,886	263,333
Total outputs		838,895	441,814	405,049	186,662	186,766	292,848	2,352,035

Results and services continued

Stronger Together summary of new places and expenditure allocated in first four years

	Therapy, case management, behaviour support	Early intervention, family support	Respite ¹	Post-school and day programs ²	Specialist accomm. support/in-home support ⁴	YPIRAC ⁵	Total services
Metro South	2,386	3,415	1,051	1,147	244	108	8,351
Metro North	1,828	2,707	970	1,021	193	108	6,827
Hunter	808	1,895	603	858	149	86	4,399
Northern	816	1,481	605	717	250	52	3,921
Southern	651	1,111	568	503	94	52	2,979
Western	811	1,258	521	493	91	50	3,224
Other ³	97	-	-	-	56	45	198
Total	7,397	11,867	4,318	4,739	1,077	501	29,899
Stronger Together Commitment	6,430	2,350	1,270	2,550	1,100	270	13,970

Notes:

¹ The respite category includes 1,029 places from the Older Parent Carer initiative, which is jointly funded by the NSW and Australian governments.

² This figure is only new places. The original published commitment included all continuing Community Participation clients who would receive increased days as a result of Stronger Together funding.

³ Service not assigned to a specific region.

⁴ Includes Leaving Care, Community Justice Program, Other Specialist Support, Attendant Care Program, and Disability Housing and Support Initiative places.

⁵ Jointly funded by the NSW and Australian Governments – this is not a unique client count.

Specialist support (including accommodation and in-home support)

Region	Specialist supported accom.	Innovative targeted support	Leaving care	Community Justice Program	DHASI ²	Attendant care	Total places	Total allocation
Metro South	80	10	40	12	15	87	244	57.0
Metro North	35	-	37	17	5	99	193	44.3
Hunter	33	-	55	21	5	35	149	34.6
Northern	105	20	48	14	15	48	250	50.5
Southern	21	-	31	9	5	28	94	23.1
Western	36	-	13	14	5	23	91	21.9
Other places	-	-	-	56	-	-	56	-
Other recurrent	-	-	-	-	-	-	-	5.4
Total recurrent costs	-	-	-	-	-	-	-	236.8
Establishment costs ¹	-	-	-	-	-	-	-	115.0
Total	310	30	224	143	50	320	1,077	351.7

Notes:

¹ Includes capital expenditure and other set-up costs.

² Includes five additional places for clients with an acquired brain injury who are receiving drop-in support services.

Respite

Region	Respite					Older parent carers	Totals	
	Flexible	Centre-based	Grosvenor	Leisure Link	Teen Time	Older parent carers	Total places	Total allocation
Metro South	239	293	70	133	44	272	1,051	35.2
Metro North	341	155	-	120	116	238	970	25.7
Hunter	187	73	-	86	111	146	603	16.1
Northern	130	215	-	57	48	155	605	20.4
Southern	227	150	-	34	54	103	568	13.6
Western	88	219	-	39	60	115	521	21.8
Other recurrent	-	-	-	-	-	-	-	6.2
Establishment cost	-	-	-	-	-	-	-	2.0
Total	1,212	1,105	70	469	433	1,029	4,318	141

Early intervention and family support

Region	Family and Children Services						Family Assistance Fund	Totals	
	ECII	Support Network Program	Autism Initiatives	Family Choices	Intensive Family Support	Extended Family Support	Family Assistance Fund	Total Places	Total Allocation
Metro South	974	18	225	-	176	14	2,008	3,415	22.6
Metro North	651	285	132	-	72	28	1,539	2,707	20.4
Hunter	691	240	-	-	210	13	741	1,895	9.4
Northern	492	40	-	20	68	31	830	1,481	12.2
Southern	342	-	-	20	70	20	659	1,111	9.7
Western	349	20	125	-	120	9	635	1,258	8.4
Other recurrent	-	-	-	-	-	-	-	-	-
Establishment cost	-	-	-	-	-	-	-	-	0.4
Total	3,499	603	482	40	716	115	6,412	11,867	83.1

Results and services continued

Improving our service system

ADHC is developing a service system that is person-centred, predictable, sustainable, and enables people with a disability, frail older people, their families and their carers to build a 'good life' on their own terms.

To achieve this, we are investing more resources in early intervention and community supports, improving intake and access systems, using person-centred approaches, and working in partnership with non-government organisations to build an integrated sector.

New investments in the disability and community care service system through Stronger Together, the Commonwealth's Disability Assistance Packages, and the HACC Triennial Plan are enabling ADHC to provide more early intervention and prevention type support to a greater proportion of the target group. Since 2005/06 the proportion of funds spent on community support has increased from 52 percent of overall funding to 57 percent. This support is strengthening families and carer relationships, and maximising the independence and skills of frail older people and people with a disability. In the medium and longer term, these investments are designed to make optimal use of informal care networks and reduce unnecessary escalation of need.

Supporting children and young people with a disability and their families and carers is a priority for ADHC. We provide support options for young people with a severe or profound disability who leave school but are unable to move into the workforce or further education without assistance, due to their disability. Services are designed around the individual needs of clients, whether that is intensive skill development to assist with work readiness, or life skills development and community participation with peers.

Post-diagnosis support, early intervention and family support is another area of focus. We are exploring ways to build our capacity so that families of young children with a disability have access to support that gives them the best possible foundation at the point of diagnosis and beyond.

We are also targeting groups for whom access has been an issue in the past through specially designed programs for young people leaving care, people in contact with the criminal justice system, younger people with a disability who are in or at risk of entry to residential aged care and services to support ageing carers.

Innovations

ADHC is working to give older people, people with a disability, their families and their carers greater confidence and certainty around the levels of support they can expect, when services will be available, and how to access them.

In March 2010, the Community Care Access Centre celebrated two years of operation for the people of the Hunter local government area. In that time, the Access Centre received 20,978 new referrals, performed 20,684 community care assessments and made 22,599 e-referrals to HACC services on behalf of clients and carers.

The streamlined approach means clients, their families and their carers, and their service providers can call a 1300 phone number for a centralised intake, assessment and referral model. Highly experienced assessors conduct a community care assessment to identify the clients' needs and make electronic referrals to the appropriate service providers. This streamlined pathway for clients and their carers contributed to improved client experiences, and feedback indicates a high level of satisfaction with one point of entry and reducing reassessment across multiple providers.

ADHC is committed to person-centred approaches and to breaking down the program and service type boundaries that work against this approach. The philosophy underpinning person-centred approaches is based on the principles of equity, independence, choice and inclusion. These are also core principles of the NSW Disability Service Standards and the UN Convention for Rights of Persons with Disabilities (of which Australia is a signatory). Already many of our programs offer substantial choice and flexibility to clients and their carers, and enable people to actively participate in decision-making around the planning, implementation and review of services and supports they receive. ADHC is also exploring the best way to enhance personalised support options through both service design and individualised funding options.

A cross-agency approach is important because people with a disability, frail older people and their families and carers need access to mainstream supports and services. ADHC works collaboratively with relevant agencies to ensure that clients get the support they need in an efficient and effective way.

Improved sector partnerships

ADHC is committed to working in partnership with the sector to ensure that we have an integrated and sustainable service system with the capacity to deliver more services and to respond to a broader range of client choices.

ADHC has a long-term strategy to improve value for money in the sector by developing the governance and management capacity of non-government organisations (NGOs) and equipping them to operate more efficiently. Reforms to funding arrangements and predictable longer-term growth are providing certainty and sustainability for existing and new providers.

To reduce the burden of red tape on service providers, the Department of Premier and Cabinet issued the *NGO Red Tape Reduction* report for human services agencies. The report, launched in March 2010, contained 17 short- and medium-term recommendations to deliver efficiencies. ADHC leads the reforms on behalf of the Department of Human Services, in collaboration with NSW Health.

DHS agencies have implemented short-term strategies two months ahead of the recommended timeframe. This was achieved by:

- a DHS standard grants funding application form with a consistent layout, common criteria and set word limits, less information asked of applicants, and electronic application submission
- consistent requirements for insurance with insurance coverage and amount determined by service providers based on their assessment of risk
- audited financial statements are now only needed from organisations legally required to obtain them.

Following the establishment of the \$17 million Industry Development Fund (IDF), there was extensive consultation with disability service providers from the NGO sector. Out of those consultations, the *NSW Disability Services Sector – Directions for Industry Development Final Report* was published, setting out a vision for the sector, by the sector.

The report highlighted six focus areas:

1. people with a disability at the centre of service delivery
2. accurate data and evidence for robust planning and resource allocation decisions
3. people with a disability have access to the information and range of supports to live the lives they choose
4. organisations achieving real outcomes
5. effective sector governance, leadership and management
6. skilled, capable and focused workforce.

The strategies set out in this report will be implemented over the next five years. The IDF governance board will determine specific strategies and actions under each focus area with support from an implementation group, representative of the sector and government.

Amendments to the NSW Youth and Community Services Regulation 2005 were made to clarify legal obligations for licensed boarding-house operators. These changes clarify information about services and quality of living arrangements for boarding house residents and enhance our ability to effectively monitor licensed boarding houses.

Nationwide consultation on the revision of the National Standards for Disability Services (National Standards) occurred from April to June 2010. The revision of the National Standards is a key activity underpinning the National Quality Framework, which is a priority area of reform in the National Disability Agreement.

We engaged with over 700 people across NSW through an innovative consultation approach, which included direct engagement with people with a disability, about what the standards mean to them and how they could be improved. This included engagement with Aboriginal communities through specific focus groups, and culturally and linguistically diverse communities through an SBS radio campaign. The consultation results will be used to inform NSW-based policies to drive quality improvements in disability services.

The HACC Better Practice Project delivers on our commitment to introduce person-centred service delivery and independence models of services within HACC in NSW. Project achievements include four regional demonstration pilots of a strengths-based, enabling approach to HACC service delivery including an evaluation framework, and partnering with Aged and Community Services NSW and ACT to deliver an Awareness Raising Education Program with a focus on innovation and better practices in HACC.

The HACC capital strategy involves construction of 16 purpose-designed state-of-the-art dementia day care centres across NSW. Eight new or refurbished centres were completed in 2009/10, with the remaining eight to be completed next year or shortly thereafter.

Results and services continued

Community support

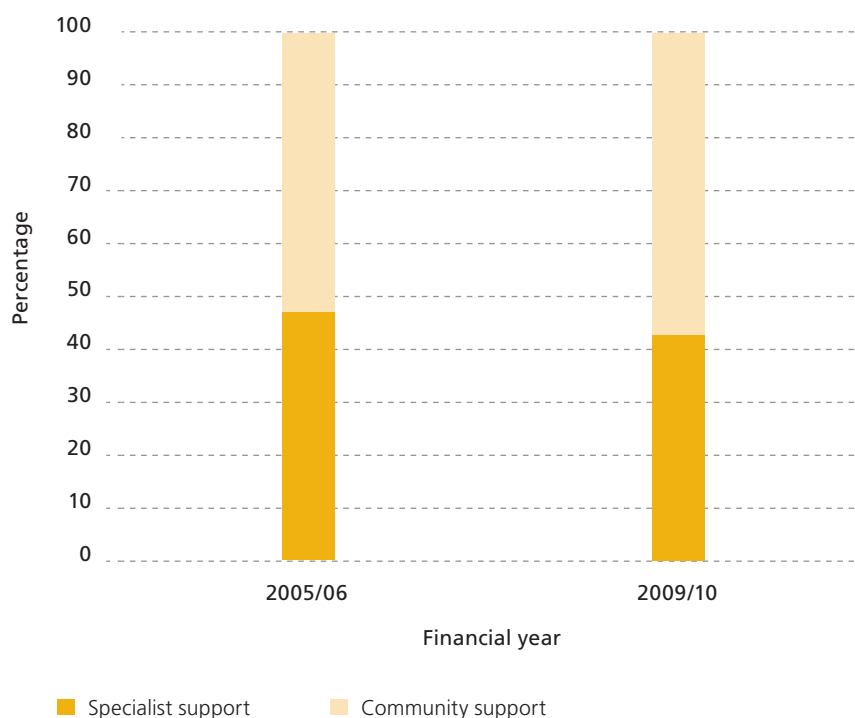
Many frail older people and people with a disability are able to live in their own home. Often, the support of family, friends and the community is critical to enabling them to do so. ADHC's community support services recognise the importance of the carer and the care-giving relationship by providing services that complement existing support networks.

Stronger Together is helping to build the resilience of families and supporting them at important transition points through investments in early intervention, intensive family support, respite and post-school programs. It is also investing in new types of services and supports based on client need as identified through consultations, research and program evaluation.

Community support services are categorised into the following service groups:

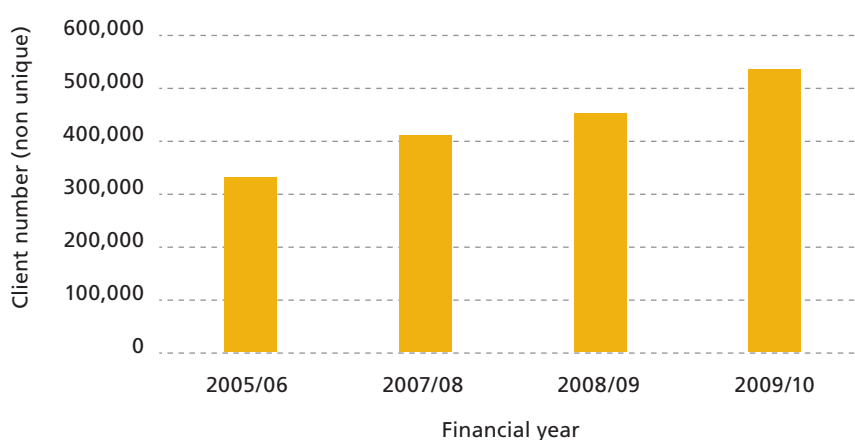
- skill development and day programs
- respite
- personal assistance
- intensive personal care
- support for families and children
- therapy and fixed-term interventions
- advocacy, information and linkage
- support for the well aged.

Overall expenditure on community support compared to specialist support in 2005/06 and 2009/10

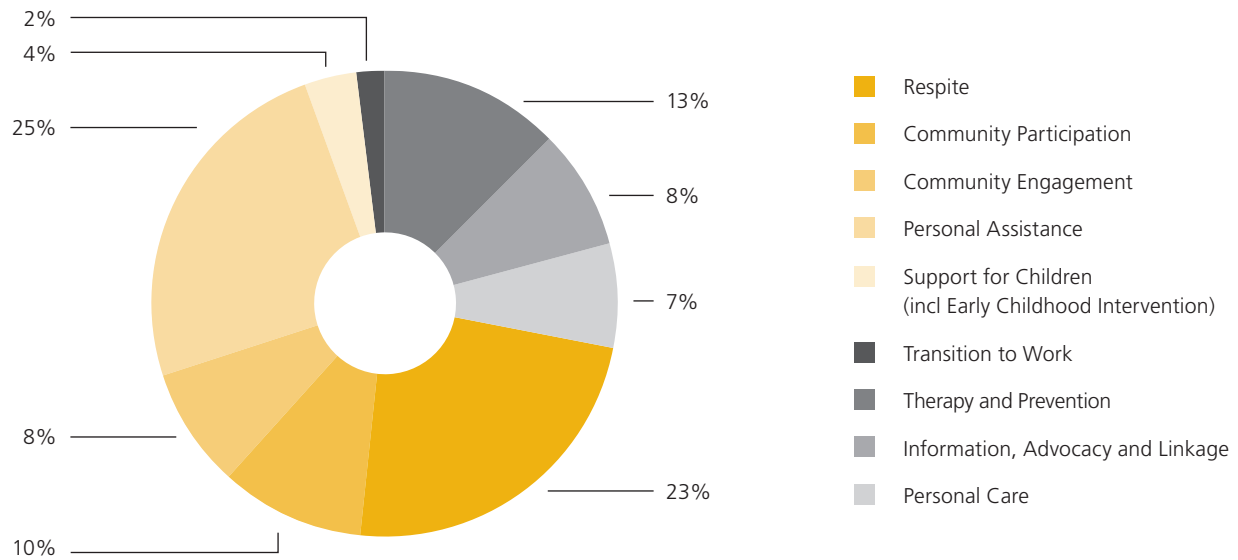


Note: Expenditure data includes overheads.

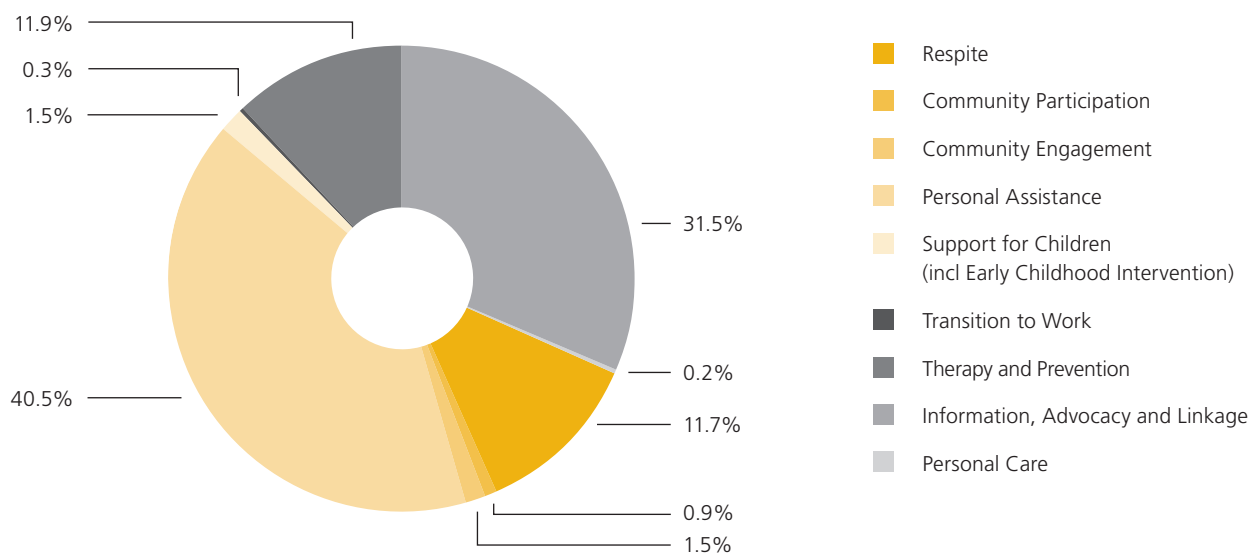
Clients receiving community support services



Community support service group share of expenditure 2009/10



Community support service group share of clients 2009/10



Results and services continued

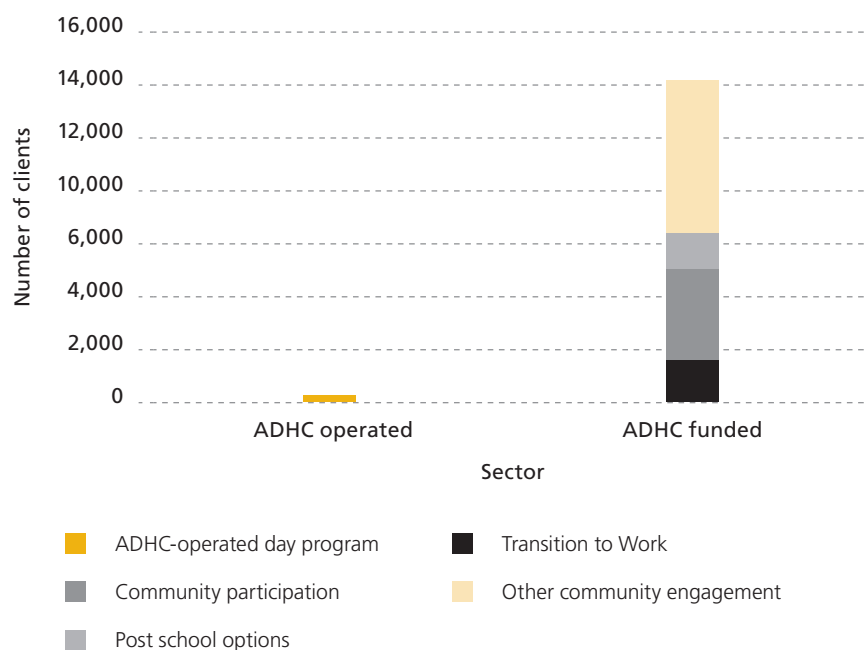
Skill development and day programs

- 6,400 clients are enrolled in post school programs including:
 - 3,500 clients in Community Participation
 - 1,600 clients in Transition to Work (TTW)
- On average, 65 percent of TTW participants successfully transition to work or further education
- 8,000* clients participate in ADHC funded Community Engagement Programs

People with a disability have similar aspirations and goals to the rest of the community. This includes being active in the workforce or education, participating in social and community activities with family and peers, and contributing to the communities in which they live. Such engagement has a real and positive effect on people's health and wellbeing by improving self-confidence and creating a sense of belonging.

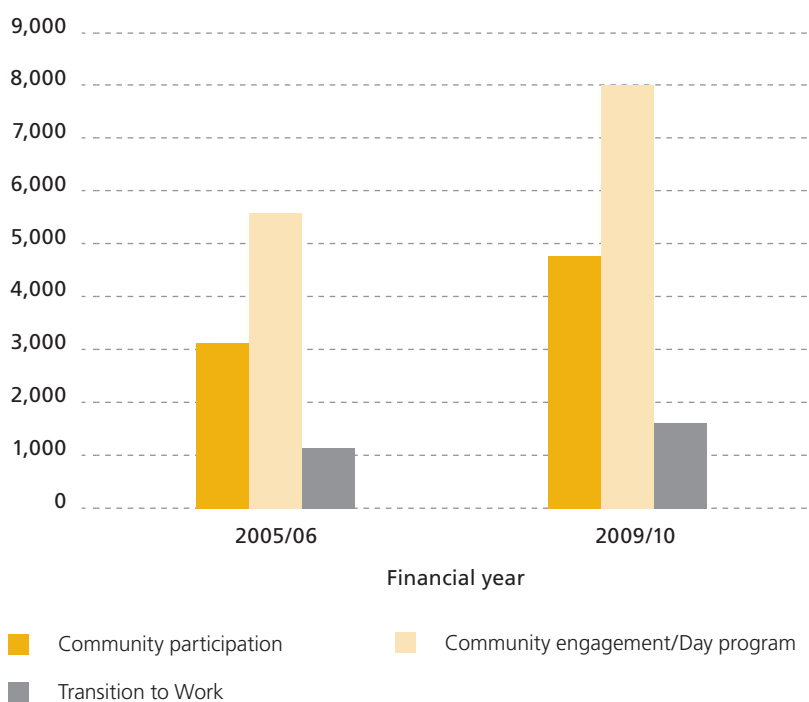
Skill development and day programs assist people with a disability to achieve their goals, increase their independence and participate as valued and active members of the community. These services can also offer families and carers a break from their caring responsibilities.

Skills development and day programs by funding category



Data source: CSTDA MDS/ADHC Client Information System.

Stronger Together growth in skill development and day programs 2005/06 compared to 2009/10



Data source: CSTDA MDS/ADHC Client Information System.

* Adjusted for under-reporting

ADHC continues to develop person-centred approaches to provide better outcomes for people with a disability by ensuring the focus is on their aspirations for personal development from services available. The person with a disability, their family, carers and friends are partners supporting personal relationships, community inclusion, dignity and respect.

ADHC developed, piloted and introduced a range of funding mechanisms for a number of programs which support flexibility and choice for people with a disability, their families and their carers.

Six ADHC-operated day programs, providing services to 143 clients, were transferred to three NGOs, completing a three-year project to transfer all 30 ADHC-operated day programs.

Clients in transferred day programs now receive services from a greater diversity of service providers and enjoy a wider range of community-based activities that provide for greater social inclusion. Transferred day programs delivered approximately 2,300 more weekly service hours to clients, an increase of 23 percent.

A job is one of the most significant roles in most people's lives and provides independence, economic security, self-esteem, friends and ongoing learning and development. Findings from an independent evaluation of the Transition to Work (TTW) Program undertaken in 2009/10 demonstrates that the program is effective and filling an important service gap. It captures some of the most vulnerable young people with a profound or severe disability as they leave school.

Every year about 700 young people enter this intensive skills-based training program. More than half of them successfully transition to employment (compared with less than five percent before 2006). ADHC is working with stakeholders to ensure that the evaluation recommendations improve service delivery and employment outcomes for young people with a disability.

Young people leaving school who are not able to transition to work or further education receive ongoing support to build life skills and participate in the community through the Community Participation Program. In 2008 and 2009, a consortium led by the Australian Catholic University implemented the Strengthening Person Centred Planning in the Community Participation Program to assist community participation service leaders and decision-makers strengthen person-centred approaches within their organisations. The 2009 project evaluation found that the practice guide, workshops and forums supported participants to develop a greater understanding of person-centred approaches and how to implement them. Following the successful Community Participation Self Managed Model (SMM) pilot conducted last year, ADHC expanded the model to 23 service providers across NSW for 2009 school leavers. ADHC delivered joint SMM training workshops with the new service providers, and developed an SMM process guide (available on the ADHC website).

Two new innovative day programs were introduced to offer greater choice and flexibility for people with a disability in 2009: Life Choices for those aged 25–54 and Active Ageing for those aged 55–64. The brochure *Aiming High: New directions in day programs for adults with a disability* highlights how these programs are making a difference to the lives of people with a disability, their families, carers and support people.

Participating in sport is one way that people with a disability can achieve sustainable, regular and ongoing participation in community life with peers. One million dollars was allocated over four years from 2007 to 2011 to Communities NSW for the Disability Sport Assistance Program to support organisations throughout NSW to increase opportunities for people with a disability to participate in sport and physical activity. In 2009, the program provided over 3,800 people with a disability opportunities to participate in a wide range of sporting activities catering for all levels of interest and skill.

The NSW State Plan articulates improving employment opportunities for people with a disability as a key NSW Government priority. ADHC coordinates NSW public sector initiatives to halve the gap between the unemployment rate for people with a disability and the general population by 2016.

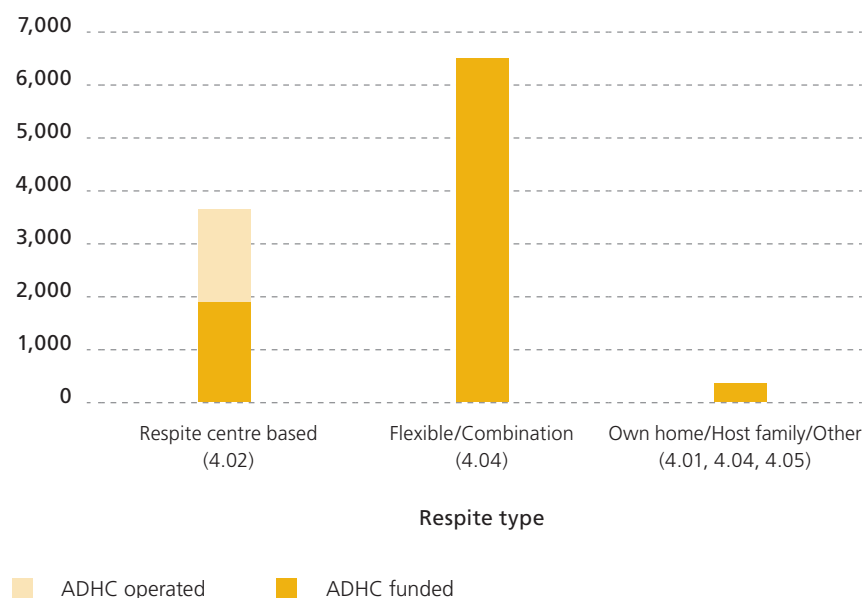
Results and services continued

Respite

- 3,600 people received respite in 102 ADHC operated and funded respite centres
- 6,800 people received flexible and in-home respite
- 55,000 older people received HACC-funded respite services and services with a 'respite effect'

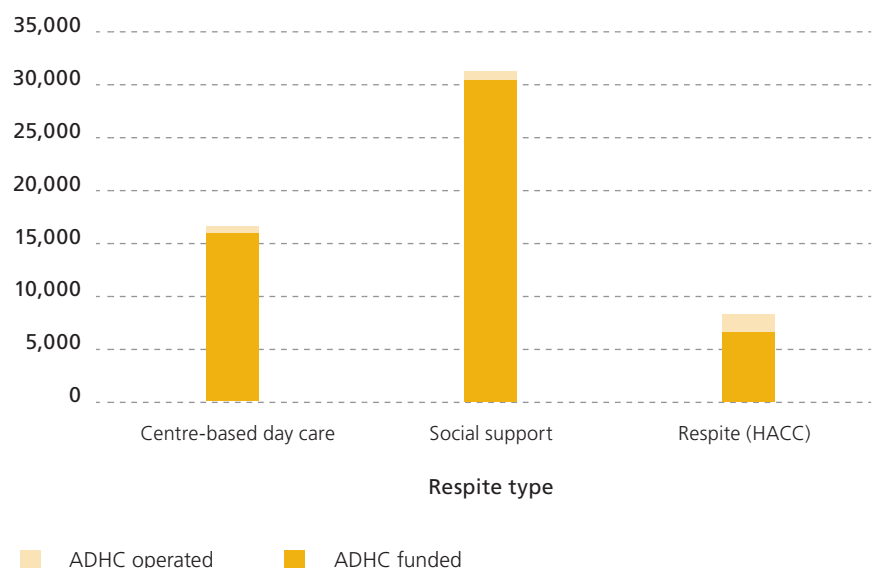
Carers play a vital role in supporting people with a disability and frail older people to continue living in their own homes and communities. Respite services help to support and maintain the primary care-giving relationship by providing time-limited breaks for families and other unpaid carers of children and adults with a disability. Respite also provides a positive experience for the person with a disability through social, recreational and developmental opportunities and community connections.

Disability clients in respite by sector



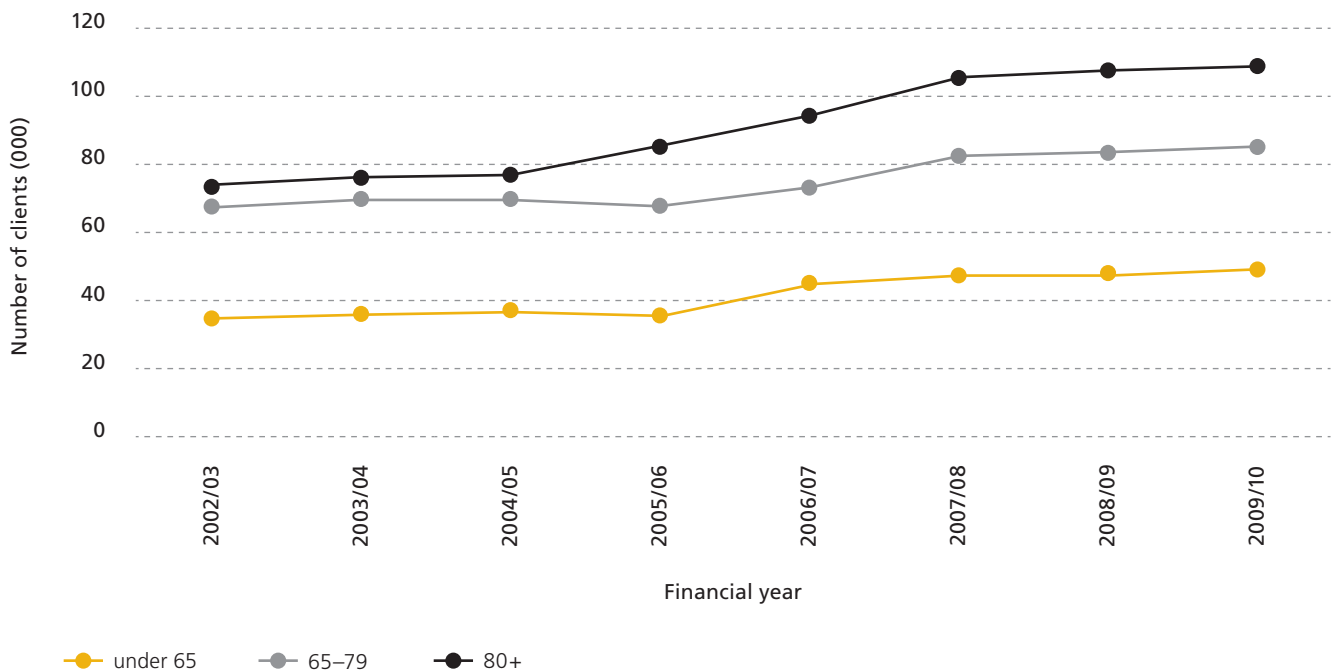
Data source: CSTDA MDS/ADHC Client Information System.

HACC clients in respite by sector



Data source: HACC MDS.

HACC clients by age group 2002/03 to 2009/10



* 2009–10 data is estimated as the actual number of HACC clients was not available at the time of publication.

The New Directions for Disability Respite Services in NSW policy framework guides future expansion and reform of disability respite services. Its key focus is building a respite service system that is more responsive to the individual needs of people with a disability and their families and carers, and emphasises the importance of strengthening family relationships, prevention and early intervention, and flexibility in service provision.

The *Respite Program Guidelines (disability)* were finalised in April 2010, providing the operational framework for delivery of all ADHC operated and funded disability respite services and aim to support providers in the delivery of respite services in NSW.

Respite camps, which provide positive recreational experiences for teenagers with a disability, were delivered in partnership with Communities NSW (Sport and Recreation) and the Muscular Dystrophy Association of NSW.

Development continued on the Respite Assessment and Booking System, a management system to streamline and promote equitable access to ADHC centre-based respite services. This initiative will make access easier and more transparent for families, while at the same time maximising the utilisation of centres to produce more respite for families.

The NSW Young Carers Action Plan 2009–12 was finalised. The plan contains strategies for DHS, NSW Health, Department of Education and Training, and the NSW Commission for Children and Young People to improve support for young people who have caring responsibilities.

The Inclusive Community Education Pilot is a pilot initiative to provide recreation and leisure courses through community colleges for adults with a disability who are aged 18–45, living in the community with an unpaid carer.

Results and services continued

Personal assistance and intensive personal care

Attendant Care Program/ High Need Pool

- 790 places in Attendant Care Program (ACP)
- 570 clients in High Need Pool accessed 520,000 hours of service, as follows:
 - 360 clients accessed 54,000 domestic assistance service hours
 - 540 clients accessed 440,000 personal care service hours
 - 70 clients accessed 25,000 respite care service hours
 - 30 clients accessed 290 home maintenance service hours

All 320 ACP places committed under Stronger Together have now been allocated. In addition more than 150 places have been allocated to target older carers.

A work plan was developed for the Interagency Agreement on the Care and Support Pathways for People with an Acquired Brain Injury (ABI), as well as a Pathways Guide to identify appropriate pathways and services.

An ABI Attendant Care Pilot Project involved 20 people who required in-home support and a range of interventions. The project sought to enhance understanding of the pathways, interventions, flexibility and interagency collaboration required to support people with an ABI in the community. Pilot outcomes resulted in key changes to the Attendant Care Guidelines to increase flexibility and types of service interventions required.

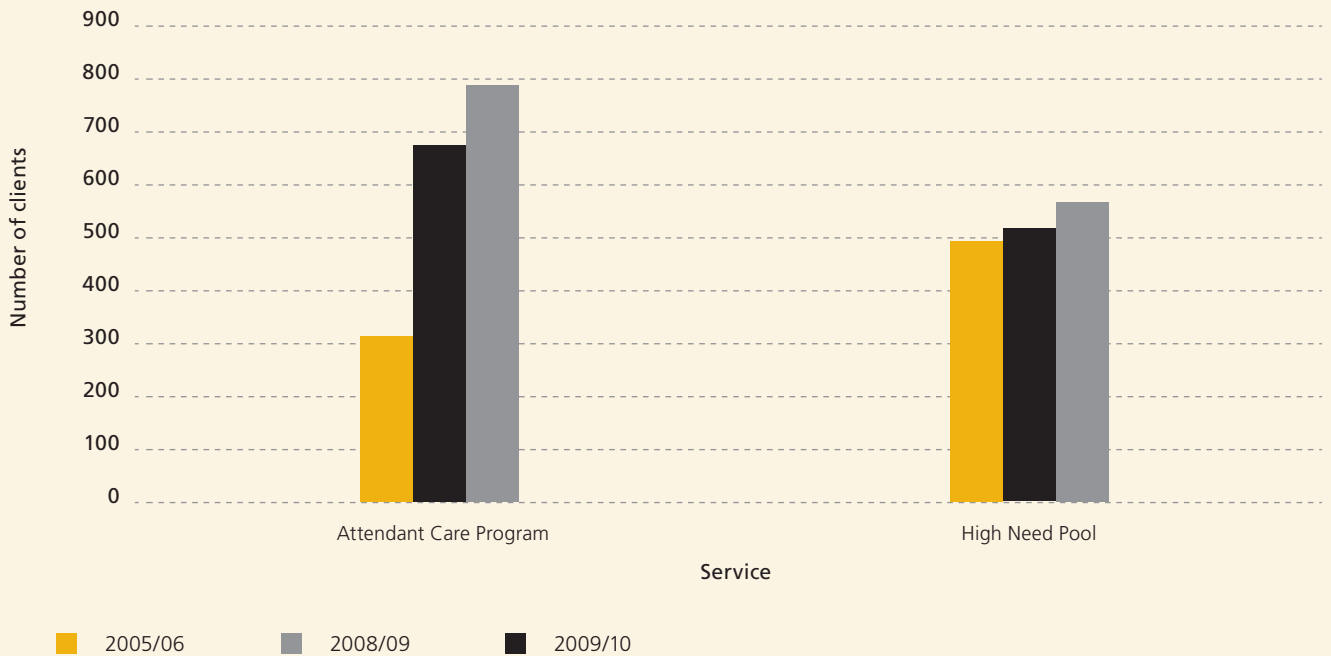
Web-based and face-to-face training resources on ABI were developed to enhance the capacity of staff in existing service providers to better support people with an ABI.

HACC personal assistance

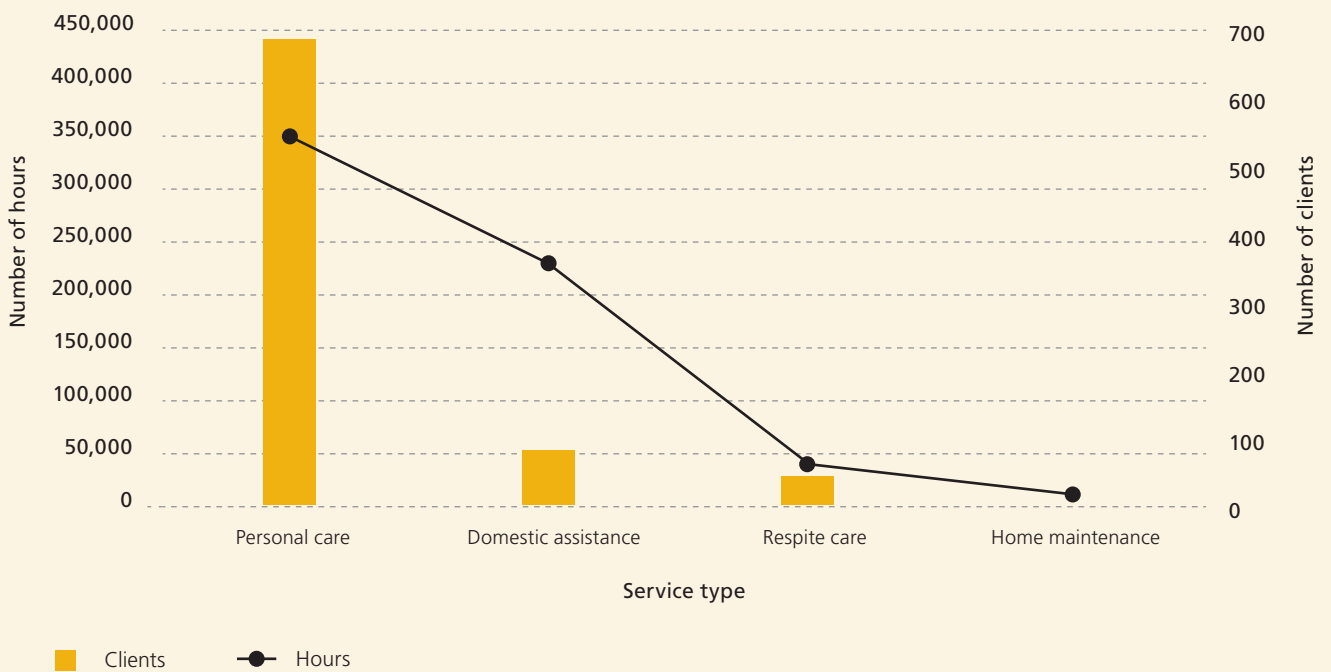
- 55,000 clients accessed 2 million domestic assistance service hours
- 14,000 clients accessed 1.3 million personal care service hours
- 23,000 clients accessed 370,000 home maintenance service hours
- 5,700 clients accessed 88,000 food services hours
- 820 clients accessed 29,000 home linen services
- 3.5 million meals were provided to 36,000 clients
- 2 million trips were made by 63,000 clients and their carers

In-home support programs are an important part of our commitment to enable people to live as independently as possible in their home environment. Support is provided to older people, people with a disability, their families and their carers in the form of domestic assistance, personal care, social support, home nursing care, meals and community transport. For people who require significant amounts of support (generally between 15 and 35 hours of support a week), intensive personal care services (through the ACP and the High Need Pool) provide assistance with daily living activities and community participation.

Stronger Together and HACC growth in intensive personal care services



High Need Pool clients and hours 2009/10



Results and services continued

Therapy and fixed-term intervention

- 31,000 services were provided to 12,000 clients of ADHC-operated Community Support Teams.
- 13,000 clients received services from 236 NGO therapy providers.
- \$16 million was spent on HACC home modification services provided to 14,000 clients.

Therapy services aim to maintain and improve the abilities of people and maximise their opportunities for future independence and quality of life.

Therapy investment grew by \$4 million in 2009/10 increasing the service capacity in ADHC Community Support Teams by over 600 places.

Three two-year projects were funded to support therapy services contribute to the evidence base and develop disability sector strategies particularly to address rural and remote need:

- an Aboriginal outreach program that engages local community members, trained as community facilitators, to deliver services with a therapist's guidance which support and enhance prevention and early intervention approaches and build community capacity
- an early intervention project to assist children with a disability to access technology in preschool
- an adult transition project to improve access to therapy services at critical life stages.

ADHC coordinates the Therapy Taskforce comprising representatives from NGOs, professional associations and government partners. It has initiated a range of projects to improve sector capacity and innovation, through enhanced recruitment, training, professional practice and service delivery.

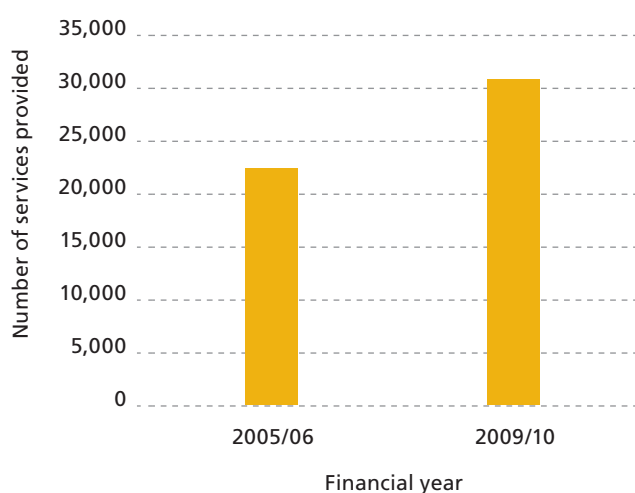
The Community Justice Program (CJP) developed a range of therapeutic models focusing on alcohol and drug use, violence management and Dialectical Behaviour Therapy to reduce the risk of relapse into criminal behaviour in clients.

A range of accommodation places were delivered to meet CJP client needs in line with Stronger Together. Public Works delivered properties for On Site Supported Living Services and Intensive Residential Services for CJP clients, including two purpose-built properties, an assessment centre and a four-villa complex.

The NSW Integrated Services Program (ISP) for Clients with Challenging Behaviour, in partnership with NSW Health and Housing NSW, began as a pilot in September 2005 and became recurrently funded in 2009/10.

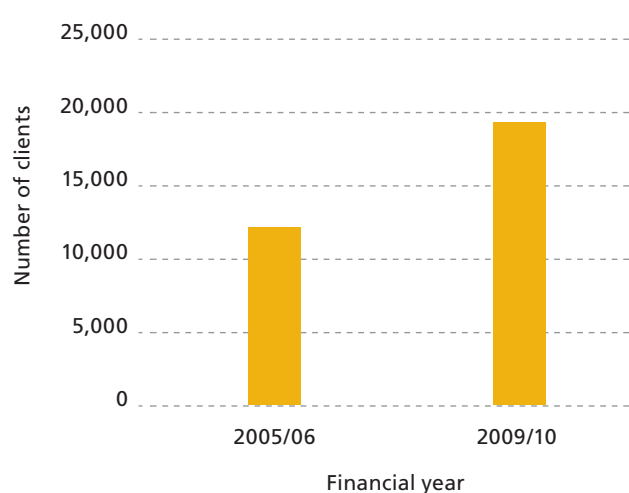
An independent evaluation of the ISP showed it achieved a wide range of positive outcomes for individuals and the service system, including a reduction in the rates of hospital service use and rates of incarceration, as well as improved family and community connections.

ADHC-operated Community Support Teams Number of services provided 2005/06 compared to 2009/10



Data source: CSTDA MDS.

Stronger Together growth in therapy and prevention services 2005/06 compared to 2009/10



Data source: CSTDA MDS.

Support for families and children

- 12,000* families received Early Childhood Intervention Services, including services targeting children with autism.
- Over \$3 million was allocated through the Family Assistance Fund.
- 1,500 families received funding through the Family Assistance Fund.

* Adjusted for under-reporting

ADHC works to keep families and children with a disability together, by providing services that increase family wellbeing and strengthen family capacity. These services include early intervention, therapy, respite and intensive family support, which form part of the NSW Government's approach to early intervention for people with a disability. This approach is based on evidence confirming that early intervention, both in the very early years of life and as soon as possible at any stage of life, produces the best possible results.

We also play a key role in the protection of children and young people with a disability. In 2009/10, we implemented Keep Them Safe, the NSW Government's five-year action plan in response to the Special Commission of Inquiry into Child Protection Services in NSW.

The Chief Executives of Community Services and ADHC signed a new *Memorandum of Understanding (MoU) on Children and Young People with a Disability* in March 2010.

ADHC works with Community Services and Housing NSW to support 220 young people with a disability transition from the care of the Minister for Community Services to live as independently as possible.

The new Leaving Care Mentoring Service currently assists 100 young people develop the confidence and the skills they need to make informed choices and live productive lives.

A person-centred approach keeps the person with a disability in focus. In line with Stronger Together, these approaches are being applied in a number of ADHC regions, programs and policy areas. To support this, over 900 community support staff were trained in person-centred thinking and the use of specific tools to implement their skills in their day-to-day practices and to influence practices in their regions.

The Resourcing Families project is targeted to families of children and young people with a disability. The project will assist 250 families statewide over three years to maintain a positive vision of the family member with a disability and build a life enriched by valued roles and relationships. To establish the project, \$600,000 was allocated over three years to Family Advocacy in 2009/10. This adds to the existing seven demonstration support network projects funded under Stronger Together.

The number of children diagnosed with Autism Spectrum Disorder continues to rise. Through Stronger Together, we are committed to providing a comprehensive range of services for children and young people with a disability. A number of these services are directly targeted at children with autism, while others support children and young people with a range of disabilities, which are inclusive of the needs of children with autism.

Between 2007 and 2010, we will have invested over \$17 million to support children and young people with autism and their families through services, projects and activities specifically relating to autism. Initiatives include:

- \$4.8 million over four years for an early childhood intervention package, supporting families and staff in a range of preschool settings
- \$5.9 million over four years for the Helping Troubled Kids Initiative to support young people with autism and challenging behaviour at risk of suspension from school
- \$6.5 million to Autism Spectrum Australia (Aspect) for autism-specific early childhood intervention services, the provision of support networks for young people with autism and their families, the provision of an autism diagnostic service in regional and rural NSW, and the establishment of an early detection and screening service in the Macarthur, Albury and Wagga Wagga areas
- \$117,500 to sponsor autism-related conferences and workshops. This includes a total of \$30,000 support for conferences and activities related to raising the awareness of autism within the community in 2009/10.

Advocacy information and linkage

- 10,000 people received counselling, support and advocacy services under the HACC program.
- 30,000 people received client care coordination services.
- 8,400 people received case management.
- 106,000 people received assessment services.

Advocacy, information and linkage services play an important role in helping people with a disability to make informed choices and improving the communication between people with a disability and other members of the community.

Results and services continued

Support for well aged

In NSW, as in most parts of the world, major population changes are taking place due to declining fertility rates and increasing life expectancy. People are living longer and the proportion of the population made up of people aged 65 and over is increasing dramatically.

By 2030 in NSW, the proportion of people aged 65 years and over will have grown from 14 percent in 2006 to 22 percent in 2030, or to an estimated 1.8 million.

ADHC is helping older people access a range of services and programs that will enable them to remain healthy, independent and connected to their communities. Through the Office for Ageing (OFA) we provide strategic advice to the Minister for Ageing on the implications of population ageing.

Towards 2030: Planning for Our Changing Population is a five-year plan to 2013 and is governed by an interdepartmental working group comprising the 16 agencies with responsibility to implement the strategy.

In implementing Towards 2030 we aim to encourage greater intergenerational engagement and social inclusion of older people. We also aim to enable labour market participation through mature workforce retention. OFA works to harness new information and technologies to support positive ageing, explore new models of community support and implement strategies to increase the participation of older people in volunteering.

A Towards 2030 webpage is available on www.nsw.gov.au to provide information on progress on the ageing strategy by the 16 agencies implementing the plan.

The NSW Positive Ageing Statement was launched on 1 October 2009 to commemorate the International Day of Older Persons. The statement demonstrates the vision of Towards 2030, where older people will have independent, active, engaged and healthy lives – with access to quality care when they need it.

The Positive Ageing Statement through the Ageing Grants Program (\$5.2 million in 2009/10) funds positive ageing grants, applied research grants, dementia services and peak ageing-related organisations.

As part of the Dementia Learning Resource for Aboriginal Communities, we worked in partnership with the NSW Aboriginal Health College and the Aboriginal Health and Medical Research Council to develop revised units of competency-based training in dementia care for Aboriginal people. The second stage is a demonstration project funded through our learning and development unit. Face-to-face training on the resource began in June 2010 in North Coast Aboriginal Home Care.

Work continued in partnership with NSW Health to develop the 2010–15 NSW Dementia Action Plan and NSW Dementia Services Framework. One internal and two external groups were established for statewide planning to initiate consultations on reporting measures between the OFA, ADHC regions and service providers.

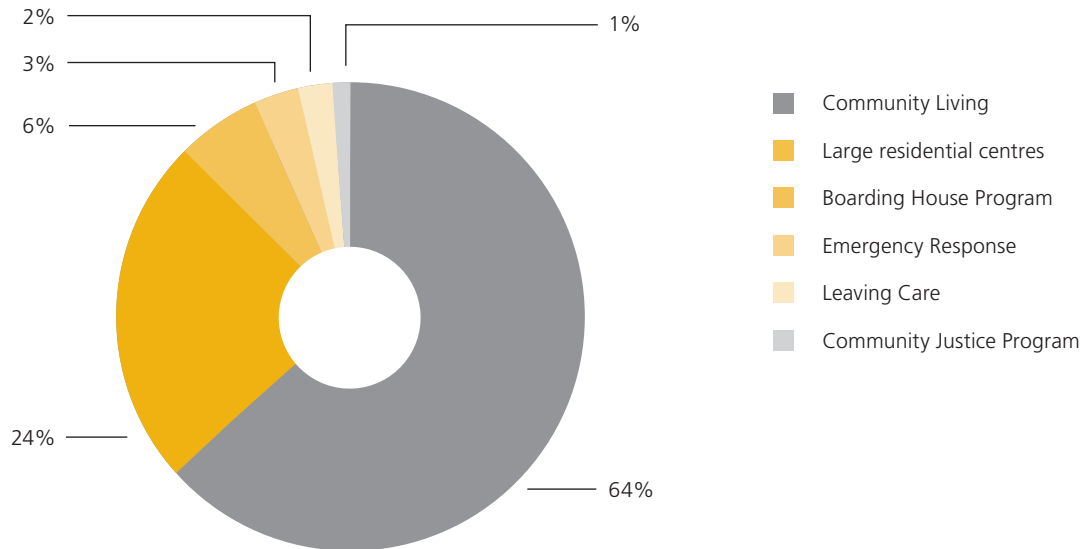
Specialist support

Specialist support services are designed to assist people with a disability whose needs are greater than can be met by community-based support, particularly where their needs are complex and/or medical in nature.

Services include supported accommodation in community settings and some are serviced under drop-in arrangements. ADHC also funds and operates a small number of large residential centres involving 24-hour support for groups of 20 or more people.

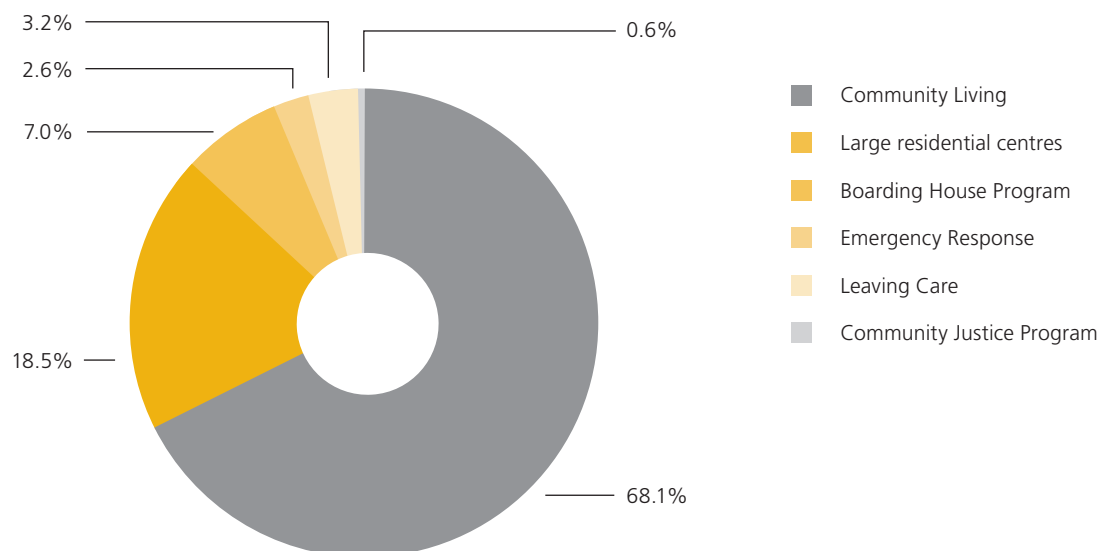
Stronger Together has committed us to expand the number of available support places and the types of accommodation support available in NSW, consistent with the *Accommodation and Support Paper* that was released in January 2006.

Specialist support service groups share of expenditure 2009/10



The Community Living category comprises MDS service type 1.04, 1.06, 1.07 and 1.08.

Specialist support service groups share of clients 2009/10



The Community Living category comprises MDS service type 1.04, 1.06, 1.07 and 1.08.

Results and services continued

Community living

- 1,600 clients living in 322 ADHC-operated community living arrangements
- 5,800 clients living in more than 970 ADHC-funded community living arrangements

Community living services support people with a disability who, due to their support and care needs, are unable to live independently or with their family. An estimated 7,400* people received community living support in 2009/10 from government provided and funded organisations at a total cost of \$530 million. These services include supported accommodation in community settings.

The Lifestyle Planning Policy was revised and a draft released in June 2010, following consultation, for a testing period to November 2010 before being finalised.

A series of comprehensive quality assurance reviews are being undertaken by our Quality Assurance and Improvement Program, with a sample of 120 ADHC-operated accommodation and respite units between 2008 and 2010. A Quality Improvement Plan was endorsed in 2009/10, which saw 40 quality assurance reviews completed with improvements to services now being implemented.

By June 2010, 113 Other Specialist Support (OSS) places were allocated with the remaining 62 places to be acquired in 2010/11. Accommodation support capacity was further increased to improve client support and efficiency by converting 15 clients to a recurrent service arrangement using the emergency respite program funding. Eight clients were transitioned to permanent accommodation, and the remaining seven clients will transition in 2010/11.

The final Young People in Residential Aged Care (YPIRAC) planning stage was reached with grants for accommodation construction provided to service providers across NSW. The YPIRAC Program diverted 113 younger people from entering residential aged care, exceeding its target by 88 percent. An evaluation of the NSW YPIRAC program is currently being conducted by an independent consultant using qualitative methodology to assess client outcomes.

Twenty-four clients were relocated from residential aged care – 11 into permanent accommodation places, 12 into an interim place, and one transferred to South Australia to reside closer to family.

One hundred and fifty clients received YPIRAC Program, In-Reach and In-Home packages.

Home modifications allow people to remain at home and restore family ties by facilitating people's access to their family home, and 144 clients were referred for essential aids and equipment.

Six licensed residential centres closed in 2009/10, prompting the relocation of almost 100 people into residential aged care facilities or licensed boarding houses. About 70 are being supported in the Boarding House Relocation Program in ADHC-funded accommodation.

People With Disability was appointed to provide advocacy services for people living in licensed residential centres/boarding houses.

An external consultant evaluated the Active Linking Initiative Program. Due to this program's success, funding was extended to June 2012.

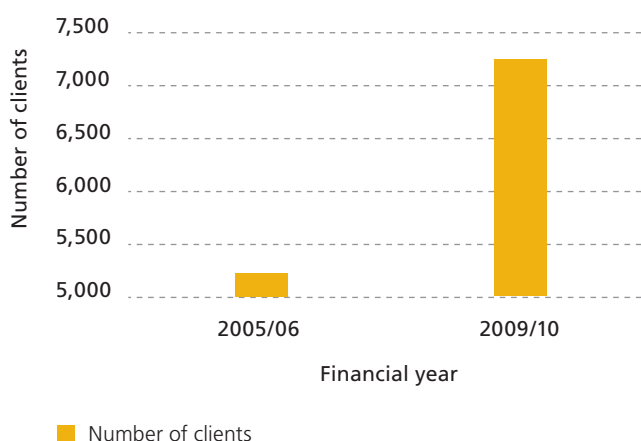
Following a review, the licensed residential centres screening tool was revised and updated. From April 2010, all screenings are now conducted by the Home Care Service of NSW Referral and Assessment Centre.

Progress reports were provided on current pilot and evaluation projects. Drop-in support services were provided to 61 clients, to assist people to live in closer contact with the community and to enable them to achieve independence with appropriate support.

Six clients were placed in the culturally and linguistically diverse drop-in services pilot, with another seven identified for assessment, and one client in interim accommodation. The program is being independently evaluated.

Fifteen clients were placed in the Aboriginal drop-in services pilot, with another 16 identified for assessment and possible placement.

Stronger Together growth in community living 2005/06 compared to 2009/10



* Adjusted for under-reporting in the in-home support category.

Data source: CSTDA MDS/ADHC Client Information System.

A research project began in order to better understand the service implications of the changing needs of people with disabilities as they age. This will lead to the development of strategies to assist people to remain in their homes as they age.

To implement a new staffing and management structure for ADHC-operated accommodation and respite centres, the Community Living Award was agreed with the Public Service Association and is expected to be implemented in October 2010.

A review of special services including co-located group homes and homes meeting clients' additional healthcare needs was completed in 2009/10. The review sought the 'drivers' for the services that used additional hours and to identify opportunities for further development of the 'co-located' group home model, and the 'additional health care needs' models.

A new tool was created to improve the identification of the need for nursing services for clients with specific health needs. This tool allows efficient allocation of nursing staff to clients, and greater flexibility in the design of accommodation services.

The Monitoring and Reporting Tool Accommodation Support was implemented in November 2009 to develop the monitoring and reporting system for accommodation capacity. The policy, released in August 2009, aims to provide a consistent framework to manage requests and vacancies in ADHC operated and funded accommodation support services, simplifying administration for NGO service providers. Our client information system was upgraded to align with the policy, and allow quicker and more efficient matching of people to vacancies.

Emergency response

- 240 clients received emergency response services
- \$16 million was allocated for emergency response services
- 132 clients entered and 62 exited the program during 2009/10
- 124 clients as at 30 June 2010

Being able to support more people with a disability, their families and their carers in a wider variety of circumstances has led to reduced reliance on emergency response funding and fewer abandonments/respite bed blockages. Emergency response services are designed to provide a short-term response to people with a disability who are homeless, or for whom homelessness is imminent. Expenditure reduced by 17 percent between 2005/06 and 2008/09 and continues to do so with 2009/10 and 2010/11 allocations.

Large residential centres

- 1,700 people currently reside in large residential centres
- Over \$39 million was spent on the redevelopment of large residential centres

ADHC retains a number of large residential centres which provide supported accommodation and other services for people with a moderate to severe disability in settings of 20 residents and more.

Under Stronger Together, we are working towards closing these centres, redeveloping some as specialist support centres, including village-style accommodation specialising in aged care.

Construction on the Lachlan Centre redevelopment is underway and due for completion in the first quarter of 2010/11.

Four group homes at Wadalba have opened and former residents of Peat Island Centre have relocated to these homes. Construction of Louisiana Road Village is well underway and is due for completion in the first quarter of 2010/11.

The former Minister for Disability Services, The Honourable Paul Lynch MP, launched the history book *Our Island Home*.

We continued to plan for a range of potential future accommodation options for the residents of Westmead, Rydalmere and Stockton centres.

Development of a new memorandum of understanding to improve opportunities for clients at Tomaree to develop links with the local community also continued.

The NGOs of 14 small and large residential centres began planning with ADHC to identify a range of future potential accommodation options for their residents. ADHC chaired four forums with NGOs to progress plans for the future of the small and large residential centres.

Our results and services continued

Home Care

- Home Care employs over 4,500 staff, provides a total of 3.4 million services to 52,000 Home Care clients and over 3.6 million service hours
 - 47,000 clients received 1.82 million domestic assistance service hours
 - 10,300 clients received 1.54 million personal care service hours
 - 2,200 clients received 250,000 respite care service hours
- The Referral and Assessment Centre received 55,500 inquiries and 23,500 referrals this year, averaging 230 inquiries and 98 referrals each day

The Home Care Service of NSW (Home Care) is the largest provider of HACC services in NSW, and is the only provider to operate across all local planning areas. Home Care has 43 branches in over 110 locations, including eight Aboriginal Home Care branches. The majority of services provided by Home Care fall within three categories: domestic assistance, personal care and respite care.

Home Care is also funded to provide a range of other programs including Veterans' Home Care, Attendant Care and Community Aged Care Packages.

Home Care conducted its third biennial client satisfaction survey in June 2010 and achieved a 95 percent satisfaction rating consistent with previous surveys (96 percent in 2008, and 94 percent in 2006). This very high level of satisfaction was found across all client groups of the 565 clients who participated in the telephone survey.

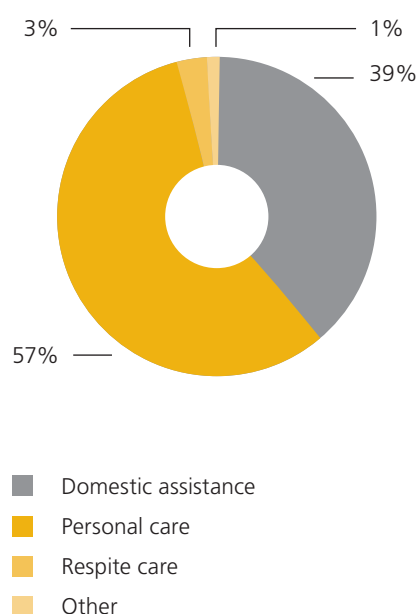
The revised care worker award provisions were implemented and achieved key efficiencies:

- increased number of grade 1 staff now covering 14 percent of grade 1 work
- reduced casual care worker numbers by 63 percent
- achieved over 70 percent of care workers now at their desired levels of work
- successfully piloted new relief care worker positions and reached agreement to implement statewide.

In implementing audit recommendations Home Care established a new approved Panel of Providers, to streamline processes and increase efficiency. The new panel comprises over 90 separate service providers across NSW.

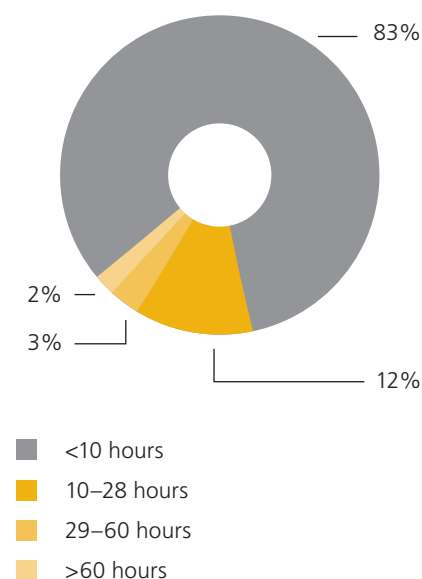
The Home Care directorate, together with our the learning and development unit, established a project that identified Home Care requirements to establish and maintain a learning and development system capable of ensuring the currency of the staff skill base and reflecting the needs of the community and clients.

Number of service visits 2009/10



Data source: Home Care Service of NSW.

Percentage of clients in monthly service hours bands 2009/10



Data source: Home Care Service of NSW.

Aboriginal service development

ADHC is committed to improving outcomes for Aboriginal people. The Aboriginal Employment and Capabilities Framework aims to increase Aboriginal employment to five percent by 2010/11. We are working towards this with the Australian Government Department of Employment, Education and Workplace Relations to create employment opportunities for Aboriginal people through the Indigenous Structured Training and Employment Program.

Across ADHC 74 Aboriginal people took up 12-month appointments as Residential Support Workers. Staff received support to gain a formal qualification in Certificate III in Disability, and cultural mentoring. Of all participants, 93 percent completed the Certificate III in Disability and 16 secured permanent employment with ADHC.

We also seek to employ 16 Aboriginal Trainee Assistants in Nursing.

A three-year Aboriginal Employment Strategy will be launched in the second half of 2010.

Commonwealth Indigenous Cadetships are supported across the agency, including six in our Metro South region and one in the Hunter region. Three Aboriginal trainees completed Certificate III Business Administration in the Northern region.

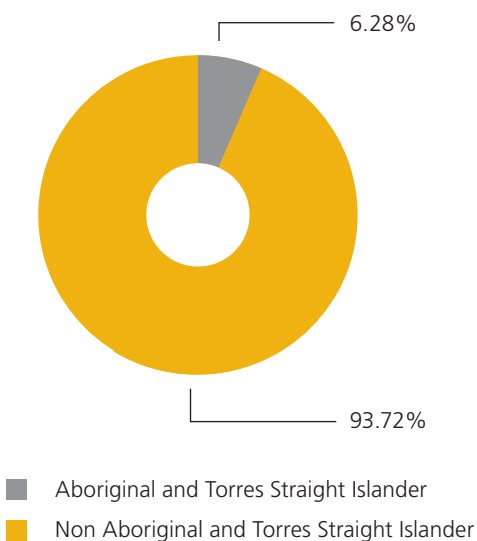
Aboriginal Home Care piloted an innovative trainee program in the Hunter region to assist Aboriginal people to gain qualifications and work experience to enter the community and aged care workforce. The program developed a unique training and mentoring approach to support all aspects of Aboriginal employment.

An external evaluation highlighted the positive impact that formal training and a driver's licence had on participants and supported the statewide implementation of the program to duplicate the unique training and support aspects.

Formal traineeships will continue to be rolled out in partnership with the Australian Apprenticeship Centre with the aim to recruit 80 more Aboriginal staff into Home Care over the next four years.

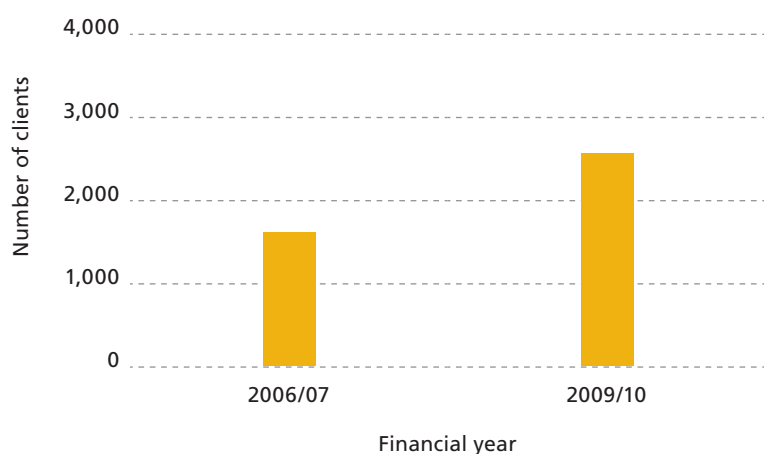
Through community consultations and research, we identified a strategic direction to improve services for Aboriginal people with a disability, their families and their carers in NSW. This led to the development of the Aboriginal Service Delivery Model. The main concepts of the model are to involve an Aboriginal worker throughout the process, individualise the approach as much as possible, and provide flexibility to Aboriginal people with a disability and their families through packaged support. The model will be implemented using a cluster community approach with a trial starting in September 2010.

Breakdown of HACC Home Care clients 2009/10 by Aboriginal status



Data source: HACC MDS 2009–10.

Aboriginal Home Care clients



Case study



Life choices

A new direction in day programs through Life Choices has given adults with a disability the opportunity to manage their own activities and support.

Belinda, in her early 30s, has an intellectual disability and a heart condition. She lives at home with her mother, Roma, who is her primary carer.

'The best thing about the Life Choices program is that Belinda is able to do what she likes most,' Roma said.

Belinda attends art classes twice a week, and a support worker comes to her house to help her get ready. She goes on weekly outings, learns cooking skills and is able to pursue her love of music.

Roma can see the difference the new program has made to her daughter.

'The Life Choices program has improved Belinda's quality of life. The flexible funding option helps Belinda socially while helping our family financially.'

Belinda at an art class at Studio Artes.

'The Life Choices program has improved Belinda's quality of life. The flexible funding option helps Belinda socially while helping our family financially.'

Regions

Having a local presence within local communities is essential in meeting client, family and carer needs. Services to the community are delivered across six regions: Metro North, Metro South, Hunter, Northern, Southern and Western.

Our regions – comparative population, geographical area, staffing

Region	Area (km ²)	Total population ¹	Population aged 65+ ¹	CALD population ¹	Aboriginal population ¹	Estimated number of people with a disability ²	Total staff ⁵
Metro North	6,288	1,807,144	211,764	405,798	17,895	259,008	3,300
			11.7%	24.0% ⁴	1.0% ⁴	14.3%	
Metro South	6,861	2,056,357	247,493	567,212	19,694	314,365	2,400
			12.0%	30.4% ⁴	1.0% ⁴	15.3%	
Hunter	26,302	849,638	138,103	37,814	20,623	154,948	2,500
			16.3%	4.7% ⁴	2.5% ⁴	18.2%	
Northern	140,353	713,619	132,110	22,955	34,147	142,581	1,500
			18.5%	3.4% ⁴	5.0% ⁴	20.0%	
Southern	59,116	549,897	89,578	47,223	13,105	98,878	1,300
			16.3%	9.2% ⁴	2.5% ⁴	18.0%	
Western	564,243	562,344	85,925	18,568	32,623	98,339	1,700
			15.3%	3.5% ⁴	6.1% ⁴	17.5%	
NSW	803,163	6,538,999	904,973	1,099,568	138,087	1,068,173	12,700
			13.8%	18.1% ⁴	2.2% ⁴	16.3%	

Notes:

¹ Total population, population aged 65+, CALD and Aboriginal population are based on ABS Census 2006 data pack release 2.1.

² The number of people with a disability is based on ABS Small Area Estimates of People with a Disability 2003.

³ The NSW total excludes those people without a usual address.

⁴ The percentages calculated for both CALD and Aboriginal populations exclude 'not stated' records from total population.

⁵ Total staff data source: ADHC Workforce Profile.

Regional achievements

- Improved access through reduced red tape, better intake and referral processes and improved case management and therapy functions
- Employed person-centred approaches in service planning and delivery
- Expanded types and numbers of services available and tailored them to individual support needs

- Improved early intervention, therapy and behaviour support functions
- Strengthened the workforce through learning, development and related initiatives
- Increased client choice and participation in designing support programs
- Introduced new models to support independent living and community living
- Worked with Aboriginal communities to improve access and participation in the workforce.

The regions' extensive disability and ageing service system is undergoing further expansion through Stronger Together investments in disability services.

Regions continued

Metro North

Metro North region is very diverse in terms of demography, culture, language, urban density and economic resources, and supports more than 27 percent of the NSW population.

Approximately 14 percent of the Metro North population have a disability and 12 percent are aged 65 years and older. Nearly a quarter of the region's population are from culturally and linguistically diverse backgrounds (CALD) and one percent are from Aboriginal or Torres Strait Islander backgrounds.

Stronger Together investment (\$154.1 million service expansion over four years) in disability services enabled further developments to the disability service system to cater for the region's growing and varied needs for disability services.

Metro North ADHC-operated services

Services		Clients
100	Group homes	450
3	Large residential centres	390
1	In-home support	9
15	Respite centres	640
21	Community support teams	3,000
6	Day programs	100
330,000	Personal care hours	1,600
209,000	Domestic assistance hours	6,300
34,000	HACC respite hours	260

Metro North ADHC-funded services

Organisations		Clients
11	Large residential centres	510
35	Community living (GHs)	810
25	Community living (other)	690
23	Respite organisations	2,000
34	Community engagement programs	1,800
39	Therapy and preventions including early childhood intervention	6,100
141,000	Personal care hours	1,700
163,000	Domestic assistance hours	4,500
167,000	HACC respite hours	1,700

Achievements

- Provided Stronger Together funding for a new After School and Vacation Support service in Cumberland/Prospect and Nepean Local Planning Areas under the Teen Time program giving parents of teenagers with an intellectual disability more respite so they can pursue jobs and study
- Funded the Shared Care Family Support service pilot in Castle Hill to support families with children with an intellectual disability manage behavioural problems
- Developed resources to improve intake processes for young people with a disability and their families and carers
- Implemented new accommodation policy and processes to ensure timely and transparent accommodation vacancy allocation
- Increased equity in access and allocation of flexible disability respite services, with a region-wide centralised intake process for Northern Sydney service providers
- Funded new services for Aboriginal people including an Aboriginal Transport service in Cumberland/Prospect, the first Counselling Support Information and Advocacy service in Northern Sydney and two new Aboriginal Social Support services in the Blue Mountains and in the Hawkesbury for frail older Aboriginal people
- Started a community dieticians' service for HACC clients in Northern Sydney to achieve better nutritional value in meals services
- Funded a centre-based day care service in Hornsby founded on a wellness and wellbeing approach to improve functional independence, quality of life and social participation
- Opened a dementia day care facility in Willoughby and will offer two separate dementia day care services with different service features
- Provided funding for a counselling, support, information and advocacy service for Arabic-speaking people in the Cumberland/Prospect area
- Introduced a scorecard allowing Community Support Teams to monitor their service performance across a range of indicators with multiple performance measures to improve service delivery
- Continued training for staff in person-centred planning, working with refugee clients and piloted a program to ensure better service outcomes for clients with a physical disability and dementia

Challenges for 2010/11

In the coming year the challenges for Metro North are to:

- expand services to target Aboriginal communities in the region and build existing Aboriginal service providers' capacity
- promote person-centred, wellness, capacity-building and restorative care approaches with a focus on improved functional independence outcomes
- roll out a training program to service providers across the region who are working with people with a physical disability and dementia
- ensure availability of a service system that reflects the diverse cultural needs of the region, with special focus on Arabic-speaking communities.

Regions continued

Metro South

Metro South has a population of more than two million people, 16 percent of whom have a disability and 13 percent aged 65 years and over. The region has the highest proportion (30 percent) of its population made up of people from CALD backgrounds and communities.

The region's large, diverse service system is expanding through Stronger Together investment (\$188.5 million service expansion over four years) in services for people with a disability, their families and their carers. In response to the region's diverse profile, a significant proportion of this investment and new services target people from CALD backgrounds.

Metro South ADHC-operated services

Services		Clients
78	Group homes	360
-	Large residential centres	-
-	In-home support	-
13	Respite centres	520
23	Community support teams	2,900
-	Day programs	-
402,000	Personal care hours	2,700
336,000	Domestic assistance hours	9,900
70,000	HACC respite hours	470

Metro South ADHC-funded services

Organisations		Clients
-	Large residential centres	-
28	Community living (GHs)	500
29	Community living (other)	540
30	Respite organisations	2,200
48	Community engagement programs	2,100
44	Therapy and preventions including early childhood intervention	5,500
84,600	Personal care hours	1,100
151,000	Domestic assistance hours	4,000
135,000	HACC respite hours	1,600

Achievements

- Implemented the Case Management Professional Development Project and workshops to assist government and non-government case managers to develop strategies in best-practice support of people with a disability and their families and carers
- Held nine client and carer forums including targeted forums for Aboriginal and CALD communities
- In partnership with Anglicare, held a Vietnamese Carers Forum for over 50 Vietnamese carers of a child with a disability, helping break down cultural barriers and complete referrals on the spot to access services
- Implemented a CALD drop-in accommodation support service in St George, Bankstown, Liverpool and Fairfield resulting in improved access to flexible accommodation support for CALD clients
- Funded the Multicultural Disability Advocacy Association to work with service providers to improve service access for CALD clients
- Helped four people under the age of 25 start as Assistants in Nursing cadets at Summer Hill group homes

- Implemented the Multicultural Respite Network Project with around 150 clients from Russian, Spanish, Khmer, Indian, Middle Eastern and Mandarin speaking backgrounds receiving culturally sensitive and needs-based support services
- Streamlined panel processes for Disability Assistance Packages (Flexible Respite for Older Carers), Flexible Respite (Stronger Together) and Teen Time by combining these programs into a 'Flexible Respite Panel' which reduced complexity and saved time for referrers and service providers
- Implemented workforce promotion and attraction strategies resulting in a 20 percent reduction in vacancies for residential support workers and 26 percent for nurses
- As part of the regional Aboriginal Strategy, increased Aboriginal employee representation by 200 percent and enhanced professional development opportunities
- Used Nintendo Wii technology in group homes to increase the physical and social activity of clients
- Used the Health and Wellbeing Program to raise awareness and engage staff in proactive challenges and activities to improve their health and wellbeing

Challenges for 2010/11

In the coming year the challenges for Metro South are to:

- implement the new Planning and Partnership framework as part of the Industry Development Strategy
- implement the new Funding Management System.

Our Regions continued

Hunter

Hunter region has a population of almost 850,000 people with six percent identifying as having a disability and 16 percent 65 years and older, making it the third largest region in NSW.

There are more Aboriginal people residing in the region (2.5 percent) than in metropolitan areas, however fewer people are from CALD backgrounds (4.7 percent).

With a mixture of urban and rural communities, Hunter is home to approximately 25 percent of NSW boarding-house residents as well as approximately 638 people with a disability accommodated in four large residential centres.

Stronger Together investment in disability services enables further development and expansion of the disability service system across the region. Also, the workforce is undergoing training to improve quality, effectiveness of services and staff wellbeing.

Hunter ADHC-operated services

Services		Clients
38	Group homes	170
4	Large residential centres	640
3	In-home support	43
6	Respite centres	290
10	Community support teams	1,800
-	Day programs	-
167,000	Personal care hours	1,000
187,000	Domestic assistance hours	5,000
20,000	HACC respite hours	150

Hunter ADHC-funded services

Organisations		Clients
2	Large residential centres	37
20	Community living (GHs)	300
20	Community living (other)	480
16	Respite organisations	980
33	Community engagement programs	1,600
23	Therapy and preventions including early childhood intervention	3,200
69,400	Personal care hours	1,200
100,000	Domestic assistance hours	3,600
114,000	HACC respite hours	1,100

Achievements

- Piloted camps for teenagers with low to high support needs and their siblings, providing respite for carers in partnership with Communities, Sport and Recreation as part of the Camps for Teens with a Disability initiative
- Allocated Life Choices and Active Ageing Programs to 86 clients with 31 percent taking up the self-managed model so they could exercise more control and choice over their outcomes
- Developed a centralised intake and allocation process as part of the Teen Time initiative which provides after-school and vocational care to enable working parents of teenagers with a disability meet their work obligations
- Delivered 15 places focused on developing the skills necessary for clients to achieve long-term sustainable community living – five under the Disability Housing and Support Initiative and 10 under the Independent Living Drop-In Support Initiative
- Supported 14 children with challenging behaviour who were at risk of suspension or exclusion from school in their transition years as part of the Stay Connected Project
- Developed plans and purchased a property to relocate clients from aged care facilities to appropriate community accommodation settings
- Established a multidisciplinary needs assessment clinic to enable people with a disability, their families and their carers to simultaneously access a range of Community Access staff, helping reduce the burden on families while also supporting efficient service delivery
- Established a centralised respite allocation process for flexible respite reducing the 'red tape' burden on carers in collaboration with four Central Coast non-government service providers offering flexible respite and using a single application form
- Held Regional Mental Health and Intellectual Disability workshops to improve outcomes across the ADHC, non-government and mental health sectors
- Established, in partnership with the NGO sector, a day care centre for clients with dementia (\$1.2 million) and innovative capital works to meet the changing needs of existing residents (\$7.84 million)
- Provided 15 Aboriginal trainee Residential Support Worker traineeships to encourage Aboriginal people's participation in the ADHC workforce with 10 people successfully completing Certificate III in Disability and now receiving on-the-job training and development
- Established a new staff recognition award to recognise significant Aboriginal staff contribution and a tool was developed to assist regional staff to voluntarily identify as Aboriginal
- Supported the transition of 20 clients from the Peat Island Centre to new community-based accommodation and day program services
- Developed and trialled a menu planner resulting in a significant increase in client participation in meal planning within the group home environment
- Regional clinicians, psychologists and behaviour support specialists completed Triple P Stepping Stones training and accreditation to support families of children with a disability
- Established a Wellness Committee to promote overall staff health and wellbeing

Challenges for 2010/11

In the coming year, the challenges for Hunter region are to:

- increase focus on local, evidence-based planning processes to support strategic purchasing and sector reform activity
- explore options for managing service demand and models of support for families and carers of adolescents with challenging behaviours within an early intervention framework
- integrate a person-centred approach within existing systems and work practices
- improve client access to services through a centralised regional day program vacancy management system in collaboration with our non-government sector partners.

Regions continued

Northern

While Northern region is the fourth largest ADHC region in population size, it is the second largest in area covering an area from Tweed Heads, out to Moree and down to Great Lakes. Twenty percent of the population are people with a disability, approximately 19 percent are aged 65 years and over and five percent are of Aboriginal background. A small proportion of the population is from CALD backgrounds (3.4 percent).

The region has the highest level of social disadvantage in NSW with high levels of social and geographic isolation, separation from family networks and limited social and economic infrastructure.

Stronger Together investment (\$123.3 million service expansion over four years) has meant significant growth into the extensive disability service system in the region.

Northern ADHC-operated services

Services		Clients
26	Group homes	130
-	Large residential centres	-
4	In-home support	31
3	Respite centres	210
9	Community support teams	1,900
-	Day programs	-
180,000	Personal care hours	1,500
301,000	Domestic assistance hours	7,600
38,000	HACC respite hours	340

Northern ADHC-funded services

Organisations		Clients
1	Large residential centres	29
23	Community living (GHs)	240
33	Community living (other)	350
33	Respite organisations	1,400
40	Community engagement programs	890
40	Therapy and preventions including early childhood intervention	2,900
24,100	Personal care hours	790
52,900	Domestic assistance hours	1,800
109,000	HACC respite hours	1,000

Achievements

- Purchased and rolled out 45 new individual day programs, seven disability assistance packages, 38 specialist support packages, 22 Early Start packages, 98 new accommodation places, 10 drop-in places under the Community Justice Program and 64 new Leaving Care places
- 34 carers participated in the My Plan My Choice Older Carers project engaging in the development of support plans and receiving flexible packaging using a mix of traditional and non-traditional supports to enhance their lives and caring role with 26 percent of carers participating in the project being Aboriginal
- Developed a Flexible Support Plan consistent with the Guidelines for Extended Family Support for over 20 children under 18 years and their families using a person-centred approach which prevented children from entering full-time voluntary out-of-home care and enabled them to remain at home with their families
- Undertook planning and support for children under the Minister's care in partnership with Community Services and implemented the new *Mandatory Reporting Guide* as part of the Keep Them Safe initiatives
- 165 people participated in a two-day symposium and explored issues regarding diversity, person-centred thinking and client needs
- Implemented the Futures Planning and Reablement project including a useful guide for carers and commencement of the enabling approach currently being trialled as part of the HACC Better Practice Project in the Clarence Valley
- Provided accommodation and respite service managers with training for improved staff supervision practices to ensure better outcomes for people with a disability
- Improved person-centred approaches through provision of training and development of a resource tool kit for person-centred practices
- Implemented the second pilot program for supporting children and adults with a disability resulting in improved outcomes for people with a disability and staff consistency through understanding of the children's strengths and needs
- Introduced a new Lifestyle Planning Policy to improve focus on individuals and ensure consistency of outcomes for people with a disability
- Implemented a service management efficiency project in Home Care resulting in around \$1 per hour operating cost savings. Streamlined service management will be realised through evaluation of the Branch Operating Model and recruitment of relief care workers will significantly save time.
- Reduced Home Care staff injury through implementation of the Manual Handling Mentoring Project, Individual Striving for Excellence Plans and targeted training
- Implemented the *Case Management Resource Manual* and *Managers Access Operation Manual*
- Started a Managers Mentoring Program to provide staff development opportunities and support succession planning
- Broadened the range of services available through Aboriginal Home Care Service branches

Challenges for 2010/11

In the coming year the challenges for Northern region are to:

- develop and deliver person-centred training and tools to ensure effective implementation within the service system
- improve processes to ensure support based on person-centred practice and level of need.

Regions continued

Southern

Southern region has eight percent of the NSW population and is as diverse culturally as it is geographically.

The region has slightly higher proportions of people with a disability (18 percent), older people (16 percent) and Aboriginal people (2.5 percent) than the NSW averages, and a smaller proportion of people from CALD backgrounds (9.2 percent).

Southern region's diverse disability service system is undergoing expansion (\$71.9 million service expansion over four years).

Southern ADHC-operated services

Services		Clients
41	Group homes	210
1	Large residential centres	16
1	In-home support	12
5	Respite centres	140
9	Community support teams	1,400
3	Day programs	59
111,000	Personal care hours	700
172,000	Domestic assistance hours	4,300
24,000	HACC respite hours	140

Southern ADHC-funded services

Organisations		Clients
-	Large residential centres	-
15	Community living (GHs)	200
11	Community living (other)	190
17	Respite organisations	990
20	Community engagement programs	980
22	Therapy and preventions including early childhood intervention	1,500
48,300	Personal care hours	610
43,000	Domestic assistance hours	1,200
88,800	HACC respite hours	770

Achievements

- Completed the transfer of ADHC day service operations to the non-government sector creating an additional 12 Life Choices and Active Ageing places, five Disability Housing and Support Initiative places were established and 10 drop-in accommodation support places
- The first group home was opened in the Shellharbour area under the Younger People in Residential Aged Care program
- Implemented the final stage of the Area Respite Coordination Groups in the Illawarra and Southern Highlands, allocating 200 Disability Assistance Package respite places to clients and their families
- Developed and implemented a Quality Improvement Framework to assist Community Support Teams improve processes for review of critical and complex cases and referral for person-centred solutions to support clients with complex needs
- Established regional working parties to focus on trans-disciplinary practice and therapy service provision, including establishing an allocation panel for coordinating the sector's response to therapy with the Spastic Centre
- Improved local protocols with Community Services in relation to the Leaving Care Programs and shared clients
- Established a 1300 contact number for referral and intake into services to ensure better access to information, referral and improved efficiency in processing requests
- Implemented a range of quality improvement initiatives targeting client accommodation and respite services as well as Residential Support Workers, including completion of quality assurance reviews in a range of homes and units to inform improvement plans
- Eleven Aboriginal trainee Residential Support Workers successfully completed traineeships

Challenges for 2010/11

In the coming year Southern region continues to face a number of challenges, including:

- managing vacancies and developing service systems for people with a disability who are ageing
- planning for future need and continuing improvements to access and equity to respite
- extending the Action Learning model to therapy staff to explore person-centred and trans-disciplinary practice
- developing innovative processes and tools to manage support for complex and high-risk clients
- extending the capacity of Community Support Teams to adopt action learning as a mechanism for developing practice knowledge.

Our Regions continued

Western

Western region covers almost three-quarters of NSW geographically and only nine percent of the state's population. While this brings its challenges, the region provides a range of services to meet the needs of its broad communities.

The region has close to average proportions of people with a disability (17.5 percent), older people (15 percent), and by far the largest proportion of Aboriginal people in the state (6.1 percent). The region has a small number of people from CALD backgrounds.

Western region's wide-ranging disability and ageing service system is undergoing expansion in disability services (\$81.5 million service expansion over four years).

Western ADHC-operated services

Services		Clients
30	Group homes	150
1	Large residential centres	69
-	In-home support	-
4	Respite centres	150
11	Community support teams	1,500
1	Day program	10
157,000	Personal care hours	1,400
292,000	Domestic assistance hours	7,100
17,000	HACC respite hours	210

Western ADHC-funded services

Organisations		Clients
2	Large residential centres	19
20	Community living (GHs)	360
15	Community living (other)	210
27	Respite organisations	1,100
37	Community engagement programs	770
25	Therapy and preventions including early childhood intervention	2,000
9,100	Personal care hours	350
13,100	Domestic assistance hours	460
64,200	HACC respite hours	560

Achievements

- Established a range of group homes, villa-style accommodation and drop-in support packages providing accommodation support for over 30 clients, young people leaving the care of the Minister for Community Services and those in residential aged services
- Consulted with Aboriginal communities to streamline program effectiveness and improve its reach into isolated Aboriginal communities
- Staff participated in Aboriginal cultural awareness training to better connect with the local communities
- Created an electronic network for all Aboriginal staff to encourage information sharing, workforce development and wellbeing
- Enhanced employment opportunities for Aboriginal people seeking a career in the public sector through establishment of new positions, internal higher duties and job rotation for existing employees
- Implemented the Case Management Policy and Practice Guide and case managers completed person-centred thinking training
- Completed the Case Management Snapshot Project and developed an action plan identifying activities designed to improve quality, equity in case load size, data accuracy and timeliness and use of the client information system
- Completed construction of the third residential facility for clients leaving the criminal justice system with residents receiving drop-in support, flexible support packages, and recreational and vocational programs to improve their independent community living options
- Continued to implement a Care Worker Traineeship program with more than 175 participants in career development programs. Two staff from Ngangana Home Care Branch were sponsored in subjects at Charles Sturt University
- Established nine core competencies for accommodation and respite staff training and began development of e-learning modules
- Established a working party to address staff injuries and time loss, and developed a Regional Improvement Plan, with a workforce management group established to provide staff training support and advice
- Established a centre-based day program, a walkabout club for older Aboriginal clients and an Aboriginal men's program in the Riverina-Murray to further enhance the lives of Aboriginal people and their carers

Challenges for 2010/11

In the coming year the challenges for Western region are to:

- collaborate with the NGO sector to develop innovative models of accommodation support, and responses to client needs
- implement positive Community Living Award in an inclusive and supportive way
- coordinate and develop therapy service delivery across the government and NGO sector
- increase the number of Aboriginal staff and enhance the capacity of staff to work with Aboriginal communities.

Supporting our services

Key data

- ADHC employs more than 13,000 staff with over 10,500 working in direct client services
- Staff were supported by more than 38,000 training attendances
- NSW Seniors Week celebrated its 52nd anniversary with a public event program featuring more than 900 events attended by 300,000 older people across NSW
- The Audit and Risk Committee endorsed 20 internal audits and performance reviews
- While the reduction in registered complaints of one percent appears low, this should be viewed together with the growth in services from the prior year thereby representing a more significant reduction in real terms
- \$145 million was allocated to deliver capital works, including over \$123 million on specialist accommodation support

Our corporate governance approach supports executive decision making and the management of our strategic goals and operational objectives. ADHC is a large complex organisation whose operations are devolved across the state. This year we continued to implement arrangements to ensure that advice, decision-making and implementation oversight reflects a cross-section of the views and responsibilities within ADHC.

ADHC continued to strengthen governance with a structured approach through:

- an Executive to oversee committees, set directions and maintain a performance overview
- an Operational Performance Committee
- a Change Management Group
- Standing Committees based on key infrastructure.

The Chief Executive is responsible for overseeing our governance activities.

Audit and risk committee

The audit and risk committee supports the Chief Executive in performing his duties in relation to ADHC's systems of internal control, risk management, internal and external audit functions and compliance to legislation by providing an independent assessment of the risks facing the organisation and the appropriateness of its controls and mitigation strategies.

The committee's role was reassessed with the establishment of DHS and ensuring compliance with the NSW Treasury Internal Audit and Risk Management Policy for the NSW Public Sector (tpp 09-05).

The committee now consists of three independent members, one of which is the Chair and two ADHC representatives. The committee continues to be chaired by Mr Terry Barnes and Mr John Hunter continues to sit as an independent member. Ms Susan Lenehan was appointed as the third independent member. All independent members have extensive audit and risk committee experience in the public and private sectors. The two ADHC representatives for 2009/10 were Mr Peter De Natris, Executive Director, Community Access and Mr Chris Leach, Regional Director, Northern region.

Highlights

- Supported Aboriginal Residential Support Workers, with 69 participants completing the Certificate III in Disability qualification
- Issued over 6,000 NSW Companion Cards by June 2010
- Increased NSW Seniors Card membership to 970,000 members in May 2010, with 60,000 new Seniors Card members during 2009/10
- Met a revenue target of \$1.7 million for the NSW Seniors Card
- Delivered the *Our Island Home* project with historian Laila Ellmoos
- Opened four group homes as part of the Peat Island redevelopment and relocated former residents of Peat Island Centre to these homes
- Implemented a four-year rolling budget process to program managers enabling activity planning for the current and forward years, early identification of risks and opportunities, and the ability to reallocate and reprioritise funding over a number of years
- Achieved a 97 percent compliance rate with policy, confirmed by our Support Services Governance Program E-tool
- Established 27 new specialist behaviour support positions to enhance Regional Behaviour Intervention Teams
- Spent over \$14 million on learning and development – a further 27 percent increase, following a 120 percent increase in 2008/09.

Audit and risk committee outcomes

The audit and risk committee met six times in 2009/10 including two meetings to review and endorsed ADHC's financial statements for 2008/09.

Four meetings considered regular business including financial policies governance, progress against the internal audit program, the status of implementation of audit recommendations (305 critical/high and 44 moderate/low recommendations), the Risk Management and Compliance Frameworks, the Support Services Governance Program, fraud and disciplinary matters and progress with major projects undertaken across ADHC.

The committee monitored ADHC's implementation of the 'Internal Audit and Risk Management Policy for the NSW Public Sector'. Significant achievements included enhanced risk management processes, finalisation of the Internal Audit Manual and improved processes for performance review of the audit and risk committee and internal audit function.

During 2009/10, 24 internal audits and performance reviews were endorsed by the audit committee. Significant risk exposures addressed included:

- Fraud and Corruption Prevention Policy and Plan
- Business Continuity Management Policy and Plan including pandemic management
- Risk Management Policy, Procedures and Reporting Framework
- compliance with Child Welfare and Reporting legislation
- phased project review of design of Funding Management System – replacement system for grants management
- compliance with Privacy legislation
- Policy Governance Framework – to support improved accountability for policy development, implementation and compliance linked to risk management, compliance and performance frameworks.

Internal monitoring and financial control

The audit and risk committee has ongoing oversight of the implementation of the risk management framework and will monitor ADHC's compliance with legislative obligations. Risk management, compliance and internal audit matters have been considered and addressed at each audit and risk committee meeting during 2009/10.

The committee considered the internal controls and the efficacy of recommendations made in a number of internal audit reports on internal financial controls in place across the organisation. The committee also considered the status of the implementation of management actions to mitigate material business risk across the organisation. Although some weaknesses in internal monitoring and control were identified by internal audit, the committee assessed these issues as not having a material impact on the accuracy of the financial statements for 2009/10.

The committee considered and made a determination on the propriety and accuracy of the financial statements year ended 30 June 2010, recommending the Chief Executive sign their release.

Fraud and corruption prevention

Effective fraud and corruption prevention is an important part of ADHC's risk framework to ensure a high quality service to all clients. ADHC is committed to minimising the risk of fraud and corruption and as part of this commitment we:

- adopt a zero tolerance position with respect to fraud and corruption
- vigorously investigate all matters concerning suspected fraud and corruption
- provide avenues by which concerns of suspected fraud and corruption can be reported anonymously and handled professionally
- ensure all matters are handled in accordance with procedural fairness.

Corporate communications

The Corporate Communications Unit (CCU) provides support to ADHC with:

- Communications: including the coordination of six websites, a large intranet, staff newsletter and stakeholder e-newsletter. In 2009/10 CCU continued to implement communication strategies to support the closure or redevelopment of ADHC's large residential centres including the communications strategy to support Peat Island residents, families and staff.
- Major events: Each year, ADHC has several core event programs, public awareness campaigns and Ministerial and ADHC events. Event highlights for 2009/10 included International Day of People with a Disability, the Premier's Christmas Gala Concert and NSW Seniors Week.
- NSW Seniors Card Program and NSW Companion Card Program: Seniors Card is a statewide program for eligible seniors that entitles card holders to NSW Government funded public transport concessions and discounts on thousands of goods and services. The Companion Card Program is delivered by National Disability Services with contract support from ADHC. Companion Card is a not-for-profit statewide program for people with a disability who require attendant care support and are otherwise required to pay two admission and/or booking fees, one for themselves and one for their companion.
- Giving Pays – ADHC's Workplace Giving Program: Staff continued to support 10 partner charities through Giving Pays, through their pre-tax salary. Launched in April 2009, program growth continued and achieved 2.75 percent participation with staff now pledging \$136,062 annually.
- Delivered the *Our Island Home* project with historian Laila Ellmoos.
- NSW Seniors Card met its revenue target of \$1.7 million.

Supporting our services continued

Strategic human resources

More than 10,500 or 79 percent of our staff work in direct client services including 5,581 (42 percent) in Accommodation and Respite, 1,137 (eight percent) in Community Access, and 3,873 (29 percent) in Home Care services.

A strong workforce is important and we have undertaken several initiatives to develop our capacity to meet the growing demands of the sector. We operate in a complex employee relations environment with its own Awards including for disability support, nursing staff and care workers. Specific agreements have been established for nurses, care workers and skilled trades staff and we negotiated a new staff structure for group homes, respite centres and in-home support.

We are working to advance cultural change by positioning staff at all levels along a continuum of development through a comprehensive strategy which includes targeted programs that support and develop our workforce at each level and are aligned with organisational objectives. Highlights include:

- Aboriginal Residential Support Worker Program – 69 participants completed the Certificate III in Disability qualification
- Diploma in Community Services (Case Management) – 100 ADHC staff completed the diploma using a Recognition of Prior Learning process
- strengthened the learning and development culture
- created core skills development priorities and solutions for ADHC staff
- over 100 ADHC staff are completing a national qualification through the Productivity Placement Program
- over 38,000 training attendances
- over \$14 million spent on learning and development.

We are committed to a systematic approach to Occupational Health and Safety (OHS) management given the risk profile of its workforce involved in direct care of clients.

Highlights of 2009/10 include:

- facilitating the Disability Safe Program, an OHS and injury management resource for the disability sector
- developing the Best Practice Guidelines for Manual Handling Risk Management in Disability and Community Care to provide practical assistance to disability and community service organisations on managing manual handling risk
- launching the website on Work Safety – Providing Care in the Home, as part of ADHC resources available to the HACC sector
- developing and implementing improved strategies and systems for greater integration of OHS and Injury Management practices across ADHC, including:
 - piloting online learning programs in OHS Leadership Fundamentals for line managers and OHS Fundamentals for new starters
 - introducing manual handling mentor program across Home Care services to support care workers to convert manual handling training into safe work practices in the client's home.

Further details on our OHS performance can be found in the appendices of this report.

Workforce Management provides strategic and operational expertise in human resource matters, organisational design and change management. During the year this unit managed the implementation of redeployment programs as a result of re-alignments including re-auspice of day programs to the NGO sector, Behaviour Intervention Service, Therapy Reforms, Community Living Award, Peat Island and Lachlan redevelopments. The unit also implemented national criminal record check processes for all funded service providers.

Our current and future workforce needs are met through a continuous process of matching workforce requirements to organisational objectives and a framework that links workforce planning decisions to our plans and budgetary resources. During the year we launched the carecareers website which brings together employment opportunities from employers across the sector and provides information on working in the sector.

Ninety Aboriginal trainees were recruited as part of our Aboriginal Employment Capability Framework and 20 cadets as part of the NSW Public Sector Cadetship program JumpSTART NSW.

We also rolled out a new performance management system, Striving for Excellence, with a trial involving 600 staff. Work continued to promote ADHC as employer of choice through the Enjoy Making a Difference brand and representation at career expos and an ADHC Disability Employee Network was established to provide peer support to employees with a disability and consult with ADHC in meeting the Employment Charter.

Improving specialist services

The Office of the Senior Practitioner (OSP) provides practice leadership for therapy, nursing and behaviour support services, and delivers specialist services and practice improvement for clients with complex needs and challenging behaviour. The OSP is comprised of three specialist services and a policy and practice team.

The Statewide Behaviour Intervention Service (SBIS) is a specialist service providing clinical consultation and training to clinicians and care-givers working with people of all ages who have intellectual disability and who present challenges. The service also conducts research into topics to advance understanding and practice in the area of intervention for challenging behaviour.

Practice leaders in physiotherapy, occupational therapy, speech pathology, nursing and psychology collaborate with universities and industry bodies to determine a set of skills and knowledge to assist new graduates to be work-ready for the disability sector.

Funding was secured to enhance Regional Behaviour Intervention Teams to establish 27 new specialist behaviour support positions.

Strategic asset management and procurement

The Strategic Asset Management and Procurement directorate is responsible for providing our strategic direction, budget and operational framework to:

- plan and execute the capital program
- manage property assets
- manage leased office accommodation
- manage vehicle fleets
- execute procurement functions.

NSW Treasury authorised expenditure limits of over \$145 million to deliver ADHC's capital works program, an increase of \$37 million on the prior year. The program included a large specialist accommodation component with total expenditure of over \$127 million. Our planning cycle was documented and aligned to ADHC and NSW Treasury's expectations on process, timeframe and content.

A program to fit reverse parking sensors and cameras to all Client Transport Vehicles was completed, providing a safer operating environment for staff and clients and anticipated reduced insurance costs. Late-return lease penalty costs were also reduced by closer monitoring and reporting.

A priority model, escalation protocols and authority levels were established to manage reactive maintenance for community living homes via Businesslink.

During the year we formulated an enhanced procurement framework based on simplified documentation which included Guide Notes to assist officers at local levels perform procurement. We also prepared NGO Capital Funding Asset Delivery Guidelines, a guideline for NGOs to deliver ADHC-funded facilities.

The State Property Authority reviewed office accommodation with a report to the Government Asset Management Committee. ADHC has full use of Businesslink for office lease negotiation and fit-out activities.

We are also working to improve environmental performance. Further details can be found in the appendices of this report.

Asset performance audits were completed for all ADHC Group Homes to support future asset planning.

A Section 170 Heritage and Conservation Register was established that complies with the requirements of the NSW *Heritage Act 1977*. This register includes 18 properties with heritage significance.

Supporting our services continued

Strategic finance

ADHC operates in a complex service delivery environment under the auspices of several funding frameworks. With a budget of more than \$2.3 billion of recurrent and capital funding, robust fiscal management is required to ensure effective delivery of financial resources to both ADHC-operated services and NGO service providers.

Strategic Finance is responsible for the effective management of our statutory financial reporting and governance services, strategic budget development and financial performance management, and contract administration and payment of \$1.5 billion in grants to NGOs. Strategic Finance supports central office directorates and regions through effective financial planning and budget performance management.

This year we significantly strengthened our financial planning framework and improved the knowledge and use of financial systems and processes throughout the organisation. Highlights in 2009/10 included implementing a four-year rolling budget process to program managers enabling activity planning for the current and forward years, early identification of risks and opportunities, and the ability to reallocate and reprioritise funding over a number of years.

A comprehensive gap analysis was undertaken of financial policies, processes and procedures in readiness for the development in 2010/11 and work was undertaken to provide hands-on training for ADHC managers and other users of SAP Finance.

Information, communications and technology

Benefits were realised from the substantial investment made in foundation corporate systems over previous years. This consolidation phase focused on improving the client intake and assessment process to allow decisions to be made more rapidly and services to be provided that more closely match client needs.

Extensive planning, benchmarking and investigation took place during the year to ascertain the best way to extend our client information system and service provider portal and provide an industry standard e-business channel to interact with external service providers. Improvements made over the past year to client information system usability improved the quality and currency of the data that the system provides.

Development continued on a new Funding Management System (FMS) in 2009/10. FMS is an IT system designed to provide an integrated solution for the management of funding provided to the NGO sector. Service providers will be able to access documents related to their funding agreements in a more user-friendly format when the system is introduced.

An electronic records and document management program continued and an action plan improved compliance with critical aspects of the *State Records Act 1998*. Achievements include new record management policies and procedures, improved storage and retrieval of records, improved security for high-risk business functions, increased staff training and improved audit, backup and recovery tools to improve quality, business continuity and disaster recovery.

Governance and assurance

Governance and assurance supports the delivery of high quality, ethical services, and maintaining the wellbeing of our staff and clients through independent assurance, governance and risk management programs.

Internal audit brings a systematic and independent approach to monitoring the effectiveness and efficiency of risk mitigation, control and governance processes. Its primary role is to provide objective independent assurance to our executive team and audit and risk committee about areas of highest business risk and assist management to advocate for improvements to service delivery and business processes.

Our internal audit function is provided by a combination of in-house and outsourced resources. The Audit and Improvement Unit delivered projects identified in the 2009/10 Internal Audit Plan.

Our employees are responsible for ensuring their conduct is professional at all times. However, in view of the vulnerable and challenging nature of our client group, allegations regarding the conduct of our employees will, from time-to-time, be raised. All allegations about the conduct of employees are taken seriously, with standard procedures in place to respond to these.

Serious matters requiring a formal disciplinary response or notification to the NSW Police Force, the NSW Ombudsman or the Independent Commission Against Corruption (ICAC), are referred to our Ethics and Professional Standards Unit (EPSU). The EPSU coordinates our statutory reporting obligations to ICAC and the NSW Ombudsman, and is responsible for the investigation of all allegations of reportable conduct (by an employee towards a child or young person).

ADHC financial ratio analysis 2006/07 to 2009/10

	2006/07 \$'000	2007/08 \$'000	2008/09 \$'000	2009/10 \$'000
Net cost of services	1,716,179	1,836,144	2,052,009	2,208,407
Net assets	526,473	588,169	647,182	744,213
Cash balance	16,025	27,567	58,059	66,016
Current ratio	0.73	0.81	0.95	1.20

This year, the EPSU received 364 reports about employee conduct:

- 55 employees were the subject of formal disciplinary action and of these 28 cases resulted in disciplinary or remedial action, four employees were dismissed, one was directed to resign and one received a salary reduction
- 22 matters were referred to ICAC concerning allegations involving possible corrupt conduct, mainly involving misuse of client or ADHC finances
- 13 employees were the subject of allegations of reportable conduct notified to the NSW Ombudsman, including two that involved reportable allegations involving children outside the workplace.

The EPSU works closely with the NSW Ombudsman's Child Protection Team to ensure that reportable allegations are managed to a high standard.

Risk management is a fundamental element of good governance and management practice. Because our employees work with vulnerable clients, in people's homes and other sensitive environments, client and employee welfare needs to be protected. To oversee and manage operational and strategic risks, an annual review was completed of our corporate risk profile.

This year the Risk Management and Oversight Unit:

- completed the Risk Management Policy, further integrated risk management and business planning, and improved risk reporting to the executive team
- updated business continuity management through business impact assessments of key business processes to define the scope of business continuity plans
- released a revised Business Continuity Management Policy, Crisis Management Plan and Pandemic Strategy and provided business continuity planning training to 165 staff in 22 locations

- completed the Annual Compliance Certification to assist the Chief Executive in providing assurance on the identification and management of legislative compliance risks as part of our Corporate Compliance Framework. Our compliance register contains 98 legislative instruments we either administer or must comply with. This year the register included an extra 75 regulatory or reporting requirements
- reinforced and tested compliance with key elements of ADHC corporate policy using an e-tool rolled out in August 2009 and February 2010 to 27 business units and 450 staff and supported by training to over 200 staff. The tool showed an overall compliance rate of 97 percent. Further, improvements to systems capability, question and verification processes and supporting policy and systems were explored
- monitored high and emerging risks across ADHC to inform our corporate risk profile and risk register, strategic directions and planning priorities, internal audit planning priorities for the 2010/11 Internal Audit Plan
- in conjunction with the Internal Audit program assisted with the conduct of an ADHC-wide fraud risk assessment to identify fraud and corruption risks and mitigation strategies and release of our Fraud and Corruption Prevention Policy and Plan.

Law and justice

The Law and Justice Directorate provides input and advice on strategic research and planning as part of ADHC's responsibilities to develop a robust service system and to ensure services are developed in line with whole-of-government policies. These responsibilities are underpinned by the principles as stated in the *Disability Services Act 1993* and strengthened by the UN Convention on the Rights of Persons with Disabilities (CRPD), ratified by Australia on 17 July 2008.

During the year, the team played an active role in law reform and legal policy research, suggesting amendments, advising or commenting on amendments to legislation and regulations, inquiries and review.

Evidence-based development

ADHC is committed to ensuring research, evaluation and data reporting contribute to the overall efforts to achieve evidence-based program planning, policy and service delivery.

Research and evaluation within ADHC contributes to the achievement of improved outcomes through better understanding client needs, supporting the development of appropriate responses, and promoting continuous improvement.

In 2009/10, our investment in research totalled almost \$4 million. Thirteen evaluation projects were completed during the year, with a further 36 projects in progress or planned. A report was released on people with a disability and carers based on 2006 Census data. This report will assist policy makers to understand the characteristics and socioeconomic situation of people with a disability and their carers, enhancing the evidence base to better plan and develop service strategies.

A data-sharing workshop was held to promote awareness of the availability of a wide range of data sources and to enhance data analysis capacity and the effective use of evidence in program and policy development within the agency.

This year saw a focus on the implementation of new national reporting requirements to measure progress in meeting the National Disability Agreement objectives.

Further detail on research can be found in the appendices of this report.



5.

Businesslink

It's rewarding to see the seven agencies come together as one department. Providing shared services means staff can focus on their core business while we look after the delivery of corporate services.

Manny is an IT specialist with Businesslink providing shared services to staff across the Department of Human Services.

Message from the Chair

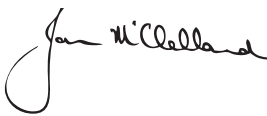
In July 2009 the formation of the Department of Human Services (DHS) resulted in a number of important changes for Businesslink:

- the number of agencies being supported increased with the addition of Juvenile Justice, Aboriginal Affairs and the Aboriginal Housing Office
- the supplier of its public sector workforce changed from the Department of Services, Technology and Administration to DHS
- DHS commenced a program of reform consistent with the Government's broader corporate services reform agenda.

These changes have enabled Businesslink to build on its record of achievement to date in delivering shared corporate services and to focus on achieving further operational and cost-efficiency improvements through consolidation and standardisation of products and services. This then frees up resources for agencies to provide services to vulnerable and at-risk members of the NSW community.

I am very pleased to report that Businesslink has delivered another strong result for 2009/10, continuing to improve service delivery and value for client agencies. Over the past year we have worked to achieve the objectives set out in our Statement of Business Intent, ensuring that clients have access to a range of suitable and cost-effective products and services. Sound corporate governance and control frameworks are in place, and are operating as designed and subject to independent oversight and review.

I look forward to continuing to strengthen and grow Businesslink's capacity to provide the depth and breadth of shared services and products to support DHS in delivering critical services to its clients in the community.



Jan McClelland
Chair, Businesslink Board

Managing Director's foreword

Two significant events shifted Businesslink's corporate focus in 2009/10 allowing us to embed a leadership culture and continue our growth as a leading shared service provider. These events have opened the way for us to significantly improve services to DHS and drive cost efficiency.

The first change was the creation of DHS in July 2009, followed by the development of the NSW Government's *Blueprint for Corporate and Shared Services*, which outlined new whole-of-government directions for the delivery of corporate and shared services. These changes shifted our focus to providing services to a broader range of client agencies in DHS.

The second event was the launch of Businesslink's cultural change and strategic leadership development program, which focused on raising our service standards and quality through staff development, empowerment and enabling leadership. The combination of these two initiatives has allowed us to take a targeted focus on service improvement and operational effectiveness. We are now in a better position to empower our leadership team and engage staff in the reform process as we drive successful outcomes for our clients.

The creation of DHS saw three agencies added to our portfolio – Aboriginal Affairs, the Aboriginal Housing Office and Juvenile Justice. During the year work began to prepare for their transition to Businesslink services during 2010/11.

During the reporting year, Businesslink successfully maintained constant prices (including absorbing consumer price increases) for the fourth consecutive year, met our financial performance targets and achieved our fiscal goals. This year has seen increased focus on quality of service and demand management, which has resulted in improvements in client relationships and a slowing of growth in the number of services accessed.

We have been active participants in establishing the new department. The refocused priorities established for the coming years will enable us to progress forward as we simplify, standardise and automate core business functions and processes. I would like to take this opportunity to thank the DHS Executive and staff for the positive relationships and cooperative approach to service delivery improvement, as well as commend and thank the staff of Businesslink, whose skill and dedication have allowed us to achieve continuous improvement and service delivery successes.



Albert Olley
Managing Director, Businesslink

Overview

As a company under the **Commonwealth Corporations Act 2001**, Businesslink submits a separate report to its shareholders and Parliament. This chapter provides a brief summary of the work Businesslink has undertaken for the department during the year so information can be read in the context of the whole department.

For further details on the performance of Businesslink, a full copy of the Businesslink Annual Report 2009/10 can be found at www.businesslink.nsw.gov.au

Who we are

Businesslink is a shared service organisation whose purpose is to provide cost-effective and efficient services to the Department of Human Services (DHS). DHS procures shared services from NSW Businesslink Pty Ltd (Businesslink) under a Service Partnership Agreement.

Businesslink was incorporated on 28 June 2004 under the *Commonwealth Corporations Act 2001* and originally delivered shared corporate services to Ageing, Disability and Home Care, Community Services, and Housing NSW.

What we do

Businesslink provides an extensive range of information technology, finance, human resources, facilities management, project and business support services to DHS, which employs over 23,000 staff across more than 800 sites.

Businesslink uses a mixture of public service, agency and temporary staff and contractors to provide services to its clients. Businesslink procures its public sector workforce from DHS under a contract for the supply of personnel.

Our stakeholders

In 2009/10, Businesslink provided shared services to agencies within DHS:

- Ageing, Disability and Home Care
- Community Services
- Housing NSW
- Juvenile Justice.

Aboriginal Affairs and the Aboriginal Housing Office began the transition to Businesslink towards the end of the financial year.

Businesslink's shareholders are the NSW Treasurer, Minister for Community Services, Minister for Housing the Minister for Ageing and the Minister for Disability Services.

Governance and direction is provided by its Board of Directors:

- Jan McClelland, the independent Chair
- Albert Olley, Managing Director, Businesslink
- Jennifer Mason, Director General, DHS
- Jim Moore, Chief Executive, Ageing Disability and Home Care
- Mike Allen, Chief Executive, Housing NSW.

Our performance

Highlights

During 2009/10 Businesslink heightened its focus on business improvement and formalised processes and cross-functional capabilities in order to:

- reduce costs
- identify and coordinate process improvement
- ensure legislative compliance
- increase customer satisfaction
- improve efficiency and overall performance.

Over the past year, Businesslink has provided support to DHS agencies and staff in a number of key areas:

- supported Community Services' Fostering NSW campaign for 10 weeks from late April 2010
- completed a benchmark study on product prices, service levels and customer satisfaction that revealed 80 percent of benchmarked products were within or below the market range
- completed 172 projects for DHS agencies in the areas of property refurbishments and IT system improvements
- reduced the number of manual interventions and employee entitlement requests for services through better information and process improvements, representing cost savings of \$1.793 million
- changed payment methods, resulting in total savings of \$1.14 million within the accounts payable functions
- maintained and supported 14,261 personal computing devices
- provided and managed 188,993 gigabytes of data storage on behalf of DHS agencies
- hosted, supported and maintained 190 databases for systems critical to the supply of services and the operation of DHS agencies
- hosted and maintained 474 services on which DHS client systems operate.

Service delivery support

During the year Businesslink partnered with agencies to deliver initiatives which supported frontline services. This included working with Community Services to support:

- the Fostering NSW campaign, launched in April 2010, by supporting the Fostering NSW website, and maintaining their partner non-government agency websites and the 1800 Foster Care number
- the recruitment and assessment of community members to take up roles as foster carers through a new CarerLink system which is helping to reduce the lead-time to assess and authorise new foster carers.

Delivering projects

During 2009/10, 172 projects were successfully completed by Businesslink for DHS agencies in the areas of property refurbishments and IT system improvements. As at 30 June 2010, 148 projects were in progress.

During 2009/10, key projects delivered by Businesslink included:

- completion of the migration of servers from the obsolete Liverpool computer room to new leased facilities
- undertaking storage consolidation and virtualisation
- centralising data backup
- managing the print service pilot for Housing NSW
- undertaking work for SAP projects including time sheets, purchased leave and annual leave notifications, support enhancement packs and contract work timesheet automation.

Delivering new services

During 2009/10, Businesslink became the provider of key operational information technology (IT) assets used by staff in DHS agencies. Managed Desktop Computer, Managed Print Service and Managed Voice Over Internet Protocol (VOIP) telephony products were implemented. These will deliver an end-to-end service for the procurement, implementation, maintenance and replacement of these assets, removing the need for DHS agencies to procure these assets individually.

A Funding Management Service was initiated for Ageing, Disability and Home Care. This service implementation is a new way of doing business for Businesslink, with staff playing a vital role in understanding funding management business activities of the agency and adopting and translating these activities into new Businesslink transactions and services that can be provided back to the agency.

This change will lower the total cost of ownership and enable effective management and utilisation of office-based IT assets.

Case study



Better access to housing assistance

The Housing Pathways system, launched in April 2010 and supported by Businesslink, has made it easier and fairer for clients to apply for housing assistance.

In the past, clients had to fill out different forms for Housing NSW and community housing providers, and applicants were placed on separate waiting lists with each provider. Now there's one form and a central register. Clients can receive an update on the progress of their application or update their details with any provider.

A dedicated Businesslink helpdesk responds to all Housing Pathways IT inquiries from community housing staff. In the three months to June 2010, Businesslink responded to 924 inquiries and resolved 98 percent of these.

According to Hume Community Housing Association Manager Hayley Austin, the Housing Pathways system is much more client focused.

'It's a simpler way to apply for housing assistance,' she said.

Applying for housing assistance through Housing Pathways is now easier for clients thanks to a partnership approach between housing providers and support from Businesslink.

'It's a simpler way to apply for housing assistance.'

Our performance continued

Continuously improving services

Businesslink works with DHS agencies to improve processes and reduce consumption and cost of services. Examples of the improvement gains achieved during 2009/10 include:

- reducing the number of manual interventions and employee entitlement requests for service through information and process improvements – these changes resulted in a reduction of 12 percent or 36,107 events in 2009/10 compared to 2008/09, representing cost savings to DHS of \$1.793 million

- changing purchasing and account payment behaviours to reduce the number of invoices for processing, increasing the number of electronic payments and reducing the number of manual cheques issued. These changes have seen a reduction of 10 percent or 31,435 in the number of invoices processed for a cost saving of \$886,000

There has been a reduction of 23 percent in the number of manual cheques issued but no material change in the volume of electronic funds transfers for payments. The net saving achieved through changing the payment method was \$253,000 for a total saving to agencies of \$1.14 million from improvements within the accounts payable functions.

'The majority of Businesslink products are priced within market range and in some cases substantially lower.'

Payroll and employee support events

2008/09		2009/10	
Number	% change	Number	% change
308,855	4	272,748	-12

Accounts payable

	2008/09		2009/10	
	Number	% change	Number	% change
Invoices processed	308,908	-2	277,473	-10
Invoices paid by cheque	142,672	-3	110,244	-23
Invoices paid by electronic funds transfer	233,125	4	234,627	1
Percentage of invoices paid by electronic funds	75		85	9

Delivering services efficiently

In addition to providing new products and driving efficiencies, Businesslink continues to manage and service significant levels of activity across the whole business. On behalf of DHS agencies, as at 30 June 2010, Businesslink:

- maintained and supported 14,261 personal computing devices
- provided and managed 188,993 gigabytes of data storage (compared to 139,102 gigabytes in 2008/09)
- hosted, supported and maintained 190 databases for systems (compared to 145 in 2008/09)
- hosted and maintained 474 servers on which client systems operate (compared to 484 in 2008/09).

In providing these services Businesslink proactively invested in tools and capabilities to reduce the level of underlying assets and costs required to provide these services.

During 2009/10, significant effort was undertaken to implement virtualisation technology allowing Businesslink to maximise the number of databases able to be provided and minimise the investment in server assets required to provide these services.

Price benchmarking

In November 2009, a study was commissioned that benchmarked Businesslink against selected peer organisations in the areas of product prices, service performance standards, and customer satisfaction. The main findings of the *Businesslink 2009 Benchmark Study Report* were:

- the majority of Businesslink products are priced within market range and in some cases substantially lower. Many prices have remained static in nominal terms, or even decreased, since 2007. Given wage rises and the effect of the consumer price index during this period, the static price levels have provided a real price reduction of 5.7 percent
- prices are toward the higher end of the market for the accounts payable end-to end process, payroll runs, fleet management and salary sacrifice management. These products are being re-engineered to reduce their costs and bring the prices in line or below their peers
- Businesslink performed comparably or better than peer organisations in relation to service standards, except in the delivery of finance services and IT services. Products where prices were higher than those of peer organisations are the focus of service quality improvement initiatives
- customer satisfaction for products and services was generally slightly higher than experienced by peer organisations, particularly in finance and payroll services. It was noted that Businesslink charges higher prices than the peer market in these areas

- customer satisfaction levels were lower than experienced by peer organisations in IT on-site support, human resources advice and recruitment services. The study noted that Businesslink charges prices significantly lower than the peer market in these areas.

This study provided Businesslink and DHS with assurance that pricing is competitive with the peers reported in the study, and highlighted areas for future improvements.

Customer satisfaction

Businesslink surveys staff across all areas of DHS every 18 months. The last survey (January 2009) showed improvement in the quality of services being received and reinforced Businesslink's continued focus on improving services to meet its corporate objective of moving from a good rating to a great rating by December 2012.



6.

Community Services

Thanks to help from the Young Parents Program, I'm confident I can do everything I need to for my child.

Cathy* is part of the Red Cross Residential Young Parents Program funded by Community Services. It is a three-phased accommodation, support and education program for young women who are pregnant or have a child, and are homeless or require intensive support.

**Models appear in photograph*

Message from the Minister

In January 2010, the *Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009* was proclaimed – a major milestone in the journey towards a better child protection system.

The legislation and associated reforms aim to address child protection concerns earlier and provide services to help prevent children from entering or escalating within the child protection system.

Since January, there has been a reduction for the first time in the number of reports to the Child Protection Helpline. Contributing factors include the introduction of the world-first *Mandatory Reporter Guide* to help with decision-making about child protection concerns, the raising of the child protection reporting threshold, and the introduction of child wellbeing units in other government agencies to provide advice and assistance to mandatory reporters, who initiate around 75 percent of reports to the Helpline.

More than 26,800 mandatory reporters attended information sessions about the new system this year, and a Keep Them Safe support line was established in January for six months to provide advice to non-government mandatory reporters.

Community Services' Annual Report details the progress the agency has made over the past year across all its areas of responsibility, as well as the unprecedented level of partnership with other government and non-government agencies that is being built as part of the Keep Them Safe reform program.

I commend and thank all Community Services staff for their work in implementing a wide-ranging reform program and providing frontline services for children, families and communities across the state.

I also wish to acknowledge the commitment of the non-government sector, without whose support and input such momentous changes could not happen.



Linda Burney MP
Minister for Community Services

Chief Executive's foreword

This has been a year of significant change and achievement for Community Services.

A key focus for us this year has been cultural change – finding new ways of working together with other government and non-government partners.

Keep Them Safe is based on the principle that child protection and child wellbeing is everybody's business. Embedding this principle in our day-to-day business means changing the way we work within the agency and moving to a more collaborative approach to child protection across the sector.

During the year, I conducted a number of culture change workshops with internal and external stakeholders as part of a process of developing Community Services' five-year cultural change strategy.

Consultative processes with the non-government sector have been established over the year to inform out-of-home care contract reform, service system re-alignment, and the evaluation of Brighter Futures.

Projects such as Fostering NSW – the first-ever multi-agency foster carer recruitment campaign – have already been a great success.

This report sets out the performance of Community Services against our objectives during 2009/10. Demand for our services continues to be high, and we perform a wide range of functions, from statutory child protection, early intervention and provision of out-of-home care, to community development, disaster welfare, and funding and regulation of children's services.

The formation of the new Department of Human Services, together with our focus on sector-wide collaboration, will continue to strengthen our capacity to deliver high-quality and responsive services to the children, families and communities of NSW.



Annette Gallard
Chief Executive, Community Services

Overview

Who we are

Community Services works with non-government organisations, other government agencies, the community and the public to keep children safe from harm and provide support to vulnerable families. We fund or provide services which help make communities more resilient and invest in prevention and early intervention strategies which help families deal with issues before they become crises. Statutory child protection services help keep children safe from significant harm, while out-of-home care (OOHC) services look after children who cannot live at home.

What we do

The key responsibilities of Community Services are:

- providing protection for children at risk of significant harm
- providing early intervention services
- providing funding, accommodation and support services for children and young people who can no longer live at home
- funding and regulating children's services such as preschools and day care centres
- coordinating recovery services to help people affected by disasters
- offering community support services to help homeless people and families move to independent living.

Our stakeholders

Our stakeholders include:

- children and young people in need of care and protection
- families and communities needing help and support
- service providers and local, state and Commonwealth government agencies
- research organisations, universities, students, the media and the public (who collaborate on or receive the agency's data and research findings)
- public users of our information services.

Highlights

In 2009/10, Community Services:

- responded to 32 natural and other disasters across NSW, and worked with government and community agencies to enhance training and coordination
- supported more than 2,500 vulnerable young people with problematic drug and alcohol use through the Getting It Together Program
- received 256,088 reports at the Child Protection Helpline from mandatory reporters such as police, teachers and health workers, as well as the public
- received more than 23,000 calls to the Domestic Violence Line
- provided \$83 million to more than 900 services and projects operated by more than 530 non-government organisations and local councils to strengthen communities
- provided more than \$25 million to fund 458 programs and services for families with children eight years and under, including supported playgroups, volunteer home visitors and transition to school programs
- funded 366 services to help clients who are homeless or at risk of being homeless
- trained 450 practitioners to deliver Triple P (Positive Parenting Program), bringing the total to 900 across NSW
- funded around 1,500 children's services and licensed 3,452 childcare services
- provided access to children's services for more than 20,000 children with special needs
- provided support to 8,525 children from 3,580 families engaged or participating in Brighter Futures programs
- increased funding to around 650 preschools, reducing fees for low-income families and increasing Indigenous participation rates
- implemented new legislation raising the threshold to 'risk of significant harm'
- supported 17,400 children and young people in OOHC as at 30 June 2010
- facilitated the adoption of 48 children by their foster or relative carers
- launched a new foster care recruitment website www.fosteringnsw.com.au and a statewide foster carer recruitment campaign
- recruited, assessed, trained and authorised 283 new foster carers.

Overview

continued

Our performance

The programs and activities of Community Services are based on objectives and performance targets in the NSW State Plan, key recommendations from Keep Them Safe and other corporate planning documents. Copies are available at www.community.nsw.gov.au

Performance summary

Service delivery	2007/08	2008/09	2009/10
Total budget	\$1.295 billion	\$1.349 billion	\$1.568 billion
Total child protection reports/child and young person concern reports	303,121	309,676	256,088
Reports referred to a Community Services Centre or a Joint Investigation Response Team (JIRT) for further assessment/risk of significant harm reports	209,015	226,946	163,200
Rate per 1,000 population of children and young people involved in reports referred for further assessment/ROSH reports	65.7	71.1	55.4
Number of JIRT referrals accepted	3,180	3,436	3,877
Children and young people in out-of-home care (OOHC)	14,667	16,524	17,400
Rate per 1,000 population of children and young people in OOHC	9.1	10.2	10.7
Annual real expenditure per child in OOHC	\$31,628	\$33,433	\$36,869
Calls to Domestic Violence Line	23,285	23,061	23,039
Number of funded children's services	1,609	1,583	1,532
Estimated funded places per day	45,957	45,477	45,342
Licensed children's services	3,419	3,440	3,452
Estimated licensed places per day	150,776	154,351	135,238
Number of children aged 0-5 years who attended funded, licensed children's services in NSW	66,797	87,470	86,222
Number of children from low-income families for whom childcare fees were reduced*	11,617	23,978	25,543
Resources			
Number of staff	4,549	4,553	4,664
Number of caseworkers	2,146	2,187	2,215
Number of female staff	3,729	3,752	3,765
Number of Aboriginal staff	345	356	355
Number of multicultural staff	429	395	398

* Survey conducted during one week in August each year.

Content has been amended in accordance with the Erratum Notice tabled in Parliament in March 2013.

Keep Them Safe: Changing the child protection system

The NSW Government's five-year Keep Them Safe reform program effectively went live on 24 January 2010, with the proclamation of legislation to establish a series of key reforms. The legislation sets a new mandatory reporting threshold – risk of significant harm – supported by the *Mandatory Reporter Guide*, Australia's first online tool designed to help frontline workers determine if their concerns reach the new reporting threshold or should be dealt with directly at a local level.

This has seen a 33 percent reduction in the number of child protection/child and young person concern reports to the Child Protection Helpline from 24 January to 30 June 2010, compared with the same period in 2009.

Child Wellbeing Units (CWUs) set up in key government reporting agencies of NSW Health, Education, Police and Human Services are now providing advice and assistance to agency staff in identifying children at risk and helping mandatory reporters (including teachers, police and health workers) to respond earlier to children and families.

The Keep Them Safe Support Line for non-government mandatory reporters (such as child care workers) also provided advice on the new reporting threshold.

A computer system called WellNet was developed so CWUs can determine when a child or young person has a history of events reported by other CWUs, or is already involved with Community Services. This project is helping the system to track ongoing harm, which – along with habitual non-attendance at school – has now been included as an indicator that a child or young person may be at risk of significant harm.

Legislative change has also allowed agencies (government and non-government) to exchange the information they need to keep children and young people safe. Meanwhile, two key projects – Family Case Management and the non-government-operated Family Referral Services led by NSW Health – are each being piloted in three locations.

Other key initiatives progressed and delivered during 2009/10 include:

- work with the Department of Education and NSW Health to improve pathways for children entering OOHC
- revision of the *NSW Interagency Guidelines for Child Protection Intervention 2006* in consultation with government and non-government agencies across the sector. The Interagency Guidelines are being progressively uploaded to www.keepthemsafe.nsw.gov.au
- capacity-building work with Aboriginal non-government organisations
- a new memorandum of understanding with the Aboriginal Child, Family & Community Care State Secretariat (NSW) (AbSec), while work commences on the Lakidjeka model (now Protecting Aboriginal Children Together or PACT) to improve consultation with Aboriginal communities in the areas of child wellbeing and protection
- expansion of Community Services Clinical Issues Unit to include mental health and domestic violence expertise

- development of a cultural change plan for the agency to implement and embed a more collaborative culture across the sector in line with Keep Them Safe.

This year Community Services began its Major Change Program building on the principles of Keep Them Safe. The program, which follows a review of OOHC in NSW by the Boston Consulting Group, involves a range of reforms designed to create a more stable and sustainable system.

Throughout 2009/10, Community Services continued to collaborate with non-government stakeholders in the design and implementation of Keep Them Safe projects through the Child Protection Advisory Group (CPAG), whose members include heads of peak organisations, prominent academics and union representatives.

To better coordinate advice across government agencies, associate members include representatives from the Department of Premier and Cabinet, Department of Human Services, NSW Health and the Department of Education and Training.

CPAG is supported by an advisory pool comprising key stakeholders from the child protection, health and education sectors. A range of non-government consultative groups established under CPAG are working on specific subjects including the reform of supported care, OOHC contracting, and the re-alignment of the Community Services Grants Program with Keep Them Safe and the Community Builders Program.

Building stronger communities

Community Services coordinates community and family programs and oversees the delivery of services which strengthen families, support young people and help families with issues like homelessness, drug and alcohol abuse, and family violence. Programs range from parenting courses and volunteer home visiting to domestic violence and drug and alcohol support services. We also play a pivotal role in disaster welfare response in NSW, supporting people through crises such as major flooding and bushfires.

Disaster welfare

We coordinate welfare and response services during natural and other disasters under the State Disaster Plan. This involves giving food, clothing, advice, personal and financial support to affected people. Five partner agencies help deliver these services – Red Cross, the Salvation Army, St Vincent de Paul Society, Adventist Disaster Relief Agency and Anglicare.

During 2009/10, assistance was provided at 32 natural and other disasters across NSW including a siege, bushfires and major storms and flooding. Financial assistance was provided to more than 450 people, along with information and referrals to many more people.

Evacuation centre exercises and training increased knowledge of evacuation and recovery processes across government and community partner agencies.

This year the Redeployment of Human Services Agency Staff for Disaster Recovery Operations Policy was established, allowing staff from across the department to work as disaster recovery officers.

Number and type of disaster response services

Type of disaster	2007/08	2008/09	2009/10
Natural	16	14	22
Other	11	4	10
Total	27	18	32

Community Services Grants Program

More than \$83 million was provided to more than 900 services and projects operated by more than 530 non-government organisations and local councils, including neighbourhood centres, family support services and community development projects.

During the year services funded under the Community Services Grants Program (CSGP) commenced the process of re-alignment – building on the results of the CSGP review and new funding for early intervention services through Keep Them Safe.

As a result, those services broadly geared to community strengthening – such as neighbourhood and community centres – will transfer to the Community Builders Funding Program in 2010/11 while those providing direct services for children and families can tender for early intervention and placement prevention funding made available through Keep Them Safe, with some conditions.

Community Services Grants Program – services and funding

Program	2007/08		2008/09		2009/10	
	Services	Funding total (\$m)	Services	Funding total (\$m)	Services	Funding total (\$m)
Community development	447	27.8	426	28.8	421*	29.9
Child protection and family and individual support	226	29.9	209	31.3	215	31.7
Youth services	293	22	278	22.0	270	22.2

* Most of these funded services will transfer to the Community Builders Funding Program in 2010/11.

Community Builders

Under the Area Assistance Scheme (AAS), 115 time-limited projects were funded in 2009/10.

During the year, the AAS transferred to the Community Builders Funding Program with new guidelines and models which focus on building stronger communities.

Panels with community members assessed more than 480 applications for the first round of Community Builders funding, with 95 services selected to receive funding. The NSW Government has committed \$10.7 million over three years from 2010/11 to these 95 organisations.

More than 400 services broadly geared to community strengthening, currently funded under the CSGP, are expected to transfer to the Community Builders Funding Program in 2010/11.

Youth Week and Better Futures

In 2009, youth policy and programs, including Youth Week and Better Futures transferred to Communities NSW. Responsibilities and \$4.4 million in funding were transferred. To ensure a smooth transition for the services being funded through Better Futures, we agreed to continue making payments to funded services until 31 December when these responsibilities were transferred to Communities NSW. As a result, information in this report about Better Futures only relates to the period from 1 July to 31 December 2009.

Alcohol and drug abuse

Drug and alcohol abuse feature in a large number of child protection reports. Caseworkers can access expert knowledge, training, resources and tools through our Drug and Alcohol Expertise Unit. The unit was expanded this year under Keep Them Safe to include mental health and domestic violence issues, and was renamed the Clinical Issues Unit. This year caseworkers received more than 2,000 individual drug and alcohol consultations via email, face-to-face and telephone, with 230 short courses on clinical issues delivered to staff across NSW.

The Getting It Together Program tackles the use of illicit drugs by supporting vulnerable young people who are not accessing conventional services. This year, 15 Getting It Together services provided support to more than 2,500 young people, including 1,200 who were Aboriginal or Torres Strait Islander.

Community Services is a key partner in the Youth Drug and Alcohol Court Program which tailors health, education and welfare interventions to support young people with serious drug and alcohol problems and diverts them away from the criminal justice system. In 2009/10, 48 young offenders entered the program and were diverted away from the criminal justice system. Case support workers give intensive support and aftercare to teenagers and work alongside partner agencies to help achieve behavioural change.

'More than \$83 million was provided to more than 900 services and projects operated by more than 530 non-government organisations and local councils.'

Building stronger communities continued

Family and domestic violence

Our Domestic Violence Line – 1800 65 64 63 – received more than 23,000 calls in 2009/10. Most calls were about verbal, physical and psychological violence. More than 6,500 calls involved more than 13,620 children.

The Integrated Domestic and Family Violence Services Program provided \$3.1 million to seven projects in 10 locations across NSW: the Mid North Coast, Manning-Great Lakes, Campsie, Bankstown, Green Valley, Liverpool, Mt Druitt, Shoalhaven, Gosford and Wyong.

These projects involve staff from government (Police, Health) and non-government agencies delivering coordinated services to people affected by domestic and family violence, including children. An evaluation of the program is underway with a literature review and the development of data collection and reporting tools set to inform future improvements.

The Staying Home Leaving Violence Program provides specialist domestic and family violence services to women and their children who have separated from a violent partner or family member but choose to stay in their own home. This year \$1.125 million helped expand the project to Moree, Wyong, Newcastle, Blacktown, Campbelltown and Walgett – operating alongside Bega and Eastern Sydney. Next year, a further 10 Staying Home Leaving Violence services will be established, bringing the total to 18.

Domestic Violence Line calls answered

	2007/08	2008/09	2009/10
Total	23,285	23,061	23,039

Note: Not all calls answered have been recorded by the computer system – data was lost through technical issues.

Calls to Domestic Violence Line by issue reported

Violence type	2007/08	2008/09	2009/10
Physical	7,947	7,531	5,372
Verbal	11,233	10,900	8,162
Sexual	1,592	1,015	569
Psychological	9,286	9,755	7,098
Social	4,509	4,153	2,494
Economic	3,438	3,173	1,892

Note: Not all calls answered have been recorded – data was lost through technical issues.

Families NSW

Families NSW is a whole-of-government prevention and early intervention strategy that supports families expecting a child or with children up to eight years of age.

We managed \$26.8 million of the total \$44.3 million Families NSW budget, funding 458 services and projects. These included universal health home visiting, supported playgroups, family workers, volunteer home visiting services and parenting programs.

The Triple P (Positive Parenting Program) continued to be rolled out to families with children aged three to eight years. This year 450 welfare, health and educational professionals were trained to deliver the program, bringing the total number of practitioners to 900. An Indigenous Triple P began in 2009/10 with 50 practitioners now trained to deliver a culturally tailored program to Aboriginal families. An evaluation of Triple P began in May 2009 and is expected to be complete by August 2011.

In June 2009 Families NSW completed an evaluation of the volunteer home visiting service model where volunteers from the local community are recruited to provide informal emotional and social support to new parents. Work is now underway to develop a more consistent, structured approach to service delivery to better assess the support provided and benefits for new parents.

The target group for volunteer home visiting services has been refined against the NSW Health level of care-service response classification, which determines risk factors facing families and the type of support they need. The evaluation and literature review are available at www.families.nsw.gov.au

Aboriginal Child, Youth and Family Strategy

The Aboriginal Child, Youth and Family Strategy is a statewide prevention and early intervention strategy aimed at children aged up to five years, their families and communities. This year \$3.8 million funded 60 projects including Aboriginal parenting programs, school transition programs, supported playgroups, family workers and programs to build the capacity of the community to respond to challenges.

A further three parenting books – part of the *Growing Up Strong* series – were developed to support Aboriginal parents and family workers, bringing the total to 10 books.

Aboriginal Child and Family Centres

Work has begun to establish nine new Aboriginal Child and Family Centres to provide integrated services tailored to the needs of local Aboriginal families, including child care services and parent and family support services. Interim services for the nine locations – Campbelltown, Blacktown, Ballina, Toronto, Nowra, Brewarrina, Gunnedah, and Lightning Ridge – will commence during 2011.

Specialist homelessness services

In January 2009, the National Affordable Housing Agreement (NAHA) replaced previously separate housing and homelessness agreements, including the Supported Accommodation Assistance Program (SAAP) agreement and the Commonwealth-State Housing Agreement.

Specialist homelessness services (mainly former SAAP services) are now funded in NSW under NAHA with additional funding from the NSW Government.

In 2009/10, Community Services provided \$129.4 million to fund 379 specialist homelessness services to provide accommodation and support to people who are homeless or at risk of homelessness, including families in crisis, women and children affected by domestic violence, young people and single adults.

In 2009/10, these services assisted approximately 37,400 people, with children and young people who accompanied their parents or carers to a service representing the largest proportion of service users (18,600).

The main reasons for seeking assistance were domestic/family violence, family/relationship breakdown, problematic substance abuse and financial difficulties.

Community Services is also a key partner in implementing the NSW Homelessness Action Plan (see the Housing NSW chapter for more details). Community Services leads 24 actions under the NSW Homelessness Action Plan, 12 of which are funded through year one of the National Partnership Agreement on Homelessness. Projects include supporting young Aboriginal people to transition from OOHC to independent living, providing intensive support for young people with high needs and support services to assist women and children escaping domestic violence to sustain a tenancy.

'Work has begun to establish nine new Aboriginal Child and Family Centres to provide integrated services tailored to the needs of local Aboriginal families, including child care services and parent and family support services.'

Prevention and early intervention

Providing targeted support for vulnerable families and investing in early childhood services are two important ways we assist families in NSW. Early intervention services help families who are struggling and prevent problems from escalating. Quality children's services give children the best possible start in life by preparing them for entering the school years and fostering life-long social and educational skills.

Children's services

We regulate nearly 3,500 children's services across NSW as well as supporting better access to services. Improvements to the regulatory system have helped promote greater compliance with regulatory standards and ensure licence applications are processed more efficiently.

In 2009/10 we provided \$172 million to non-government children's services including preschool, long day care, occasional and vacation care and early childhood services. Community-based preschools received more than \$131.6 million in funding with increased financial support going to more than 85 percent of preschools across NSW. This increased funding has seen average fee levels in community preschools for low-income families becoming more affordable at around \$16 per day, and around \$10 per day for Aboriginal children.

In 2009/10, children's services funding was delivered to around 1,600 services operated by local councils and non-government organisations including:

- \$131.6 million approved for preschool services
- \$15.3 million approved for long day care services
- \$3.8 million approved for occasional care services
- \$2.4 million approved for vacation care services

- \$7.3 million approved for early childhood services
- \$11.5 million for children with additional needs to access children's services.

Following the collapse of two major long day care providers, ABC Learning Centres and Child and Family Kindergartens, we worked quickly to issue licences to the new owners and ensure continuity of care for the children attending the centres.

We continued to work towards a new national approach to the regulation of early childhood education and outside of school hours care as well as improving the quality of services, licensing processes and the terms under which services operate.

National partnerships

The National Partnership Agreement on Early Childhood Education aims to significantly increase the level of access to preschool programs by 2013. In 2009/10, it delivered a further \$21.3 million in funding on top of existing NSW Government commitments, totalling more than \$131 million. The partnership resulted in higher funding allocations to 650 preschools across NSW and has had a direct and positive impact on affordability and participation rates for Aboriginal children and children from low income families.

In December 2009, the Council of Australian Governments (COAG) endorsed the National Partnership Agreement on the National Quality Agenda for Early Childhood Education and Care. The agreement will establish a jointly governed, unified national approach to the regulation of early childhood education and care and outside of school hours care from January 2012.

Licensed and funded services

In 2009/10, we funded 1,532 children's services providers – about 45,342 funded places per day across mobile services, long day care, preschools, occasional care, multipurpose centres, toy libraries, support services and resource groups.

We helped reduce fees for more than 25,500 children from families with low incomes under the Preschool Investment and Reform Plan, which is helping to create new places for children across NSW and giving them a head start to learning when they enter primary school.

We also provided access to children's services for more than 20,000 children with special needs, including Aboriginal children, children from culturally and linguistically diverse backgrounds and children with an identified disability.

Licensing of school-based children's services continued during the year, with registration and assessment of over 70 applications for school-based licences. Over 50 premises were inspected as part of the assessment process.

This year 485 outside school hours services were registered, with 3,053 services providing before and after school care and vacation care as at 30 June 2010.

Licence fees

Fees for children's services licences were introduced on 1 January 2010 to meet part of the cost of regulating children's services. During 2009, we consulted an industry reference group about implementing the new fees and other changes to offset the cost of the fees to services.

The maximum licence term was extended from three to five years from December 2009 with all current three-year licences automatically extended to five years. Extending the maximum licence term means less paperwork for licensees and will partially offset fee costs.

Licensed children's services

Services	2005/06		2006/07		2007/08		2008/09		2009/10	
	Number	%	Number	%	Number	%	Number	%	Number	%
Family day care	108	3.3	108	3.2	103	3.0	99	2.9	100	2.9
Home-based services	136	4.2	131	3.9	116	3.4	90	2.6	87	2.5
Mobile services	12	0.4	12	0.4	12	0.4	14	0.4	27	0.8
Centre-based services	1,695	52.4	1,818	54.4	1,909	55.8	1,964	57.1	1,983	57.4
Funded centre-based services	1,239	38.3	1,226	36.7	1,210	35.4	1,191	34.6	1,163	33.7
Funded mobile services	46	1.4	49	1.4	48	1.4	46	1.3	37	1.1
School-based services					21	0.6	36	1.0	55	1.6
Total	3,236	100	3,344	100	3,419	100	3,440	100	3,452	100
Estimated total licensed capacity (places per day)	138,648		146,120		150,776		154,351		135,238	

Note: The NSW Government Licensing System introduced in 2009/10 does not capture information about the capacity of each family day care scheme. This is because the NSW Children's Services Regulation 2004 does not require this information as part of a scheme's approval, or on an ongoing basis. Therefore, the capacity of family day care schemes has been excluded from the estimated total 'licensed' capacity. However, figures from previous years indicate that there are approximately 3,700 family day carers registered with family day care schemes across NSW, and each carer can offer care for up to seven children, giving an estimated total of up to 25,900 places per day. As such, data for 2009/10 is not directly comparable to previous years.

Funded children's services

Services	2005/06		2006/07		2007/08		2008/09		2009/10	
	Number	%	Number	%	Number	%	Number	%	Number	%
Centre-based services	1,239	75.5	1,226	75.7	1,210	75.2	1,191	75.2	1,163	75.9
Mobile services*	66	4.0	67	4.1	69	4.3	67	4.2	37	2.4
Vacation care**	258	15.7	249	15.4	246	15.3	242	15.3	244	15.9
Early childhood services**	78	4.8	77	4.8	84	5.2	83	5.2	88	5.7
Total***	1,641	100	1,619	100	1,609	100	1,583	100	1,532	100
Estimated total licensed/funded capacity (places per day)	46,132		46,008		45,957		45,477		45,342	

Note: Counting rules were revised in 2005/06 to eliminate potential double counting of services.

* Mobile services include licensed mobile preschools and funded-only mobile services. Funded-only mobile services are not recorded on the system as having a licensed capacity.

** These services are not recorded on the system as having a licensed capacity.

*** Information relates to children aged 0–5 attending funded licensed services during one week in August each year.

Prevention and early intervention continued

Improving children's services

Our children's services telephone inquiry line handled an average of 65 calls a day, providing a central contact point for callers with questions about regulatory requirements, application forms and licensing matters.

On 12 September 2010 a new IT system was introduced for children's services licensing. Since then, more than 2,600 licence or licence-related applications and more than 3,000 notices have been registered. Centralisation helps to ensure consistent and thorough licensing decisions and documentation. The children's services sector is kept informed about licensing, regulatory changes and policy reform through online updates, letters to providers and a quarterly newsletter.

Enforcement and prosecution

We monitor compliance with the law, and where necessary prosecute children's services to ensure children receive a reasonable level of care.

In 2009/10, regionally based children's services officers began to operate under a new compliance and monitoring framework. It focuses work on issues posing the greatest potential risk for children attending services in a particular region.

Prosecutions were taken against eight defendants for a total of 36 offences resulting in the court awarding \$66,430 in penalties.

Information about all convictions is available at www.community.nsw.gov.au

Policy and reform

The COAG agreed National Quality Framework will apply to all long day care, family day care, preschool and outside school hours care services from 1 January 2012.

The Framework aims to improve the quality of services provided to children, improve information provided to parents about the quality and rating of services and to streamline the regulation and quality assurance systems for services across Australia. The NSW Government decided to discontinue the statutory review of the NSW Children's Services Regulation 2004 following the decision to introduce the new national framework.

Children 0–5 years in NSW accessing funded licensed children's services

All children	2005/06	2006/07	2007/08	2008/09*	2009/10
Number of children aged 0–5 years attending funded licensed children's services in NSW	69,691	68,859	66,797	87,470	86,222
Total NSW population aged 0–5 years	513,044	506,087	525,836	526,720	544,533
Percentage of children aged 0–5 years in NSW accessing funded licensed children's services	13.6%	13.6%	12.7%	16.6%	15.8%
Indigenous children					
Number of Indigenous children aged 0–5 years attending funded licensed children's services in NSW	2,939	3,161	3,181	3,649	4,179
Total NSW Indigenous population aged 0–5 years	19,335	20,755	20,755	20,755	20,755
Percentage of Indigenous children aged 0–5 years in NSW accessing funded licensed children's services	15.2%	15.2%	15.3%	17.6%	20.1%
Culturally and linguistically diverse (CALD) children					
Number of CALD children aged 0–5 years attending funded licensed children's services in NSW	12,092	11,574	12,341	11,753	12,362
Total NSW CALD population aged 0–5 years	113,318	113,318	113,318	111,611	111,611
Percentage of CALD children aged 0–5 years in NSW accessing funded licensed children's services	10.7%	10.2%	10.9%	10.5%	11.1%

* Data from 2008/09 recorded by age 0–5 years and 11 months to better reflect school starting age. Previous years recorded as 0–4 years and 11 months. Data from 2008/09 is not comparable to data from previous years.

Source: Children's Services Information System Annual Statistical Extract, Information Management Branch, ABS 2006 Census of Population and Housing.

Note: Information relates to children aged 0–5 attending funded licensed services during one week in August each year.

Following a review of the economic and quality impacts of increased staff-to-child ratios, the NSW Government announced that a new ratio of one staff for every four children under two years of age would be introduced to centre-based and mobile services from 1 January 2011. This will replace the current one-to-five ratio.

Preschool Investment and Reform Plan

The Preschool Investment and Reform Plan is creating an additional 5,250 new preschool places for an additional 10,500 children. Its aim is for all children in NSW to attend preschool for two days a week in the year before they start school, with services across NSW receiving \$29.8 million.

Following a tender process, Community Child Care Co-operative and CareWest are now providing development and support services to preschools to help increase places – 723 spots have been established with plans for a further 4,674 places approved.

The National Partnership Agreement between the NSW and Commonwealth Governments is working to provide children with universal access to preschool programs by 2013. The Agreement has seen the Commonwealth Government delivering an additional \$21.3 million in 2009/10, on top of the NSW Government funding allocated under the PIRP.

Additional one-off funding of more than \$10 million was also provided to preschools, which increased their use beyond previous levels.

Number of children with special needs accessing funded licensed children's services during one survey week in August

	2008/09	2009/10
Number of children from low-income families for whom fees were reduced	23,978	25,543
Number of children from special needs groups*		
Indigenous Australian children	3,649	4,179
Children from CALD backgrounds	11,756	12,362
Children with a disability	4,642	4,492

* These categories are not mutually exclusive.

Preschool access and funding

Under the funding model for community-based preschools introduced in July 2008, a higher rate of funding is given to services with children from low-income Aboriginal and CALD families, and those in remote or disadvantaged areas.

While general preschool participation rates in NSW are holding steady at around 81 percent, participation among Indigenous children has risen to around 88 percent.¹

We also worked to enhance preschool access for Aboriginal children with a \$100,000 campaign to encourage Aboriginal families to learn more about early childhood services and enrol their children in preschool.

Supporting Children with Additional Needs

In 2009/10, \$11.5 million was invested through Supporting Children with Additional Needs (SCAN) to support children with special needs to access Community Services funded children's services including preschool, vacation care and occasional care services.

This funding provided more than 201,000 days of support for children with additional needs – including those with an identified disability or with an Aboriginal or CALD background.

Following a review of SCAN, this year marked the implementation of refocused program guidelines and new funding allocations for existing providers. Specifications were successfully negotiated with eight existing non-government providers for the period 1 January 2010 to 31 December 2012.

¹ These participation rates are as estimated and reported to the Commonwealth Government for the purposes of the National Partnership Agreement on Early Childhood Education and Care. The method of estimation is consistent with that required under this agreement.

Prevention and early intervention continued

Early intervention

Early intervention strategies aim to support children's age-appropriate development without ongoing involvement in the child protection system. A significant proportion of the five-year Keep Them Safe funding package is being invested in government and non-government prevention and early intervention services. This includes \$4.5 million in early intervention funding for support services for children, young people and their families in 2010/11, as well as funding to expand Brighter Futures placements and enhance intensive family support and family preservation services for those children most at risk of entering foster care.

Brighter Futures

Early intervention services through the Brighter Futures Program are provided to families with children under nine years of age who are experiencing a range of vulnerabilities, including domestic violence, drug and alcohol misuse, child behaviour problems and/or lack of parenting skills. Priority is given to families with children under three years of age and work has begun to develop a service model for vulnerable nine to 15 year olds.

This year Brighter Futures provided more than \$47.6 million in funding to 14 lead agencies to provide case management, structured home visiting, group parenting programs and quality children's services to client families.

At 30 June 2010, 3,580 families were either engaged in or participating in Brighter Futures across NSW.

During the year, 27 projects and services were funded to deliver case management, home visiting, parenting programs and quality children's services to participating families. Brighter Futures includes provision for:

- 2,686 families to receive case management from lead agencies across NSW (including 693 places for Indigenous families and 371 for CALD families)
- 1,254 children to receive two days per week in quality children's services
- 2,184 group parenting program places for participating families.

Families and children and young people engaged or participating in Brighter Futures

Managing organisation	Referral pathway	Families		Children and young people	
		Number	%	Number	%
NSW Community Services	Helpline referral	1,392	38.9	3,247	38.1
Non-government agencies	Helpline referral	968	27.0	2,272	26.7
	Community referral	1,217	34.0	3,000	35.2
Transition	Helpline referral	3	0.1	6	0.1
Total		3,580	100	8,525	100.1

Note: Transition includes families and children and young people moving between the Community Services and non-government agencies. Figures current as at 30 June 2010.

Families and children and young people engaged or participating in Brighter Futures by Aboriginal status

Aboriginal status	Families		Children and young people	
	Number	%	Number	%
Aboriginal and/or Torres Strait Islander	886	24.7	2,276	26.7
Non-Aboriginal	2,694	75.3	6,249	73.3
Total	3,580	100	8,525	100

Note: A family is counted as Aboriginal and/or Torres Strait Islander when at least one of the children in the family is Aboriginal and/or Torres Strait Islander. Non-Aboriginal includes 'not stated'. Figures current as at 30 June 2010.

Early intervention services

During the year services funded under the CSGP started to be re-aligned. As a result, those services providing direct support for children and families have the opportunity to tender for new early intervention and placement prevention funding made available through Keep Them Safe. These services will address family needs before they escalate to more serious child protection issues and will be rolled out in 2010/11 as part of CSGP reforms.

The new early intervention funding will form part of an integrated system of funded early intervention and placement prevention services. The range of services for early intervention and placement prevention is aimed at reducing the likelihood of children and young people entering or remaining in the child protection and out-of-home care systems. Service models forming this continuum are:

- child, youth and family support
- Brighter Futures
- intensive family support
- intensive family preservation.

'New reporting processes and pathways have been built to provide better assessment of early intervention cases.'

New reporting processes and pathways have been built to provide better assessment of early intervention cases.

A new Brighter Futures Assessment Unit was established in January 2010 to assess eligibility of cases referred by the Child Protection Helpline or Child Wellbeing Units (CWUs) for Brighter Futures services. Eligible cases are then transferred to Community Services early intervention caseworkers or the local lead agency.

Community Services and CWU staff co-developed guidance and training for CWU team leaders and assessment officers to reflect the new pathway and service provision guidelines and caseworker manuals were updated to reflect procedural changes.

A service partnership involving the Aboriginal Maternal and Infant Health Strategy (AMIHS) and the Brighter Futures Program has continued to be introduced at sites with operational AMIHS and Community Services Brighter Futures teams. Combined orientation meetings between early intervention caseworkers and AMIHS workers took place in seven locations this year including Central Coast, Shellharbour, Narrandera, Macarthur, Grafton, Port Macquarie and Maitland.

Policies and guidelines

This year, Brighter Futures guidelines for working with perpetrators of domestic and family violence were developed in response to requests from caseworkers for guidance.

The *Brighter Futures Service Provision Guidelines* and the *Brighter Futures Caseworker Manual* were revised and published in October 2009 and March 2010, reflecting changes to the Family Action Plan, changes to referral pathways into Brighter Futures and the establishment of the Brighter Futures Assessment Unit.

The second interim Brighter Futures evaluation report was completed in March 2010 as part of the four-year Brighter Futures evaluation in conjunction with the Social Policy Research Centre at the University of NSW. The results will be incorporated into the final evaluation report in September 2010.

The Brighter Futures Aboriginal Families Study is now underway to provide evidence of how Aboriginal families benefit from participating in the program and gather information to improve the program.

Keeping children safe

Statutory child protection

Major changes to the child protection system are well underway and indications are that they are beginning to address the high level of reporting to the 24-hour Child Protection Helpline.

At the helpline, reports are assessed to determine the level of risk of significant harm to the child or young person and any immediate threat to safety is addressed. In 2009/10, 256,088 reports were received from mandatory reporters such as police, teachers and health workers, as well as the public.

Caseworkers in Community Services Centres are the frontline of child protection in NSW and handle the most serious cases of abuse and neglect. The response may include intensive casework and referral to support services like counselling or family therapy. Children and young people may need foster or relative care to keep them safe from harm.

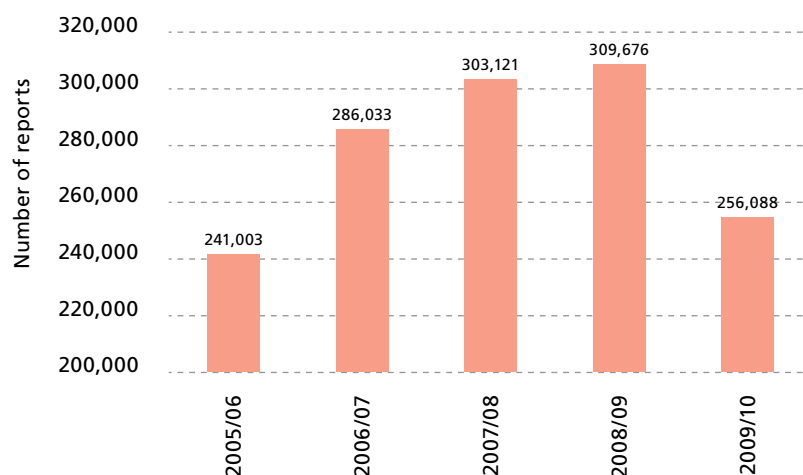
Statutory child protection aims to ensure client children and young people and their siblings are safe following intervention.

Keep Them Safe

Major changes to the child protection system in NSW aim to share the responsibility for the safety and wellbeing of children across the government and non-government sector, allowing Community Services caseworkers to concentrate on the most serious cases.

This year, child protection reports/child and young person concern reports decreased to 256,088. However, Aboriginal children and infants under one year old are still over-represented. Domestic violence, alcohol and drug abuse remain key risk factors identified in reports.

Child protection/child and young person concern reports



Legislative changes introduced in January 2010 mean only children deemed at 'risk of significant harm' are now required to be reported to Community Services. Where the risk to children falls below this threshold, government and non-government agencies are supported to work with vulnerable children and their families.

The legislation and associated reforms seek to change the referral pathways for families, with the intention that concerns are addressed earlier and services are put in place to help prevent children from entering or escalating within the child protection system.

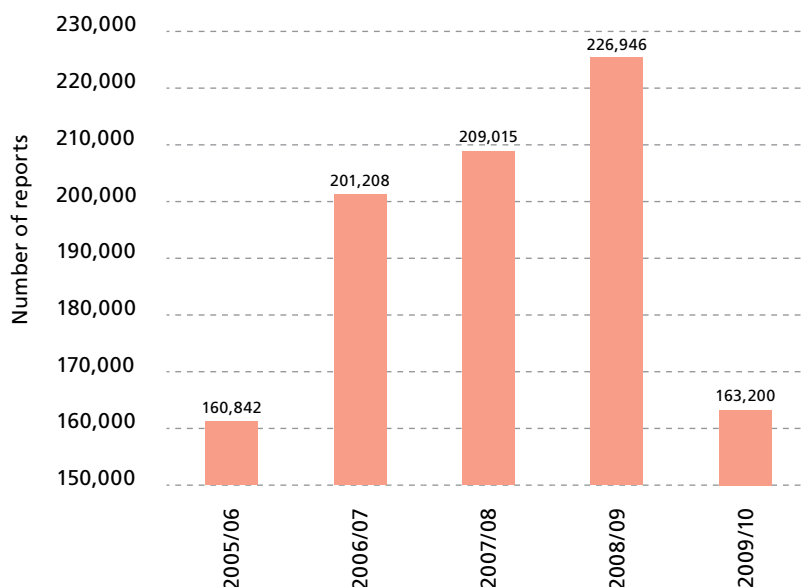
During 2009/10, more than 26,800 mandatory reporters attended information sessions about the new system delivered by TAFE NSW, with information and training packages available to more than 200,000 people who work with children and young people. The packages include written materials, a DVD, e-learning materials and tailored training.

Non-government mandatory reporters were also supported through a Keep Them Safe support line established in January 2010 for six months to provide advice.

CWUs were established in the departments of Education & Training, Human Services, Health and the NSW Police Force in January 2010 to coincide with legislative changes. Upon a contact from a mandatory reporter, each CWU advises its own staff (for example, teachers, caseworkers, nurses or police) when they are concerned about the wellbeing of a child or young person. If the referral is not at 'risk of significant harm' then the CWU will provide advice about why the matter does not require a report to Community Services and identify possible responses by the agency or other services to assist the child or family, with a view to better alignment and coordination of agency service responses.

Community Services developed WellNet, which allows CWU staff to share information through limited access to other agencies' databases to assist staff to determine the level of suspected risk. WellNet also helps staff to identify children and young people who may be known to a number of agencies. Information sharing will also ensure that cumulative concerns for children and young people's wellbeing are monitored and reported.

Child protection reports referred for further assessment



In 2009/10, the helpline handled nearly 175,000 calls, with calls answered within an average of two minutes and 58 seconds. The helpline is required to answer calls within an average of three minutes.

Helpline caseworkers assess information to determine whether the matter reaches the threshold of a risk of significant harm, record the issues and apply the criteria in *Children and Young Persons (Care and Protection) Act 1998, s. 23*. Information is entered onto our client information system – the Key Information and Directory System (KiDS).

More than 63 percent of child protection/child and young person concern reports were referred to a community services centre or Joint Investigation Response Team (JIRT) for further assessment or risk of significant harm reports.

Children and young people who were subject of a report requiring further assessment

	2005/06	2006/07	2007/08	2008/09	2009/10
Rate per 1,000 children and young people who were subject of a report requiring further assessment	54.8	65.1	65.7	71.1	55.4

Source: Community Services Information and Reporting, ABS ERP NSW, ABS Census.

The Child Protection Helpline aims to send feedback letters (usually by email) to all mandatory reporters within 24 hours of receiving a report – regardless of whether a report meets the risk of significant harm threshold or not. The reporter then knows if Community Services is working with the family or if they need to offer appropriate referrals and alternative support.

During 2009/10, the Child Protection Helpline's new IT platform was installed at a cost of \$4.5 million over three years, providing a more streamlined and user-friendly experience for callers. The upgrade has also addressed the NSW Audit Office's recommendation to have the capacity to audio record telephone calls for training and coaching purposes. In 2010/11, a quality review framework for call coaching will be developed by the helpline.

In 2009/10, 1,821 reports were made via the eReporting system compared to 241 reports received in 2008/09. eReporting allows sector partners to report non-imminent risk matters via a secure website. Online reporting expanded this year to include NSW Police officers and staff from all four CWUs in Health, Police, Education and Human Services. Work will continue in 2010/11 to expand access to eReporting.

Community Services is participating in the pilots of Family Case Management projects in Leeton, Narranderra, Orange, Goulburn, Queanbeyan, Bega, Greenacre, Fairfield and Green Valley with 58 families involved so far.

We are progressing initiatives under the National Framework for Protecting Australia's Children consistent with Keep Them Safe initiatives. The framework is a 12-year (2009-20) reform program recognising the need for a national approach to child protection.

Both Keep Them Safe and the National Framework for Protecting Australia's Children emphasise the importance of early identification of the needs of vulnerable children and families and the important role of early intervention through universal and targeted services.

Intake and assessment

The Child Protection Helpline provides a centralised system for receiving reports about children and young people who may be at risk of significant harm due to physical, sexual or emotional abuse or neglect. Members of the community, together with mandatory reporters, can make these reports.

Keeping children safe continued

Improving policies and procedures

Keep Them Safe promotes better agency coordination and information sharing to provide improved responses to children and families by using a common assessment framework (known as the Keep Them Safe Framework).

A revision of the *NSW Interagency Guidelines for Child Protection Intervention* is underway. The new *Child Wellbeing and Child Protection NSW Interagency Guidelines* will contain updated information to assist agencies to identify and respond to the needs of children and their families. Sections have been completed on interagency collaboration, exchanging information, making a child protection report and legislation governing child protection services.

Following field testing with caseworkers, Structured Decision Making® tools, including the *Mandatory Reporter Guide*, were introduced to promote consistency in decision-making when reporting, screening or assessing child protection concerns. Community Services worked with the US-based Children's Research Center to develop a number of structured tools in NSW. These include a *Mandatory Reporter Guide*, a screening and response priority tool for Child Protection Helpline caseworkers, and safety, and risk assessment and risk reassessment tools (in trial phase) to assist workers in assessing safety and risk factors. These are currently being trialled in eight locations across NSW.

Following a pilot and evaluation, a parental drug-testing policy will be introduced statewide in late 2010 to help caseworkers to make timely, consistent, evidence-based decisions about the removal and restoration of a child where serious and persistent drug use is suspected. The policy sets out the consequences of positive results and guidance is also provided on treatment, waiting times and interaction with Court timeframes and permanency planning.

A Sibling Safety Policy was also updated in response to the NSW Ombudsman's concerns regarding the safety of children remaining in households where a child has recently died.

Joint Investigation Response Teams

Joint Investigation Response Teams (JIRTs) investigate a report of child abuse that may be a criminal offence, bringing together professionals from NSW Human Services, Police and Health. The teams link the risk assessment and protective intervention of caseworkers with the criminal investigation powers of police and diagnostic or therapeutic services of health workers.

In 2009/10, 6,419 child protection reports were referred to these teams – 66 percent in metropolitan areas and 34 percent in regional/rural areas.

Reforms recommended by a 2006 review and adopted through Keep Them Safe are ongoing. In 2009, the JIRT Referral Unit (JRU) was established as the sole entry point into the program – a central intake unit for case referrals with co-located staff from Community Services, Health and Police. The JRU applies consistent criteria to incoming referrals and frees up local units to focus on protective and investigative intervention. To date, the JRU has been instrumental in increasing case acceptance rate by approximately 10 percent.

During the year Bourke JIRT became the twelfth co-located unit in NSW and the second to place Health staff with Police and Community Services caseworkers.

During the year, we led the introduction of JIRT Engagement Guidelines and a new JIRT Aboriginal Consultation Protocol for use with Aboriginal communities. Engagement with Aboriginal communities is an ongoing commitment to support the safety and protection of Aboriginal children.

In June 2010, JIRT agencies implemented procedures to improve the response to sexual assault referrals from Aboriginal communities.

Joint Investigative Response Team referrals

	Number of referrals accepted
Metro JIRTs	2,542
Rural JIRTs	1,335
Total	3,877

Source: JIRT Referral Unit database. This is the first year of reporting from this system which was implemented in September 2008.

Improving Community Services Centres

Frontline caseworkers operate from Community Services Centres (CSCs) across NSW. During the year work focused on strengthening interagency collaboration and building partnerships with local services and agencies, implementing Keep Them Safe changes, improving regional business planning and meeting goals outlined in Regional Commitment of Service Plans.

Regional quality councils now help to drive continual practice improvement. Practice points arising from CSC reviews, critical event reviews and feedback continue to inform the work for the councils. Meetings take place bi-monthly or monthly.

Caseworkers and casework managers participated in a range of projects and pilots to improve the local response to child protection and OOHC.

Seventy psychologists now give expert advice to caseworkers on complex cases, including a rural and remote team of four psychologists based in Parramatta, available to fly out to provide support in places like Broken Hill, Wilcannia, Brewarrina and Walgett.

'Lakidjeka focuses on practical mechanisms for real consultation and collaboration with Aboriginal communities and organisations to determine the best ways of keeping Aboriginal children safe.'

Professional Development and Quality Assurance

Our Professional Development and Quality Assurance Program supports a culture of professional, evidence-based, high quality casework practice. The program looks at practice, workforce, culture and systems to support improvements at each CSC.

Between April and August 2009, a review and development process was piloted in Goulburn and Blacktown. An amended and refined process was then introduced to St George, Penrith, Ingleburn, Shellharbour, Leeton, Cowra, Port Macquarie and Cessnock with further CSC reviews to be conducted in 2010/11.

Practice solution sessions for casework staff addressed legislative changes relating to Children's Court proceedings, as well as topics like information exchange, mandatory reporting guidelines and supported care.

Aboriginal child protection

A range of projects, policies and programs are working to address the over-representation of Aboriginal children in the child protection system. Aboriginal children represent 17.5 percent of all children involved in child protection reports referred for further assessment/risk of significant harm reports.

Work is underway to pilot a new Aboriginal child protection consultation model in NSW to find better ways of keeping Aboriginal children safe. This project is exploring the Victorian-based Lakidjeka Aboriginal Child Specialist and Support Service with the aim of piloting a tailored model in NSW. The project focuses on practical mechanisms for real consultation and collaboration with Aboriginal communities and organisations to determine the best ways of keeping Aboriginal children safe.

Stakeholder consultation is nearing completion and project staff from Community Services and AbSec have been recruited to work jointly on this project and a working party has been established. A memorandum of understanding was signed in March 2010 for Community Services, AbSec and the Association of Children's Welfare Agencies to work on this and other key Keep Them Safe projects.

To help prevent Aboriginal families from entering or escalating in the child protection system, Aboriginal families have a dedicated referral pathway into the Brighter Futures early intervention program. Vulnerable families referred by the NSW Aboriginal Maternal and Infant Health Strategy are also given priority access to early intervention support through a pathway into the Brighter Futures Program.

Keeping children safe continued

Intensive Family Based Services

More than 154 children took part in services or received support from an Aboriginal Intensive Family Based Service (IFBS) in 2009/10. These services provide a time-limited, home-based support program for Aboriginal families where children are at risk of entering OOHC, or are in care with a restoration plan in place.

There are now six operational IFBS sites at Mt Druitt, Redfern, Casino, Dapto, Campbelltown and Bourke. Recruitment is also underway for a new IFBS in Newcastle. The Wiritjiribin IFBS in Campbelltown re-opened on 20 May 2010.

As part of Keep Them Safe, Community Services and Aboriginal peak bodies are working together to establish and evaluate four new IFBSs over the next five years to be managed by the non-government sector in high-need areas where child protection reports involving Aboriginal children and young people are high.

This year IFBS community engagement guidelines were developed and work is underway to trial a two-year 'step-down' caseworker role to deliver post-intervention support to families following an IFBS intervention. This pilot is expected to begin in August 2010.

During the year, new IFBS referral e-form procedures were incorporated into KiDS to assist with casework for Aboriginal children and families.

Safe Families

We continue to work with Aboriginal Affairs to carry out the Safe Families Program – part of the NSW Government's response to the Aboriginal Child Sexual Assault Taskforce. The initiative aims to tackle Aboriginal child sexual assault in five communities in far western NSW through community development, child protection, early intervention and prevention, and risk reduction strategies. Community Services caseworkers are key team members along with Aboriginal health workers and community engagement officers.

During the year the Toomelah/Boggabilla Child Protection Team continued its community development and education functions to deliver coordinated services for child sexual assault. An evaluation was completed and is informing sustainable child protection processes and responses in these communities.

Improving court processes

Community Services is playing an active role in changes to Children's Court procedures and processes designed to simplify, streamline and expedite matters as part of Keep Them Safe. Changes introduced in July 2010 help improve court outcomes for children, young people and their families by simplifying procedures and providing all relevant information, in the early stages of proceedings, to the court and other parties. New resources, procedures and forms along with internal training for relevant staff have helped to support these changes.

Project Magellan – a partnership between the Family Court of Australia and Community Services – continues to help in child protection cases where allegations of serious physical or sexual abuse are raised during Family Court proceedings. Project Magellan operates from the Sydney, Parramatta and Newcastle Registry of the Family Court of Australia and in all CSCs in metropolitan areas. The project is expected to extend across NSW during 2010/11.

Since 2008 we have worked with the Department of Justice and Attorney General's and the Children's Court to pilot the Aboriginal Care Circle Project in Nowra to better meet the needs of Aboriginal families in the NSW Children's Court system by permitting community involvement to inform decision-making around care orders. This year, five families proceeded to Care Circles. An evaluation of Care Circles has been completed and is expected to inform expansion of this work in NSW.

Information sharing

A key element of the National Framework for Protecting Australia's Children is new information sharing protocols between child protection statutory agencies in all states and territories and selected Commonwealth Government agencies. Improved information sharing will assist in the prevention of child abuse and neglect, and in the support provided to victims and their families.

In November 2009, Medicare Australia joined Centrelink in signing protocols which enable field staff to obtain information regarding the health status of children, young people and their families. A similar protocol with the Child Support Agency is expected to begin in 2010/11.

Legislative changes now allow a broader range of government and non-government organisations to exchange information about a child or young person to help deliver services to them.

A number of national and state agreements also impact positively on the capacity of parents to keep children safe and well, and link to reforms under Keep Them Safe. Memorandums of understanding between Community Services, NSW Health, the Department of Education and Training and the NSW Police Force also support interagency collaboration and cooperation to better protect and support vulnerable children and young people.

Case study



Recruiting foster carers

Lynn and John have provided emergency, respite and short-term care to 16 children in their five years as foster carers.

‘We love having children around the place,’ John said. ‘There’s no doubt it keeps us young.’

They were delighted to be part of the Fostering NSW campaign to recruit new carers, a partnership between Community Services and non-government organisations. John and Lynn have appeared in radio and online promotions to recruit new foster carers.

‘We’ve heard there aren’t as many carers as before,’ John added. ‘It would be great to see other people take up the baton because the need for foster care is not going away.’

The campaign, launched in April 2010, has resulted in a significant increase in inquiries about foster care and applications from potential carers. It has surpassed expectations in raising general awareness about foster care, with nearly 1,966 inquiries to the call centre and more than 15,818 visitors to the Fostering NSW website by 30 June 2010.

‘My advice is: if you’re considering fostering, do it!’ Lynn said.

Foster carers Lynn and John with three children in their care. Community Services reports that 283 new foster carers were recruited and trained during the year.

*‘...the need for foster care is not going away...
My advice is: if you’re considering fostering, do it!’*

Supporting children in care

Out-of-home care

Children who experience serious neglect and abuse and who cannot live at home safely and children whose families might be unable to care for them are placed in out-of-home care (OOHC). This might be with relatives (kinship care), foster parents, in residential care or independent living arrangements.

The decision to remove a child is not an easy one and Community Services must have sufficient evidence to satisfy the Court and promote the care and protection of the child.

Community Services is working closely with the non-government sector to strengthen capacity, review costs and funding and look collaboratively at issues like recruitment and training to create a stronger system – working towards the transfer of more placements to non-government organisations.

Children and young people in permanent placements

One of our key aims is to ensure children and young people are in a safe, well-functioning, stable placement and are developing well. This is done through a range of placement options including foster care, residential care and new models of care. We aim to ensure maximum use of permanency planning provisions, so that children and young people have long-term stability when they cannot live at home.

Most children in care are placed in relative or kinship care, or general foster care. Those with complex support needs may require a higher level of care through an intensive foster care service or residential service.

As at 30 June 2010, there were 17,400 children and young people in OOHC – an increase of 5.3 percent since 30 June 2009.

Aboriginal children represent 33 percent of children and young people in care.

Placing children in care is the responsibility of Community Services. Non-government organisations, Community Services and other government agencies provide a range of services and support including assessing the needs of children, monitoring and reviewing placements, assessing, training, authorising and supporting carers, providing kinship and foster care, residential care and adoption services.

Community Services aims to place Aboriginal and Torres Strait Islander children with extended family or members of the wider Indigenous community so they can maintain their culture, in line with the Aboriginal and Torres Strait Islander Child Placement Principles.

More than 81 percent of Aboriginal and Torres Strait Islander children in care were placed with a relative or Aboriginal carer as at 30 June 2010.

Community Services employs 604 OOHC caseworkers – including roles in carer support, adoptions and intensive support services.

Children and young people in out-of-home care

Year	Rate per 1,000 of children and young people	Number of children
2005	6.3	10,041
2006	6.7	10,623
2007	8.1	12,712
2008	9.1	14,667
2009	10.2	16,524
2010	10.7	17,400

Note: These figures are not strictly comparable with other states as only NSW includes children in non-statutory care in the number of children in OOHC. Figures as at 30 June each year.

Actual annual expenditure per child in out-of-home care

	2006/07	2007/08	2008/09	2009/10
Actual annual expenditure (\$'000)*	364,688	463,890	552,449	641,519
Cost per child in out-of-home care at 30 June (\$)	28,688	31,628	33,433	36,869

* This figure is not adjusted for inflation to real dollars.

Expanding and improving placement options and services

In collaboration with the sector and carers, significant work is underway to expand placement options, improve outcomes for children and young people, support and retain carers, recruit new carers and place children with foster families that meet their needs.

As outlined in Keep Them Safe, the government is committed to transferring the majority of OOHC places to the non-government sector over time.

Community Services is working closely with AbSec, ACWA and the sector to build capacity with a focus on workforce development, infrastructure support and improved reporting – all designed to strengthen the system to make such a transfer viable.

Transferring case management to Community Services funded non-government services is a key strategy to improve the quality of case planning and supports for children and young people in OOHC. This provides non-government organisations with a higher level of decision-making to determine the best strategies to meet the child's ongoing needs.

A \$51.9 million increase in funding for OOHC in 2010/11 was announced by the NSW Government in June 2009.

Reforms to payment arrangements will better reflect service usage and recognise that in the early stages of contracts, before children are placed, the need for funding is different from when services are full.

Community Services will progressively apply the new arrangements starting with new contracts. Discussion with agencies that have existing contracts will focus on opportunities to apply aspects of the new arrangements, where that can be achieved with minimal disruption to children and taking account of existing commitments.

Review of funding and cost drivers

The Boston Consulting Group (BCG) was commissioned to provide an independent review of the rapid growth in NSW's OOHC population and consequent budget increases. The review found that while all states had experienced substantial growth in OOHC, NSW has the highest rate of children in OOHC. The review identified drivers contributing to these increases and recommended ways to address the escalating costs.

A range of potential actions recommended by both the Special Commission of Inquiry into Child Protection Services in NSW and BCG were analysed and reviewed during the year. Actions that the government accepted include:

- changes to assessments undertaken before Supported Care Allowance is approved to ensure only children who are in need of care and protection are entitled to the allowance
- a greater focus on restoration when children first enter care where it is safe for the child and a new emphasis on family supervision arrangements as an alternative to removal of children into care where suitable
- the development of a broader range of models of care and further work to encourage foster caring (the latter to be done in conjunction with the non-government sector in recognition of the increasing role non-government organisations will play)
- review to ensure the Community Services resource allocation model aligns with future directions and service delivery needs
- improvements in contracting that will improve consistency in the service being purchased with a balance between current non-government organisations and Community Services costs
- further investigation of a greater investment in OOHC adoptions and in other mechanisms that promote permanency such as Sole Parental Responsibility Orders as well as a review of the length of Children's Court Orders

- non-government consultative groups have been established under the CPAG to provide advice and input on reforms related to OOHC contracting and on supported care. They report to the Minister through CPAG.

Policy and service models

Work is underway to develop service models that aim to prevent placement of children and young people in OOHC by strengthening safety and family functioning in the home. The Intensive Family Preservation Services model is based on the successful US Homebuilders® model and designed to support families whose children are at imminent risk of entering care. The Intensive Family Support model targets families whose children are at significant risk of entering care, but where the risk is less acute than in the Intensive Family Preservation Services model. These models form part of a range of prevention and early intervention models being developed as part of the funding reform of the CSGP.

As part of the legislative amendments which started in January 2010, work has been undertaken to clarify the changed definitions of OOHC. Carers who currently receive the Supported Care Allowance were advised of changes to the eligibility criteria which may affect them.

Supporting children in care continued

Effective planning, review and reform

Community Services response to the NSW Government OOHC review is a range of reforms known as the Major Change Program which builds on the reforms already being undertaken as part of Keep Them Safe and involves a range of projects aimed at stabilising the number of children and young people entering OOHC and promoting quality OOHC services. The Major Change Program includes placement prevention and early intervention projects, as well as enhancements to OOHC service provision.

Community Services is committed to working collaboratively with its non-government partners to achieve OOHC reform. To date, three consultative groups have been established under the CPAG. More information about these groups, including membership, terms of reference and reports from meetings can be found at www.community.nsw.gov.au

A number of other cost-modelling and policy projects were either started or continued in 2009/10 to inform and support reforms to the OOHC service system:

- costing modelling of OOHC policy options for input to the Boston Consulting Group Review and its implementation, and modelling for OOHC Maintenance Effort and Enhancement Effort bids
- the OOHC Caseload Consultancy project was commissioned to estimate benchmark caseload for statutory and supported care
- a benchmark OOHC unit cost was developed to form a key component for OOHC performance management and monitoring
- OOHC forecasting model has been used for updating OOHC cost forward estimate.

Work was also undertaken to improve the identification and making of civil claims on behalf of children and young persons in the parental responsibility of the Minister. These include the requirement for legal practitioners having conduct of the litigation matter in the Children's Court to flag the possibility of a claim at the end of the proceedings, increased allocation of file audits to external practitioners, system and business rule changes to ensure better recording of such matters, and establishment of regular meetings with Victims Services.

Legislative reforms to the *Adoption Act 2000*

The remaining provisions of the *Adoption Amendment Act 2008* started on 1 January 2010. For adoptions finalised from that date, adopted people under 18 years of age and their birth and adoptive parents have greater access to adoption information from the time of the adoption. Non-adopted siblings also have greater access to information about a brother or sister who was adopted.

The changes ensure adopted children can have an accurate picture of their identity from an early age and enable birth parents to know more about their child through their growing years. The changes also encourage sibling relationships between adopted children and their birth siblings.

Guidelines for the Release of Adoption Information were published on Community Services website in December 2009. If there are reasonable grounds for believing the release of identifying information would pose a risk to the safety, welfare or wellbeing of the adopted child or the adoptive parents, access to this information may be refused or conditions imposed on its release in accordance with the guidelines. Information on the changes can be found at www.community.nsw.gov.au

Accreditation and quality improvement

Accreditation as a provider of OOHC requires practice improvements assessed against standards through annual progress reports and participation in case file audits.

Community Services continues to participate in the Accreditation and Quality Improvement Program of the NSW Office for Children – the Children's Guardian – and took part in the 2009/10 annual case file audit.

Community Services is working to implement a range of strategies aimed at achieving a consistent basic standard across the state to meet Children's Guardian – accreditation requirements by June 2013.

Work includes the review of policies and procedures, the establishment of an internal compliance regime, and the development of practitioner teams to drive the implementation of targeted actions.

Expanding and improving support for foster carers

Real support for carers strengthens the quality and stability of placements across NSW.

Connecting Carers NSW aims to strengthen support to carers through structured peer support and network activities, which includes a 24-hour telephone support line for carers.

Foster care advisory groups in all regions give foster carers and Community Services staff an opportunity to talk through issues and strengthen support and partnership.

Fostering our Future, a quarterly newsletter for Community Services foster carers, continues to provide news, advice and contact information to more than 2,400 carer families across NSW.

The Our Carers for Our Kids training package delivers culturally appropriate training for new Aboriginal carers.

The Muslim Foster Care Program continues to recruit and support carers to provide culturally appropriate placements for children entering OOHC.

A new *Foster Carer Resource Guide* is expected to be available online in 2010/11 to provide information for carers about their roles, responsibilities and entitlements, including information about relevant policies.

Under the National Framework to Protect Australia's Children, Community Services has taken part in activities aimed at improving financial and non-financial support for carers. As part of this initiative, research has been commissioned to deliver an evidence base for providing support to carers. The aim is to ensure that carer support is child-focused and attends to children's development needs.

A key element of the centralisation of the Allegations Against Employees function is a greater focus on identifying the supports carers need in order to avoid future allegations.

Recruiting and retaining foster and kinship carers

In 2009/10, Community Services recruited, assessed, trained and authorised 283 new foster carers.

Carerlink – a web-based application designed to help Community Services staff process all foster care applications – allows people to apply online at a time that suits them.

Strategies implemented to support foster carers include an e-learning package rolled out to regional staff in June 2010, as refresher training in the Carerlink system, additional Foster Care Assessment Training, fortnightly performance reports and quarterly business review reports.

A toll-free number allows potential applicants to speak to someone about the process of applying and find out more about what it means to be a carer. In partnership with peaks and 22 non-government foster care agencies, the Fostering NSW carer recruitment campaign was launched in April 2010.

A 10-week advertising campaign drove potential new carers to the Fostering NSW website www.fosteringnsw.com.au to find out about fostering. It was supported with information sessions across the state. As at 30 June, there were:

- 15,818 visits to the Fostering NSW website
- 1,966 calls to the call centre (1800 2 Foster)
- 547 applications received by Community Services alone, with 51 new carers authorised since the campaign began
- an average of 55 applications received per week.

Resources also supported recruitment in Indigenous, Greek, Vietnamese and Arabic communities.

Allowances and contingencies for foster carers

The indexation rate for care allowances from July 2010 is 2.5 percent. As part of a priority project arising from the NSW Government OOHC Review, the contingency payment scheme and allowance rates are being examined, including a literature review and cross-jurisdictional analysis.

NSW out-of-home carer payment rates (fortnightly)

Allowance	Age groups	2007/08	2008/09	2009/10
Care	0–4	\$385	\$395	\$403
	5–13	\$432	\$443	\$452
	14–17	\$580	\$595	\$607
Care + 1	0–4	\$577	\$591	\$603
	5–13	\$648	\$665	\$679
	14–17	\$762	\$891	\$910
Care + 2	0–4	\$855	\$782	\$798
	5–13	\$887	\$877	\$895
	14–17	\$1,148	\$1,177	\$1,202

Supporting children in care continued

Aboriginal out-of-home care capacity building

Keep Them Safe recommended immediate strategies for further capacity building with Aboriginal communities and organisations to bring about lasting change.

Community Services Investment is continuing through the Aboriginal Out-of-Home care (OOHC) Service Capacity Building initiative.

The aim of the initiative is to explore opportunities for Aboriginal OOHC service providers to build upon programs to become strong and sustainable providers of OOHC for Aboriginal children and young people.

Up to \$26 million was allocated through phase 1 to grow seven Aboriginal OOHC services placement capacity over three years from 2006 in rural and metropolitan locations. An independent consultant worked with Community Services and service providers to produce a development plan and strategies to enable each agency to strengthen its OOHC service.

Six of the seven agencies involved in phase 1 received enhanced funding to double the number of culturally appropriate OOHC placements for Aboriginal children and young people in NSW. A seventh agency was recently approved for growth funding for case management.

Phase 2 has been developed in close consultation with the AbSec. Four Aboriginal agencies were approved for funding through phase 2 to provide family preservation and foster care recruitment/support services.

The proposed funding over two years to these services is estimated at \$3.7 million. The aim over the two years is to build the capacity of services not currently providing OOHC to help address service gaps for Aboriginal children.

Cultural support planning is crucial for Aboriginal children who are placed in OOHC to maintain cultural links, connectedness to families and communities, and to promote a sense of belonging. During the year we improved our client information system to guide caseworkers in collecting and recording information to support effective cultural planning. Cultural support training was also provided statewide.

In 2009, the joint Metro West and Metro South West Aboriginal Foster Care Team implemented the Metro West Region's approach to link Aboriginal children with their extended family. When caseworkers are searching for a placement for any Aboriginal child in care, a standard letter is sent to Link Up with a profile of the child. Link Up then helps to find family members for potential kinship placements and/or contact.

Adoption and permanent care

Adoption or permanent care can give a child a sense of security and belonging to a family, when they cannot remain with their birth or extended family.

Community Services provides adoption services within four key programs including:

- OOHC
- local adoption and permanent care including special needs, intrafamily and special case adoption
- intercountry adoption
- post adoption.

During 2009/10, a Commonwealth and Disability Services Ministers' Conference working group reviewed the National Minimum Principles in Adoption. The National Principles were first endorsed in 1993 and underpin all adoption practice in Australia. Consultation with stakeholders in NSW took place in May, in conjunction with those occurring in other states and territories. The draft principles are expected to be endorsed by the Ministers' Conference later in 2010.

Over the past three years the numbers of adoption orders made for children in OOHC have more than doubled from 22 orders in 2007/08 to 48 in 2009/10.

As at 30 June 2010, there were:

- applications for the adoption of 19 children under Parental Responsibility of the Minister before the court awaiting determination
- 83 children where an application is being prepared for court following assessment and approval by Community Services
- 131 children for whom the suitability of adoption is currently being assessed
- 133 children where an inquiry has been received about beginning the process of exploring adoption.

'Cultural support planning is crucial for Aboriginal children who are placed in care to maintain cultural links, connectedness to families and communities, and to promote a sense of belonging.'

Six additional regional adoption caseworkers were recruited, bringing the total number to 12. They give specific case-based advice and support to staff at CSCs about adoption decisions for children in OOHC.

In 2009/10, 61 birth parents were counselled about adoption and permanent care alternatives. The program is holding 201 expressions of interest in local adoption. As at 30 June 2010, there were 35 families approved and awaiting placement of a child.

While the Commonwealth now manages overseas adoption programs, Community Services is responsible for processing intercountry adoption applications that are sent to overseas countries.

As at 30 June 2010, 525 families made up the intercountry adoption program caseload. There were 59 families being assessed, 318 families with files overseas awaiting an adoption proposal, 27 families allocated a child and 121 families receiving post-placement support.

During the year, 62 families were allocated children from other countries needing an adoption placement, 63 children arrived in NSW with their adoptive family and 78 intercountry adoption orders were made.

Community Services previously advertised an expression of interest to contract out intercountry adoption services. As overseas countries increase their capacity to keep their children within their own country, the need for intercountry adoption, and the demand, is decreasing. As a result, we determined it would be difficult for any non-government agency to provide a viable service operating on the current fee structure and we will continue providing intercountry adoption services.

Under the Commonwealth-State Agreement for the Continued Operation of Australia's Intercountry Adoption Program Community Services has contributed to work to examine opportunities to harmonise adoption legislation and practice, and investigated alternative models for the operation and administration of intercountry adoption in Australia.

Post-adoption services

Amendments to the *Adoption Act 2000* mean that for adoptions made on or after 1 January 2010, adoptees, adoptive parents, birth parents and siblings of an adoptee can gain identifying information about each other and search from the day the adoption order is made. These changes mean that NSW leads Australia in open adoption practice.

Birth parents and non-adopted siblings must first apply to the Director General of Human Services for authority to obtain identifying information about an adoptee and adoptive parents. There were no applications for a supply authority in 2009/10. The processes and assessment criteria are available at www.community.nsw.gov.au

For adoptions made before 2010, the *Adoption Act 2000* entitles adoptees and birth parents to receive identifying information about each other when the adoptee turns 18 years of age. In 2009/10, identifying information (names and dates of birth) was released to 695 people, allowing them to search for family members.

As of 30 June 2010 there were 29,343 people registered on the Reunion and Information Register, with 168 people matched and contact mediated.

Where the adopted person is less than 18 years of age, 259 families received ongoing support from a range of specialist mediation, support and referral services.

Adoption orders

	2006/07	2007/08	2008/09	2009/10
Out-of-home care adoptions	15	22	30	48
Local adoptions	12	15	20	13
Step-parent adoptions	22	10	9	16
Special case adoptions	0	2	3	2
Relative adoptions	3	3	0	0
Intercountry adoptions	112	73	93	78

Supporting children in care continued

Children and young people restored to their family

Community Services seeks a permanent and stable home for every child in OOHC. Early decisions must be made about restoration to their birth family. If this is not possible, alternative long-term placements need to be found as soon as possible.

The possibility of restoration needs to be decided before any other permanent placement option is considered. A decision about restoration should take no longer than six months for non-Aboriginal children aged two years or less, and 12 months for older children and young people. The application of permanency planning for Aboriginal children and young people is the focus of ongoing work.

The care plan must describe how restoration will occur and the timeframe. Case plans must detail how services to the family will help restoration, with services identified within 12 weeks of a child being placed in care.

We have been working to make sure that specific consideration is given to Aboriginal participation in decision-making in meeting the distinct cultural needs of Aboriginal children in the wider context of permanency planning decision-making. This work will build on Keep Them Safe initiatives that support Aboriginal children in OOHC.

The *Restoration Decision-Making Guide*, which forms part of the *Permanency Planning Guidelines*, is being adapted to meet the identity and cultural needs of Aboriginal children.

Children and young people with high needs

Some children and young people in OOHC have extremely challenging behaviours associated with their trauma history and need access to specialist programs and supports.

Contracts have been signed with a range of non-government organisations to provide special services for these young people. The services include intensive foster care, intensive residential care and a small number of supported independent living placements, with around 250 high-needs placements in total.

Regional panels made up of senior staff continue to review placement and case plans for high-needs kids on a regular basis. This year, these panels conducted more than 5,000 reviews.

The *Community Services and Ageing, Disability and Home Care Memorandum of Understanding on Children and Young People with a Disability* was revised and regional protocols, including implementing joint practice guidelines and training.

In 2009/10, a model of therapeutic secure care was developed for a small group of children and young people in out-of-home care whose behaviours place them at extreme risk of harm to themselves and who cannot be safely managed in a less secure setting. The model aims to address behavioural, emotional, educational, and mental and physical health needs in a safe environment with a focus on treatment.

At present, Sherwood House, operated by Community Services, is the only therapeutic secure care service in NSW, offering a placement for up to four residents.

'We have been working to make sure that specific consideration is given to Aboriginal participation in decision-making in meeting the distinct cultural needs of Aboriginal children.'

Intensive Support Services

Intensive Support Services (ISS) teams across NSW provide intensive case management for high-needs children and young people. They work hand-in-hand with the OOHC providers who provide day-to-day care for this vulnerable group. Caseworkers coordinate the multiple agencies that are usually involved in supporting children and young people with high and complex needs through regular case planning and review. They also meet regularly with children and young people.

We assisted 142 children and young people who have complex care needs during 2009/10, including 32 new referrals. Twenty-one young people left care during this period.

A partnership with Taronga Zoo gave eight high-needs young people experience in animal handling and zoo keeping. A sister program was launched in western NSW with Taronga Western Plains Zoo in March 2010.

We also ran four camps for children with complex needs together with Lifestyle Solutions.

The Alternate Care Clinic at Westmead Children's Hospital is a joint program with NSW Health delivering mental health services to high-needs children in western Sydney.

We are a partner in the Juniperina Housing Accord established in 2008 to provide housing and support services to young women (aged 16 to 21 years) at risk of reoffending and entering or re-entering Juniperina Juvenile Justice Centre. Three referrals were accepted in 2009/10.

Sherwood House, a therapeutic secure residential unit for young people with complex trauma and associated high risk behaviours was opened in January 2009 and has provided treatment to five young people.

We are also a partner in the Integrated Case Management Project to deliver interagency case management for young offenders who have conditional bail and cannot be released from detention as they are homeless.

We have taken on case management for three young people to reduce their risk of reoffending and help them reconnect to their family and community.

Improving the out-of-home care system

The OOHC service system provides an appropriate quantity and range of cost-effective, efficiently run and well-coordinated services to meet the needs of all children and young people in the system.

Developing an evidence-based system for out-of-home care

A five-year study of children in state care was announced in December 2008 to help improve the lives of children who can't live at home with their families. The study is the first of its kind and scale in Australia and will focus on children and young people entering care at three key life stages: infancy, starting school and starting adolescence. We are managing the study with a team of OOHC and research experts including researchers from Chapin Hall at the University of Chicago, and the Australian Institute of Family Studies. Fieldwork is expected to start in early 2011.

Improving education, health and mental health outcomes

Under Keep Them Safe, all children and young people should receive a comprehensive health and development assessment within 30 days of entering OOHC.

We are supporting NSW Health's work to implement this recommendation. By late 2010, an OOHC coordinator will be located in each area health service to coordinate health assessments for children and young people entering care.

All children and young people in care are eligible to apply for a foster child health care card which offers cheaper prescription medicine, bulk-billed GP visits (at the GP's discretion) and reduces out-of-hospital medical expenses. Details are available at www.community.nsw.gov.au

In partnership with Royal Prince Alfred Hospital, we provided training on neonatal abstinence syndrome to 23 carers from a range of foster care agencies.

A partnership with Sydney Children's Hospital Randwick operates a screening clinic for children and young people in care and makes recommendations for further diagnostic work, treatment or specialist assessment. Since opening in February 2005, the clinic has seen 329 children.

Supporting children in care continued

Aftercare services

The *Children and Young Persons (Care and Protection) Act 1998* provides for assistance for young people who are transitioning from OOHC to independent living. Assistance can include help to find accommodation, undertake education and training, or access income support and healthcare. It may also include referrals to counselling services.

Online information about leaving care for young people, carers and OOHC agencies provides information about entitlements and support and we are developing a training package to assist foster carers and kinship and relative carers in preparing young people for leaving care.

The NSW Government continues to work through the National Framework Implementation Working Group on the Transitioning to Independence Project under the National Framework for Protecting Australia's Children. The National Framework is a Commonwealth priority and includes a commitment to work collaboratively with the states and territories to improve support for young people leaving care.

The NSW Government announced a multi-million dollar funding boost over five years for additional services and support for those who experienced institutional care as children. A statewide support service for any person who grew up in institutional care in NSW regardless of where they now live in Australia will be run by Relationships Australia NSW. Inquiries for support and assistance can be made on 1800 656 884.

Funding will also be used to help people better access personal information about their time in care. The recruitment of additional staff to make the processing of applications for personal records faster and easier, index historic records and update Connecting Kin is currently underway.

The NSW Government held a healing service in Sydney's Royal Botanic Gardens in September 2009 with more than 700 people who grew up in institutions, orphanages, children's homes and foster homes in NSW attending. The service included the unveiling of a lasting memorial within the gardens to commemorate the experiences of the care leavers.

In May 2010, the Commonwealth Government proposed the establishment of the Find and Connect service to assist Forgotten Australians and former child migrants to locate their personal records and to reconnect with family members. We are working with the Commonwealth appointed consultancy responsible for conducting a scoping study for the Find and Connect service and how it will work with existing services and supports for Forgotten Australians.

'The NSW Government announced a multi-million dollar funding boost over five years for additional services and support for those who experienced institutional care as children.'

Improving services and systems

In 2009/10, Community Services sought to strengthen its service capacity – enhancing and improving operational policies and procedures, systems for budgeting, legal and financial systems, records management, human resources, information technology and occupational health and safety.

Accountability and transparency remain paramount as we carry out reviews, audits and investigations, and provide public information through our website, community education programs and publish information and reports about our work.

Recently Community Services started working more closely with non-government organisations and other agencies to build its service delivery system – including increasing the capacity of non-government providers to deliver services in the future. Strengthening local services and connections is central to helping vulnerable children and their families.

More than 60 percent of Community Services total budget in 2009/10 was spent on supporting or procuring services from our community partners including non-government and other external providers.

Highlights

In 2009/10, Community Services:

- supported partnerships with the sector and signed the first formal memorandum of understanding between Community Services and the NSW Aboriginal, Child, Family and Community Care Secretariat to help improve safety for Aboriginal children
- received more than 5,500 applications for caseworker positions during the year, including more than 1,000 for Aboriginal and 200 for multicultural caseworker positions, with 524 offers accepted
- consolidated the Multicultural Caseworker Program with 57 of the 62 positions currently filled. These positions target 17 specific cultural groups
- helped increase the number of Community Services-funded services using interpreter services by 15 percent
- supported four Aboriginal customer service trainees in gaining permanent employment with Community Services
- delivered more than 27,561 training days for Community Services staff and 1,973 training days to 936 non-government organisation staff in 2009/10
- completed 125 initial reviews, 10 child death review reports and two critical reports
- distributed more than 175,400 information and communication resources to staff, government and non-government agencies, and the general public.

Improving services and systems continued

Keep Them Safe

The Keep Them Safe action plan includes commitments to develop the capacity of the non-government sector to take on an expanded role in service delivery, as well as strategies to change the culture and develop skills across the public and non-government sector workforces.

An NGO Capacity Building and Workforce Development Plan has been developed by KPMG for the NSW Government in collaboration with the non-government sector. Areas include developing joint training in Aboriginal placement principles and cultural proficiency, targeted training for all mandatory reporters and developing peer support networks.

A major expansion of child protection and OOHC services – matched to the needs of diverse client groups – as part of Keep Them Safe, included actions to enhance the universal service system, improve early intervention services, better protect children at risk, support Aboriginal children and families, and strengthen partnerships with non-government organisations in the delivery of community services.

A Major Change Program Unit is supporting Community Services to implement major Keep Them Safe reforms as well as those relating to OOHC, early intervention and placement prevention, and funding.

Working with non-government organisations

Community Services also works with non-government organisations through the Keeping It Together Project, which focuses on providing advice and information, learning and development, partnership work, consultation, advocacy, policy development and research around the Keep Them Safe reform program. The agency has provided \$606,302 in 2009/10 to three peak organisations – NSW Family Services, the Youth Action and Policy Association and the Association of Children's Welfare Agencies for this project and meets with them regularly to discuss progress.

Our Learning and Development branch delivered 1,973 training days to 936 non-government agency staff, including a suite of programs to support a range of Keep Them Safe initiatives.

Economics and statistics

Specialised analysis and modelling was used during the year to improve policy and practice across a wide range of services.

Resource allocation modelling was developed for new Keep Them Safe funding and updated to ensure effective allocation of caseworker resources for child protection, Brighter Futures and OOHC, and funding allocation of the SCAN Program, and preschool resource allocation.

Service models, including unit costs and resource allocation models, were developed for early intervention and placement prevention, including service models for prevention and early intervention, intensive family support and intensive family preservation. These are key components of Community Services Grants Program service re-alignment.

The Child Welfare Simulation model that is used to forecast the number of clients and costs of key Community Services programs including OOHC, Brighter Futures and child protection is being updated. The model will also have capacity for scenario analysis of interactions of Community Services programs.

Community Services conducted a Resource Allocation Review in conjunction with NSW Treasury, maintained Community Services Benefit Estimation database, and updated Economic Evaluation Manual.

Information management

Work to improve data quality reports and regular data remediation cycles for non-government agencies continued, including quantitative evaluation of regional progress for performance and comparison. For the first time in the history of Regional Data Services, the number of errors created by caseworkers is falling.

Community Services developed interim business processes for the Child Protection Helpline to support the introduction of the Screening and Prioritisation Structured Decision Making® tools and the legislative changes proclaimed in January 2010. This included the preparation of Business Requirements Specifications to inform KiDS system changes.

A draft core structure overview for the future business process for the end-to-end core child protection and supporting functions business processes was also developed.

'An Australian-first, a five-year Pathways of Care study to fill the void in Australian research into the long-term effects of being in care was started.'

Research and evaluation

An Australian-first, a five-year Pathways of Care study to fill the void in Australian research into the long-term effects of being in care was started. The study aims to collect detailed information about the life course development and experiences of children and young people placed in OOHC in NSW. The study will recruit up to 1,000 children and young people who are entering care for the first time for a minimum of six months.

The Brighter Futures Aboriginal Families Study is being conducted to provide evidence of the benefits of participating in the Brighter Futures early intervention program for Aboriginal families. It aims to determine the most effective ways to help Aboriginal families to engage with the program. Results from the study will guide improvements to the program to better meet the needs of Aboriginal families.

An Intensive Outcomes Study was completed as part of the Brighter Futures evaluation in conjunction with the Social Policy Research Centre at the University of NSW with the final evaluation report expected to be published in September 2010.

A number of external research projects were supported including commissioned research and collaborative projects. These are listed on the Community Services website.

The Research to Practice Program delivered five seminars by leading national and international child welfare experts and produced regular Research to Practice Updates on the latest research.

Corporate and business planning

Work in this area focused on:

- working with communities to reduce the over-representation of Aboriginal children and families in the statutory child protection system
- increasing focus on prevention and early intervention services
- targeting integrated and timely child protection services to families in greatest need
- collaborating with government and non-government agencies to provide an integrated and responsive service system
- building the evidence base and business intelligence to support service delivery
- effectively implementing reform programs (Keep Them Safe, OOHC reforms and the realignment of CSGP-funded services in particular)
- delivering quality services in line with commitments under the NSW State Plan and a range of national agreements
- actively contributing to the integration and improvement of services delivered by the Department of Human Services.

Community Services is no longer required to have an agency-level results and services plan agreed with NSW Treasury. A new plan will encompass the whole of the Department of Human Services.

Other key plans guiding and improving our work and service delivery include the Aboriginal Strategic Commitment 2006-11 and the Multicultural Strategic Commitment 2008-13.

Improving services and systems continued

Legal services

This year the Legal Services Branch focused on children and young people appearing in the criminal justice system. A multi-agency pilot project commenced in February 2010 and will run from Parramatta Children's Court for two years. The project targets children and young people going before the Children's Court because they are alleged to have committed an offence, have challenging behaviour, are often absent from school, present as homeless, aren't accessing services they could use, and require coordinated service delivery from a broad spectrum of services to keep them out of the juvenile justice system.

At the conclusion of the trial period, data collected will be evaluated to gauge efficacy of the program in steering children/young people from repeated appearances before the criminal courts.

Financial services

A cross-business working group, established in 2008/09, continued to focus on cost-saving measures, reducing waste and driving efficiencies. Measures introduced include tighter management of IT-related assets, improved vendor management and greater usage of self-service functions. Efficiency and savings plan targets were effectively met by the agency.

Information and communication technology (ICT)

ICT continued to support Keep Them Safe initiatives such as WellNet and the Keep Them Safe Support Line.

A common data system was created to support new Child Wellbeing Units set up within Government mandatory reporting agencies, and implemented Structured Decision Making® tools for the Mandatory Reporter Guide and screening and response priority tools at the Helpline. Minor changes in support of the Keep Them Safe proclamation were made to the KiDS client management system.

Sophisticated contact centre technology was installed to replace the Child Protection Helpline's ageing technology platform. The new system went live in October 2009 and delivered a number of benefits including supporting business improvements recommended in Keep Them Safe, providing a more streamlined and contemporary experience for reporters who contact the helpline, improving stability and performance at the helpline and enabling future process and operational improvements.

A new-look Community Builders website www.communitybuilders.nsw.gov.au was launched to provide information for planning and managing community projects.

In June 2010, \$5.2 million was written off in relation to the Electronic Records Data Management System. Prior to the Wood Commission into child protection, Community Services had spent several years working in consultation with three other agencies on this project to transfer non-client records to an electronic system. The Wood Special Commission of Inquiry into child protection services recommended that Community Services should move toward digital records for client files.

When the Commission's Report was released, work on the non-client records project had not been completed and for various funding and project management reasons it appeared unlikely that the project could be completed to the satisfaction of Community Services. Given these two factors, a decision was made to discontinue the work on the non-client records project and develop a new strategy for addressing the implementation of an electronic records data management system, which would focus on client records.

Accommodation

During the year \$13.7 million was spent improving regional caseworker accommodation to support service delivery and other capital projects. Community Services Centres in Broken Hill, Cobar, Coffs Harbour, Cooma, Cootamundra, Cowra, Dubbo, Glen Innes, Kempsey, Raymond Terrace, St Marys and Tumut, as well as Safe Families offices in Walgett, Wilcannia and Lightning Ridge and a Joint Investigation Response Team at Liverpool relocated to new and improved accommodation in this reporting year.

Key policies and procedures were developed and implemented for security and travel management and a comprehensive motor vehicle policy was developed following an internal audit review by Ernst & Young which focused on cost efficiency and compliance. The policy will be implemented in the first quarter of 2010/11.

A new strategy for implementing an electronic records document management system in 2010/11 was developed, with the final roadmap report due to be completed in August 2010.

We also worked with the State Property Authority (SPA) to review the Community Services property portfolio and assisted in the transfer to SPA of various aspects of property management. The vesting process of owned and leased properties to SPA was also completed.

Workforce strategies

Human resources

Community Services employed 4,564 people full and part-time (4,463 non-casual) at 30 June 2010.

Community Services continues to attract large numbers of applications for caseworker positions, with over 5,500 received in 2009/10, including over 1,000 for Aboriginal caseworker positions and around 200 for multicultural caseworker positions.

From these, 524 permanent and temporary offers of employment were accepted in 2009/10, with over 70 of these in hard-to-fill locations such as Bourke, Broken Hill, Cootamundra, Deniliquin, Glen Innes, Griffith, Inverell, Leeton, Moree, Narrabri, Nyngan, Parkes and Tumut.

A further 27 secondments took place under the rural short-term secondment program which offers metropolitan caseworkers and casework managers the opportunity to work at a country location.

A temporary caseworker pool first piloted in 2007 continued, providing a pool of skilled workers available to backfill vacancies arising from planned and unplanned staff leave. During 2009/10, more than 150 temporary placements were made statewide and the size of the pool grew to 126. Recruitment to the pool is ongoing.

Industrial relations

This is reported in the appendices.

Learning and development

A total of 27,561 training days were delivered in 2009/10 to continue to improve our performance.

The Caseworker Development Program was launched in November 2009 and there are currently 254 caseworkers undertaking this training. It replaces the Caseworker Development Course. The new program includes experiential case study driven workshops, self-paced and group activities, shadowing and placement opportunities and supports for learners with extra needs.

An extensive training needs assessment was undertaken for the Supported Accommodation Assistance Program to inform 2010/11 work plans. Opportunities for staff in this area were expanded to include 90 places in programs with a registered training organisation for qualifications including the Diploma of Management and a Diploma in Child, Youth and Family Interventions.

A partnership with TAFE NSW Hunter Institute saw short course training delivered across NSW with a focus on case management and staff supervision. A Leadership Development Program for 38 specialist homelessness service representatives was piloted involving a series of residential workshops on leadership, delivered by the Benevolent Society's Social Leadership team. A scholarship scheme for the sector was also introduced, improving the diversity of development options available to services.

The Step by Step assessment package was reviewed and a new Community Services carer assessment tool and associated training for foster and kinship carers developed. To build further capacity across the state, training has been delivered to around 140 caseworkers and managers.

'Community Services continues to attract large numbers of applications for caseworker positions, with over 5,500 received in 2009/10.'

Improving services and systems continued

Psychological services

Community Services psychologists provide specialist expertise to support and promote children's health, safety and wellbeing. This year 21 staff were recruited across NSW including a Manager Specialist Psychological Services, seven Regional Psychological Team Leaders, five specialist psychologists and eight regional psychologists.

Data collection systems (client register and consultation register) and supervision structures were implemented for clinical, group and managerial roles and consistent processes regarding consultation, referral/reporting and test usage were implemented.

A planned professional development program was started and *Clinical Practice Guidelines* for psychologists were approved for Managing Children and Young People at Risk of Suicide.

Occupational health and safety

The Occupational Health and Safety (OHS) unit provides policy and hands-on support to managers and staff to promote safe and healthy workplaces and systems across the agency. Further details about OHS can be found in the appendices.

Aboriginal services

Community Services remains committed to working effectively with Aboriginal families and communities and improving the cultural competence of its staff. At 30 July 2010, approximately 7.88 percent of staff were Aboriginal or Torres Strait Islander, well above the NSW Government target of 2.7 percent by 2015. Rates of Aboriginal staff are particularly high in northern and western regions – 21.45 percent and 22.45 percent respectively.

The Aboriginal Services Branch now has 20 positions in four teams providing specialist advice and developing and implementing programs that affect Community Services staff and clients.

The Aboriginal Strategic Commitment of Service continues to improve on service delivery to Aboriginal staff and communities. Head office and regional Commitment of Service plans were developed for 2009/10 to support the improvement of services for Aboriginal families, children and communities.

More than 280 Aboriginal staff attended the annual Aboriginal Staff Conference in November 2009. This conference continues to support the professional development of Aboriginal staff and provides an opportunity for them to network with their colleagues and explore how Community Services can improve its services delivery and support to Aboriginal children, young people, their families, communities and staff.

Community Services completed an Aboriginal Impact Statement for all Community Services Keep Them Safe projects in January 2010 and established a leadership group to develop systems and resources to improve our capacity to apply the guidance of the impact statement across all Major Change Program actions.

The Aboriginal Reference Group met six times in 2009/10 to provide cultural expertise, knowledge and experience on significant departmental Aboriginal initiatives.

Multicultural services

The Multicultural Services Unit provides specialist advice on issues affecting Community Services clients from culturally and linguistically diverse backgrounds. It also guides the implementation of the agency's Multicultural Strategic Commitment 2008-13.

The Multicultural Caseworker Program is being consolidated, with 61 of 74 positions currently filled. These positions target 17 specific cultural groups, plus emerging refugee and migrant communities.

Training on cultural maintenance for children in foster care has been provided to agency caseworkers, and also to foster carers and non-government caseworkers. The agency accredited its first Sudanese foster carers this year, and is recruiting more African carers in partnership with Migrant Resource Centres in Western Sydney.

This year agencies funded by Community Services increased their usage of interpreter services by 15 percent compared to the previous year.

The agency delivered 40 multicultural community information sessions to refugee community groups this year, double the number provided in 2008/09.

Access to information

Information about Community Services work, programs and services continue to be made widely available with online access to research, funding news, policies, fact sheets, guides and other resources.

The new www.fosteringnsw.com.au website was launched in September 2009 to increase awareness about becoming a foster carer. Following the launch of the Fostering NSW advertising campaign, visits have increased to more than 15,818 visits as at 30 June 2010.

There were more than 793,136 visits to Community Services main website, up from 651,269 last year, with information on careers, children's services, adoption and foster care most frequently accessed.

A range of newsletters also provide information about the agency, including the online monthly newsletter *Community Services News*, the quarterly *Fostering Our Future* (for foster carers), quarterly *Building Blocks* (children's services) and monthly online staff newsletters *DoCS Vox* and *KTS News*.

Community Services maintains the following websites:

www.community.nsw.gov.au
www.families.nsw.gov.au
www.communitybuilders.nsw.gov.au
www.fosteringnsw.com.au

During the year responsibility for www.youthweek.nsw.gov.au and www.youth.nsw.gov.au transferred to Communities NSW.

'Community Services remains committed to working effectively with Aboriginal families and communities and improving the cultural competence of its staff.'

Improving services and systems continued

Corporate and ministerial information

More than 2,565 items of ministerial correspondence were dealt with during 2009/10. Numerous documents such as briefing notes, memos, letters and reports were also processed.

Documents for the Minister for Youth were dealt with up to September 2009 when reporting responsibilities for the Minister for Youth changed.

Freedom of Information (FOI)

In 2009/10, there were 589 applications processed for access to Community Services records under the *Freedom of Information Act 1989* with 81 percent of these applications processed within the timeframes in the Act (generally 21 days). Further information about FOI applications can be found in the appendices.

Governance

Business assurance and risk management

Business assurance is focused on reviewing, appraising and recommending improvements to internal control systems; evaluating the effectiveness of control systems; and providing strategic advice on risk management. An audit and risk committee meets quarterly to oversee and monitor governance, risk and control issues affecting the operations of the agency.

During the year, work also started with Suncorp Risk Services to assess the agency's risk management maturity and build its risk management capacity, resulting in development of an enterprise risk management approach in parallel with, and reflective of, the enterprise risk management framework created for the Department of Human Services.

Other projects completed in 2009/10 such as the finalisation of business continuity plans for head office and a legislative compliance framework will support the enterprise risk management approach and form components of the agency's governance framework.

Fraud control

A fraud control plan is in place to raise awareness of fraud at work and help staff and other people who deal with Community Services to prevent, detect and report suspected fraud. The plan includes the *Guide to Fraud Risk Assessment* and the *Fraud Risk Assessment for Service Providers*. A useful document for service providers is *Responding to Fraud in Community Services Funded Services*. These are all available online.

'An audit and risk committee meets quarterly to oversee and monitor governance, risk and control issues affecting the operations of the agency.'

Child deaths and critical reports

Community Services works closely with other agencies involved in child death review, particularly the NSW Ombudsman and the NSW Coroner. Effective information exchange ensures that lessons can be learned from the tragic death of a child and assists staff to improve organisational policies, procedures and practice.

In 2009/10, the Child Deaths and Critical Reports Unit (CDCR) completed 125 initial reviews, 10 child death reviews and two critical reports. The CDCR also developed and delivered numerous practice reviews, training sessions and papers at both internal and external forums, including a fatal physical assault practice forum on the joint assessment of physical abuse cases with The NSW Police Force and NSW Health.

Allegations against employees

The Allegations Against Employees Unit (AAE) responds to allegations of reportable conduct by Community Services employees, including authorised carers. During the year, the unit received 967 referrals, commenced 408 investigations and finalised 347 investigations.

More than half of the 967 reports (559) did not meet the threshold of reportable conduct. Of the 408 that met the threshold, 55 percent (226) were referred to the Ombudsman.

This year the unit completed three Keep Them Safe initiatives relevant to allegations against employees, including implementing a centralised model of responding to allegations of reportable conduct, negotiating a new class or kind agreement with the NSW Ombudsman and changing available findings in AAE Unit investigations to ensure clarity and consistency in the outcome of investigations.

The unit also negotiated a class or kind agreement with the Commission for Children and Young People in September 2009 and commenced a formal review of the centralisation of AAE Unit functions through the Community Services Evaluation and Statistics branch.

Information exchange

The Information Exchange Unit (IEU) manages requests for information from a number of agencies including the NSW Ombudsman, Department of Corrective Services, NSW Police Force, other government and non-government agencies, under a range of legislative provisions.

In 2009/10, the NSW Ombudsman made 253 requests for information which were coordinated centrally, while 155 requests involved the Ombudsman's office dealing directly with the regions.

The IEU processed 1,272 requests from other external agencies. Following the introduction of Keep Them Safe, requests for information are now received from prescribed bodies to directly assist their assessments of the safety, welfare and wellbeing of children and young people. IEU staff managed 126 such requests in 2009/10.

Complaints

The Complaints Unit provides a centralised system for handling complaints and inquiries. People can make complaints directly or are referred from other areas of the agency. More information about complaints can be found in the appendices.



7.

Housing NSW

We needed a new place and found this one easily. It's a close-knit community and everyone is willing to help.

Souad with her son outside their Housing NSW home in Sydney. Housing NSW managed more than 144,000 public housing tenancies like Souad's during the year.

Message from the Minister

I commend the report of Housing NSW as an accurate reflection of the activities undertaken in 2009/10. Housing NSW has been delivering against the priorities identified by the NSW Government to address housing need across the state.

I am particularly pleased with the progress that has been made to expand the community housing sector over the past year. Transferring title of ownership is a commitment the NSW Government made during June 2009 and, with the introduction of new legislation in July 2009, we are now witnessing a fundamental shift in how social housing is managed across NSW. Title transfers will enable the vast majority of properties built under the Nation Building Economic Stimulus Plan to be owned by community housing organisations. These organisations now have the capacity to borrow more funds against their equity to build and buy more homes.

The Commonwealth Government has provided Housing NSW with funding of \$43 million for urban renewal and affordable housing projects across Sydney and Lake Macquarie under the Housing Affordability Fund.

I look forward to 2010/11, which I envisage will be another exciting year working to deliver an effective social housing sector for the people of NSW.



Frank Terenzini MP

Minister for Housing
Minister for Small Business
Minister Assisting the Premier on
Veterans Affairs

Chief Executive's foreword

When the National Affordable Housing Agreement was signed in early 2009, Housing NSW committed to a substantial reform agenda. Housing NSW is working, with the funding received through national partnerships that accompany the agreement, to reform the housing sector, improve housing affordability, reduce homelessness and reduce Indigenous housing disadvantage.

The launch in April 2010 of the one-stop social housing system, Housing Pathways, has made applying for housing assistance simpler, easier and fairer for clients. Applicants now fill out a single application form for help from Housing NSW or participating community housing providers and are listed on a statewide waiting list, the NSW Housing Register.

We worked closely with community housing organisations, helping them to develop their capacity to deliver solutions for social housing tenants, and providing new registration arrangements through the Office of the Registrar of Community Housing. Part of our commitment to expanding the community housing sector has been to transfer more public housing properties to community housing management.

Reducing homelessness is a priority for the Australian and NSW governments and, over the past year, we have made great progress in addressing this issue through the Homelessness Action Plan and strategies to address homelessness in certain areas of NSW. Regional action plans and other key projects, such as the Camperdown Project in inner-city Sydney and the Start Safely Program to house women and children escaping domestic violence, will ensure that we have more effective strategies to help prevent homelessness.

NSW was the first state to have its Nation Building Economic Stimulus Plan program endorsed by the Commonwealth Government and we have delivered well ahead of the targets set for 2009/10. The program has delivered more homes for more people in need and strengthened the community housing sector, which has taken on the management of the majority of these properties.

The past year has been challenging for staff, who faced a changing work environment while continuing to deliver on projects and initiatives. I would like to thank all Housing NSW staff for their hard work and ongoing commitment and enthusiasm in helping the people of NSW.



Mike Allen

Chief Executive, Housing NSW

Overview

Who we are

Housing NSW operates under the *Housing Act 2001* to manage the NSW Government's housing portfolio and develop broader housing strategies.

We aim to build a stronger community by providing housing solutions for people in need. We are working towards:

- ensuring homeless people have access to housing and are able to sustain a tenancy
- providing appropriate and sustainable social housing
- integrating social housing in communities
- increasing access to affordable housing
- delivering quality customer service
- implementing sustainable business practices.

What we do

We work with government departments, agencies and other organisations to address homelessness in NSW. We manage the NSW public housing portfolio, fund and regulate the provision of community housing and crisis accommodation, and manage Aboriginal public housing for the Aboriginal Housing Office. Housing NSW plays a key role in developing policy and supporting relationships to increase access to affordable housing across NSW, as well as providing a range of products and services to help people move into the private rental market and home ownership. We also provide policy advice to government and manage the *Housing Act 2001* and associated legislation.

Our clients

People who live in social housing, provided through public, community and Aboriginal housing, represent the majority of our clients. Strong population growth in some areas, particularly in the Sydney metropolitan and coastal areas, has contributed to increased demand for housing assistance and other support services. We support a growing number of clients with complex needs including older people, people with disabilities, people with mental health issues and Aboriginal people.

Highlights

In 2009/10, Housing NSW:

- launched the NSW Homelessness Action Plan (2009-14) to reduce homelessness in NSW
- established the Premier's Council on Homelessness to advise us and other organisations on reducing homelessness in NSW
- answered 22,733 telephone calls to the After Hours Temporary Accommodation Line, with service and accommodation provided to 7,070 homeless clients
- supported women to leave violent homes and secure rental accommodation in the private market through the Start Safely pilot, which began in October 2009 at eight locations across NSW
- delivered 850 homes, well ahead of the target of 752 homes, under the Nation Building Economic Stimulus Plan
- made it easier, simpler and fairer for people to access housing assistance from the NSW Government and the not-for-profit community housing sector with the launch of Housing Pathways in April 2010
- launched the Housing NSW Disability Action Plan 2009-13 in December 2009, outlining strategies to ensure people with a disability are able to access housing services and products
- announced \$43 million under the Housing Affordability Fund in June 2010 for affordable housing projects across Sydney and Lake Macquarie
- launched the Green Street Program in November 2009 to improve the environment around many public housing areas.

In addition:

- the *Housing Act 2001* was amended in March 2010 to enable the transfer of ownership of properties from Housing NSW to community housing organisations
- the Registrar of Community Housing completed 123 assessments of community housing organisations applying for registration.

Overview

continued

Our performance

Resources	2006/07	2007/08	2008/09	2009/10
Total number of employees	2,474	2,565	2,604	2,575
Customers				
Number of tenancies (at 30 June 2010)				
Public housing	120,382	119,033	117,288	114,469
Community housing	14,660	16,325	16,639	18,596
Aboriginal Housing Office	4,152	4,122	4,101	4,141
Total tenancies managed by Housing NSW	139,194	139,480	138,028	137,206
Number of new tenancies				
Public housing	8,870	7,895	6,311	6,012
Aboriginal Housing Office	433	400	303	362
Approved applicants for social housing at year end	44,870	43,134	39,484	43,335
Private rental assistance (includes Rentstart and Special Assistance Subsidy) – number of households	33,292	29,872	34,187	37,174
Assets				
Dwellings under management				
Public housing	126,243	125,171	124,086	121,662 ²
Community housing	14,140	15,397	16,141	18,910 ²
Crisis accommodation	1,484	1,502	1,511	1,538
Aboriginal Housing Office	4,321	4,248	4,256	4,296
Total dwellings under management	146,188	146,318	145,994	146,406
Number of public and community housing dwellings completed in the year	883	995	1,224	1,953
Number of affordable housing dwellings completed in the year ¹			184	506
People assisted in social housing				
Public housing	262,000	254,400	245,800	240,800
Aboriginal housing	13,500	13,400	13,000	13,200
Crisis accommodation	39,000	39,700	40,800	41,000
Community housing	38,100	38,700	41,800	44,500
Total	352,600	346,200	341,400	339,500
Finances				
Net rental income and tenancy charges (\$m)	640*	661*	688	694
Government grants (\$m)	528	494	890	1,923
Maintenance and upgrading expenditure (\$m)	430	385	420	565
Property asset value (\$m)	27,804	28,014	27,937	31,929

* Includes other tenant charges.

Notes:

¹ Dwellings completed under Affordable Housing Innovations Fund and National Rental Affordability Scheme A.

² There has been no reduction in total number of social housing properties under management. Because of the commitment to grow community housing, more than 1,800 properties were transferred from public housing to community housing management in 2009/10.

Case study



Greening the streets

The main streets of selected public housing areas across the state are turning green with Housing NSW's \$30 million Green Street Program that began in November 2009.

In Ambarvale, in south-western Sydney, Mitch and Wayde are completing a one-year horticulture traineeship. With supervisors from BoysTown, they're planting Weeping Lillypilly and Magnolia trees that will grow 15 to 20 metres tall.

Planting street trees not only reduces pollution but improves the look of the area and encourages birds. As part of the program – which involves consultation with a landscape architect, local councils and not-for-profit organisations – residents on main streets are also given trees for their front gardens.

Mitch, 16, and Wayde, 18, grew up in nearby suburbs and have noticed a change in residents' attitudes to the new trees.

'People are starting to like them, and older kids want to look after the trees,' Mitch said.

Horticultural trainees, Mitch and Wayde, planting trees for Housing NSW's Green Streets Program in Ambarvale, helping to make the local community greener.

'People are starting to like them, and older kids want to look after the trees.'

Addressing homelessness

Addressing the causes of homelessness in NSW requires a coordinated effort across government. People who are homeless or in and out of homelessness, may be living on the street or parks, in short-term crisis accommodation, in a series of temporary stays with friends and relatives, in boarding houses on a short-term basis or without a secure lease in long-term boarding houses or in caravans or residential parks. We aim to work towards addressing the causes of homelessness across NSW, in partnership with other agencies, to support the most vulnerable in our community.

Over the past year, Housing NSW's priority areas of work have been:

- preventing homelessness and intervening early to address its causes
- providing assistance to those with urgent accommodation needs
- working to assist people who are in and out of homelessness into more stable public and private housing.

Housing NSW has a number of programs and strategies for homeless people, and works in partnership with other key stakeholders to care for people who are homeless or at risk of being homeless.

Key performance indicators

	2008/09	2009/10
Proportion of new tenancies still in place after 12 months	81.5%	82.8%
Proportion of new tenancies allocated to households most in need	86.3%	88.2%

NSW Homelessness Action Plan

The NSW Homelessness Action Plan was launched in August 2009. It is the NSW Government's key policy for reducing homelessness in NSW for the period 2009-14 and sets out a series of strategies and actions under three outcome areas:

- prevention: people never become homeless
- effective responses: homelessness does not become entrenched
- breaking the cycle: people who have been homeless do not become homeless again.

In the coming year, we will lead the implementation of the Homelessness Action Plan across NSW Government agencies. Housing will be provided to 5,000 people who are homeless or at risk of homelessness with support to help ensure that 85 percent of these people have maintained their tenancies after 12 months.

As part of the Homelessness Action Plan, we led the development of 10 regional homelessness plans across NSW, in consultation with partner agencies and communities. This regional planning process relied on existing and new partnerships to ensure a whole-of-community response to homelessness and to deliver better outcomes for people who are homeless or at risk of homelessness. Implementing the regional homelessness plans will be overseen by regional homelessness committees made up of representatives from government and non-government agencies and the broader community.

Premier's Council on Homelessness

The Premier's Council on Homelessness was established as the primary advisory group to the NSW Government on homelessness issues, with members including people who have experienced homelessness. The first meeting in March 2010 identified several priority areas including:

- exploring ways homeless people can get better access to information about the services they need
- addressing homelessness through the NSW Homelessness Action Plan.

Camperdown Project

The successful Common Ground model is being introduced in Sydney through the Camperdown Project. This initiative will provide a substantial new injection of long-term accommodation with support to enable chronically homeless people to get out and stay out of homelessness.

Other projects to address homelessness

We are responsible for coordinating the whole-of-government implementation of a variety of initiatives to address homelessness in NSW. In addition, there are a number of our own initiatives to address homelessness, including:

- tenancy support for people at risk of homelessness in the Richmond-Tweed and Mid-North Coast areas
- a new assertive outreach service in inner-city Sydney for rough sleepers, started on 1 April 2010, to break the cycle of homelessness and to move people who have been sleeping rough into more stable accommodation
- the Homelessness Intervention Project, consisting of the Homelessness Intervention Team in inner Sydney, and the Nepean Youth Homelessness project. In the inner city, 21 homeless people have been provided with their own accommodation plus support services. In the Nepean region, 51 young people at risk of homelessness were provided with accommodation and support.

Working in partnership

We continued to implement 15 interagency Shared Access Trials (under the NSW Housing and Human Services Accord) in which clients with complex needs were assisted to access social housing with support services mapped to meet their needs. Clients included young people with a disability, people with a mental health issue and people with a physical or intellectual disability.

Work continued in partnership with NSW Health and other non-government organisations to deliver the Housing and Accommodation Support Initiative (HASI) across NSW. HASI is an innovative partnership that provides appropriate housing and support for people with a mental illness. During 2009/10, 1,096 packages were operational, including 20 new Aboriginal HASI packages in the pilot sites of Blacktown and Lismore.

Start Safely

The Start Safely private rental subsidy scheme assists women, and women with children, who are homeless or at risk of homelessness and escaping domestic violence. It provides short to medium-term support to enable women to leave violent homes and secure rental accommodation in the private market. The Start Safely pilot began in October 2009 at eight locations across NSW – Blacktown, Campbelltown, Hurstville, Newcastle, Nowra, Penrith, Wollongong and Wyong. In 2009/10, 101 clients were approved for Start Safely assistance.

Emergency accommodation

Housing NSW provides emergency temporary accommodation in low-cost hotels, motels, caravan parks and similar accommodation for people who find themselves homeless.

The After Hours Temporary Accommodation Service assists people in housing crisis outside normal business hours. Clients are assessed by phone to determine their eligibility. The service has been working to increase the number of providers available to accommodate temporary accommodation clients.

During 2009/10, the service answered 22,733 telephone calls and provided accommodation to 7,070 homeless clients, an increase of 1,821 in telephone calls from the previous year.

The Crisis Accommodation Program (CAP) provides properties to be used as overnight or short-term accommodation for homeless people, or as transitional accommodation for people who are ready to move from crisis housing to independent living. Non-government organisations that are funded through the Supported Accommodation Assistance Program use these properties to provide support to clients as well as accommodation. Prior to the National Partnership on Homelessness and the NSW Government's release of *A Way Home: Reducing Homelessness in NSW*, CAP was one of our key responses to people who were homeless, at risk of homelessness or in crisis.

In 2009/10, we approved 18 additional units for priority groups at an estimated cost of \$3.675 million. During the year, construction began on the \$7.5 million Hope Hostel in North Parramatta. Twenty-four units were allocated as accommodation for people who are homeless and a further nine for people in crisis. Funding of \$5.6 million was allocated to meet the ongoing costs of providing crisis accommodation services, such as repairs and maintenance, leasing costs, insurance and council rates. At 30 June 2010, we provided 237 leasehold and 1,297 capital properties for people in crisis. Approximately 41,000 people were helped during the year using these properties.

Appropriate and sustainable social housing

Providing appropriate and sustainable social housing means matching the changing needs of clients and planning different options for housing to fit those needs. We provide appropriate and sustainable social housing through:

- directly providing public housing
- funding and regulating the community housing sector
- managing Aboriginal Housing Office tenancies on behalf of the Aboriginal Housing Office.

Over the past year, our priority areas of work have been:

- delivering Nation Building Economic Stimulus Plan construction and maintenance
- improving delivery of the maintenance contract program
- delivering a comprehensive asset strategy
- expanding community housing by providing new housing stock and property transfers from public to community housing
- implementing environmental sustainability measures
- reducing rent arrears.

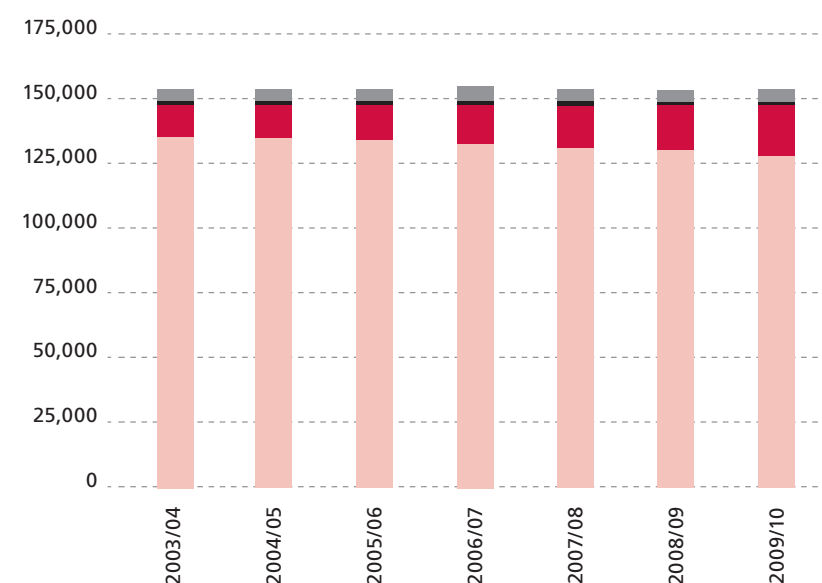
Key performance indicators 2009/10

	Target	Actual
Rent arrears as percentage of net rent	0.5%	0.5%
Number of transfers of management of properties to community housing providers	1,500	1,836

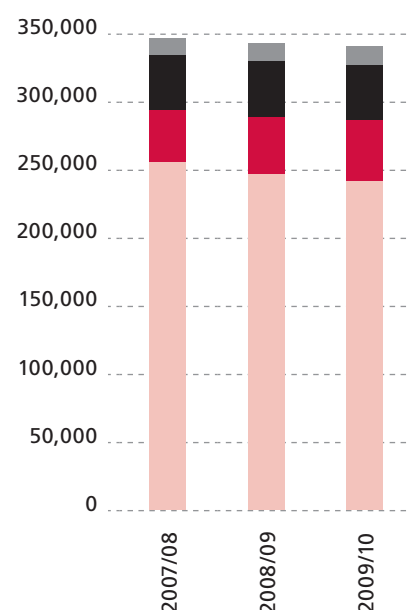
Access for most in need and sustainable tenancies

Social housing

Total number of properties managed by social housing providers as at 30 June each year



People in assisted social housing



Public housing Community housing Crisis Accommodation Program (community) Aboriginal Housing Office

Capital supply 2009/10

Capital works expenditure (\$)			
	Community housing (\$m)	Public housing ¹ (\$m)	Total (\$m)
Acquisition	23.85	112.76	136.61
Construction	1.48	317.47	318.95
Redevelopment	29.56	905.23	934.79
Conversion	1.36	7.57	8.93
Total	56.25	1,343.03	1,399.28

Dwelling commencements (units)				
	CAP*	CHAP**	Public housing ²	Total
Acquisition	18	81	300	399
Construction	-	-	1,735	1,735
Redevelopment	2	155	3,822	3,979
Conversion	1		20	21
Total new owned	21	236	5,877	6,134

Dwelling completions (units)				
	CAP	CHAP	Public housing ³	Total
Acquisition	23	79	523	625
Construction	-	7	78	85
Redevelopment	-	86	1,078	1,164
Conversion	-	11	68	79
Total new owned	23	183	1,747	1,953

Headleased supply 2009/10

Dwellings headleased (units)				
Short and long term	CAP	CHAP	Public housing	Total
Net new leases	2	32	240	274
Total dwellings leased	237	5,744	3,382	9,363

* CAP = Crisis Accommodation Program

** CHAP = Community Housing Assistance Program

Notes:

¹ Public housing expenditure includes Nation Building Economic Stimulus Plan (NBESP), Strategic Projects expenditure of \$5.71 million (excluding Bonnyrigg) and Major Projects expenditure of \$13.87 million and purchase of one property for \$400,000 under Private Equity Partnership.

² Public housing commencements include Strategic Projects 61 units (Bonnyrigg 39 units), NBESP Stage 1 for 184 units and NBESP Stage 2 for 5,246 units.

³ Public housing completions include Strategic Projects 42 units (Bonnyrigg 39 units), NBESP Stage 1 for 837 units and NBESP Stage 2 for 85 units.

Appropriate and sustainable social housing continued

Housing sector reforms

The National Affordable Housing Agreement and national partnerships establish a framework for housing sector reform. The reform agenda of 25 reforms seeks to increase social housing supply to create a diverse, sustainable and more socially inclusive sector, and to use resources more efficiently to provide greater accountability.

National priorities were identified in February 2010 and progress has been made against:

- planning reforms to develop a diverse social housing system and more affordable housing supply
- housing system reform to improve the viability of social housing and to reform the institutional framework and funding arrangements so that affordable housing availability is improved
- improving services to tackle challenges in homelessness and Indigenous housing
- providing more choice for social housing tenants through the integration of public and community housing waiting lists
- reducing homelessness and integrating homelessness services with general services
- growing the community housing sector
- reducing concentrations of disadvantage to create mixed communities
- improving housing services and conditions for Indigenous people
- improving housing market efficiency.

National Affordable Housing Agreement

The National Affordable Housing Agreement provides a framework for Australian governments to work together to reform the housing sector and improve housing affordability, as well as reducing homelessness and Indigenous housing disadvantage. In 2009/10, the Commonwealth Government provided \$315 million to NSW for housing under the National Affordable Housing Agreement.

In April 2010, the Council of Australian Governments (COAG) Reform Council provided a report on performance under the National Affordable Housing Agreement for 2008/09, including an assessment of the Commonwealth, state and territory governments' progress on the six outcomes.

National partnership agreements

The National Partnership on Social Housing seeks to increase the supply of social housing in the short term and enable more disadvantaged households to access safe and secure housing that meets their needs, through projects funded via a Social Housing Growth Fund. In 2009/10, 352 dwellings were provided in NSW under the fund.

The National Partnership on Homelessness funds services to people who are homeless or at risk of homelessness. The Commonwealth Government approved the NSW implementation plan for years two to four under the National Partnership Agreement on Homelessness, with \$106 million of Commonwealth funding and matched by over \$200 million funding from NSW.

The National Partnership on Remote Indigenous Housing funds the construction of new houses for Aboriginal people and repairs and maintenance for Aboriginal community housing properties across NSW.

The National Partnership on Nation Building Economic Stimulus Plan funds economic growth and jobs.

Nation Building Economic Stimulus Plan

The Nation Building Economic Stimulus Plan (NBESP) was introduced by the Commonwealth Government to support economic growth and jobs at the height of the global financial crisis. The aim is to significantly increase the supply of social housing in Australia through new construction and upgrading existing stock.

The Commonwealth Government is investing \$1.9 billion to build around 6,300 social housing homes in NSW by June 2012. Seventy-five percent of homes need to be completed by December 2010. NSW has met all of its NBESP delivery targets set by the Australian Government, including being the first state to have its program approved. NSW is the only state to have its Stage 1 target delivery completed by 30 June 2010, with 850 homes completed, well ahead of the target of 752 homes.

The majority of completed homes were handed over to community housing providers to manage. People in high need of modern, affordable and secure housing were housed in 694 properties. Over 40 percent of the properties were used to house people who were homeless or at risk of homelessness.

Under the program, we have:

- created over 5,000 full time jobs for tradesmen and sub-contractors, found work for 513 trainees/apprentices, 32 Indigenous apprentices and a further 132 trainees/apprentices and 87 Indigenous apprentices under the repairs and maintenance program
- engaged 137 construction firms to build over 500 projects
- approved building contracts for 99 percent of stage 2 projects (or 368 contracts).

Between July and December 2010, more than 3,000 units will be handed over to community housing providers.

Meeting clients' needs

Older people

Nearly one-third of Housing NSW household heads are over 65 years of age. Significant progress has been made over the first four years of the five-year plan, *New Directions in Social Housing for Older People*. Since the plan was developed, we have implemented specific programs, such as Housing NSW Tenant Connect and the Keeping in Touch with the Over 60s for the elderly, as well as providing specific housing by:

- building new homes for older people
- identifying senior communities in public housing complexes that give older people the choice to live near other older people
- including options for older people in major redevelopments, such as Glebe, Minto, Riverwood, Villawood and Redfern East.

The Keeping in Touch with the Over 60s Project is a program to check on the wellbeing of tenants aged over 60 years of age, or over 45 years for tenants of Aboriginal and Torres Strait Islander descent. Tenants are contacted every six months to check on their wellbeing if they cannot be reached by telephone, and a letter is sent or visit arranged.

During the November 2009 program, 4,419 elderly tenants across NSW did not have contact with Housing NSW for six months. The Housing Contact Centre made 8,124 calls and sent 1,182 letters while client service officers across NSW made approximately 299 home visits to ensure the wellbeing of elderly clients.

A second program of contact started in May 2010. The more frail and vulnerable tenants are being referred to our Tenant Connect Service for ongoing daily contact and an earlier response to emergencies.

The Australian Red Cross is also funded to deliver a daily phone call to older tenants to reduce their isolation and help maintain their independence. The Housing NSW Tenant Connect Program is a free telephone service for all eligible tenants living alone in public, community and Aboriginal housing aged over 70 years, and for Aboriginal tenants aged over 45 years. As at 30 June 2010, over 570 tenants currently receive daily phone calls.

People with a disability

We provide social housing assistance programs to people with a disability and participate in whole-of-government initiatives that help tenants with a disability to live full lives in the community.

The Housing NSW Disability Action Plan 2009-13 was launched in December 2009. Developed in consultation with tenants, peak bodies, other agencies and staff, the plan outlines strategies to ensure that:

- people with a disability are able to access housing services and products
- information is available in a range of accessible formats
- buildings and facilities are accessible to people with a disability
- we work with other agencies to improve community participation and quality of life for people with a disability in social housing.

During 2009, new design requirements were published under which new housing must incorporate universal design principles, making homes suitable for people at all stages of their lives. Our Disability Modifications Program modifies properties for mobility related disabilities. Modifications include hand rails and ramps for physical access and minor alterations to kitchens and doorways. In 2009/10, \$8.59 million was spent on modifying 2,229 houses.

We also work closely with NSW Health and other agencies to provide housing and support to clients with mental illness, through the Housing and Support Initiative (HASI) as well as a number of other interagency partnerships.

Young people

The Housing NSW Youth Action Plan 2010-14, launched in April 2010, outlines how we will address the housing needs of young people aged 12 to 24 by:

- adapting and strengthening current products and services
- strengthening partnerships between government and non-government services
- ensuring social housing staff are aware of the housing needs of young people
- supporting young people who live in social housing to engage with their communities.

We are working in partnership with peak youth bodies and other partners to improve access to housing assistance for young people at risk of homelessness.

In 2009/10, young people living in social housing were supported through the Housing NSW Youth Scholarship Program. It which assists eligible young people living in social housing to complete the Higher School Certificate or TAFE equivalent by providing a one-off payment of \$2,000 to be spent on education-related items. In 2009/10, \$340,000 funded 170 scholarships, to be used for books, computers and tuition fees. The NSW Department of Education and Training helps administer the scholarships.

Appropriate and sustainable social housing continued

Aboriginal and Torres Strait Islander people

The National Partnership on Remote Indigenous Housing funds the construction of new houses for Aboriginal people and repairs and maintenance for Aboriginal community housing properties. Elements of the National Partnership on Indigenous Housing were renegotiated in February 2010 to include a stronger focus on outcomes. Under the New Supply Program, 41 homes (against a target of 40) were completed at a cost of \$11.7 million. Also, under the Employment Related Accommodation Program, 17 homes (target of 10) were completed at a cost of \$6.1 million. Fifty refurbishments will also be delivered.

The new five-year Commitment to Improving Service Delivery to Aboriginal People was launched in April 2010, building on the service that Aboriginal staff in our local offices provide to Aboriginal clients. Along with the annual action plan, it identifies ways to improve services and sets targets for us each year. During 2009/10, a monitoring and reporting framework was established.

During the first year of implementation, key issues addressed will include encouraging Aboriginal people to work in Housing NSW and identifying the reasons for Aboriginal households leaving particular locations.

Key actions in 2010/11 will focus on prevention and early intervention to sustain tenancies and improving employment and personal development opportunities for Aboriginal staff. Detailed analysis will be conducted on the reasons for Aboriginal people exiting our services. Other projects will focus on how Aboriginal people experience homelessness and overcrowding.

Support services

By improving access to safe and affordable housing, Housing NSW is committed to reducing the effects of domestic violence. Housing NSW is a partner in:

- NSW Government Domestic and Family Violence Action Plan, Stop the Violence, End the Silence
- Staying Home Leaving Violence Program, which provides support to victims and their children to remain safely in their own homes
- Domestic Violence Intervention Court Model Project.

Staying Home Leaving Violence was awarded Commonwealth funding to develop an evaluation framework and tools which can be used by the Department of Human Services and other agencies.

An effective social housing sector

An effective social housing sector requires a growing and well regulated community housing sector. To achieve this, we worked with community housing providers to ensure a consistent and coordinated approach to social housing, and in particular introducing single access to social housing assistance through Housing Pathways.

Housing Pathways

In April 2010, Housing NSW, the Aboriginal Housing Office and 27 community housing providers implemented a new system which makes it easier, simpler and fairer to apply for housing assistance. The Housing Pathways system means applicants now fill out a single form to apply for properties managed by Housing NSW or participating community housing providers.

A single statewide waiting list, the NSW Housing Register, has been created by combining our waiting lists with those of participating community housing providers. Applicants on the NSW Housing Register can contact one of our local Housing NSW offices or the office of any of the participating community housing providers to check the status of their application or to change their personal details.

New governance arrangements include a structured framework for monitoring and evaluating the new Housing Pathways system and the creation of a Housing Pathways Advisory Council. The Council provides a forum for everyone involved in Housing Pathways to participate in decisions relating to the program. It met for the first time on 22 April 2010.

In 2010/11, work will focus on monitoring the new system and ensuring its effective implementation, particularly the new HOMES information technology system. New access and allocation policies, guidelines and systems, and a policy framework for incorporating affordable housing products and providers into Housing Pathways will be developed.

Growth of community housing

Our Planning for the Future strategy sets a target to double the number of homes managed by community housing providers to 30,000 over the next 10 years in high-need areas. In May 2009, the NSW Government approved the transfer of asset ownership to selected community housing providers. This includes properties developed under the Nation Building Economic Stimulus Plan and 500 properties already under community housing management. As a result, the ownership of around 6,000 properties will be transferred to the community housing sector in 2010/11.

In March 2010, the *Housing Act 2001* was amended to enable the transfer of ownership and the registration of interest by Housing NSW. The amendments also included additional regulatory powers. This reform is in line with NSW and Commonwealth governments' commitments to grow the community housing sector as it enables providers to use the assets as leverage against which to borrow private finance that is then used to deliver additional homes to help meet the demand for affordable housing.

Building community housing provider viability

The Registrar of Community Housing began operating on 1 May 2009, administering the Regulatory Code for Community Housing Providers under the *Housing Act 2001*. The Registrar's focus in its first full year of operation was on establishing performance assessment arrangements, engaging with the community housing sector, and undertaking assessments of organisations applying to become registered community housing providers.

Regulatory assessments found the community housing sector was generally in a sound condition, operating with good governance, viable financial performance and good tenancy and asset management. The Registrar scheduled 412 organisations to apply for registration over a two-year transition period and completed 123 assessments in 2009/10. Of the 123 assessments:

- 76 registered for an indefinite period and are subject to ongoing compliance assessment
- two were invited to register and failed to apply
- 16 elected not to apply and decided to pursue alternatives to registration
- 29 assessed as ineligible or not a valid entity or body corporate.

During the year, the Registrar was engaged by the Aboriginal Housing Office to undertake assessments and make recommendations on the registration of Aboriginal community housing providers under the Provider Assessment and Registration System (PARS). During the year, the Registrar began a pilot of this program.

The focus for 2010/11 will be on completing registration assessments by 1 May 2011, consulting on a compliance framework, beginning a compliance assessment program, developing and implementing reporting arrangements, refining business processes and implementing PARS on behalf of the Aboriginal Housing Office. There are 289 organisations scheduled for assessment in 2010/11.

Property transfers

The Property Transfer Program involves the transfer of tenanted properties from public to community housing management. The 2009 program had a target of 1,000 transfers to be delivered by the end of December 2009, which was surpassed with 1,258 transfers achieved.

To create efficiencies across the social housing sector, the program focused on transferring whole-of-location areas in rural and regional NSW. It has been very successful in these locations, with over 90 percent of tenants agreeing to transfer. Tenants in these locations reported high satisfaction with the service delivered by community housing providers that have often established new offices and extended office hours to service their new clients.

The program has a target of 2,000 for the 2010 calendar year. A target of an additional 500 properties has been set for January to June 2011.

Appropriate and sustainable social housing continued

Improving asset management

As the largest landlord in Australia, Housing NSW has a portfolio of 132,000 properties, valued at approximately \$28 billion, to maintain. To ensure continued return on investment for the people of NSW, we are reassessing our asset base and identifying ways of efficiently maintaining existing properties, disposing of properties that do not meet the needs of our clients and identifying ways to innovatively reinvest.

Portfolio strategy

Over \$600 million is spent annually repairing, maintaining, upgrading, building or acquiring new homes as part of our portfolio strategy. A program of long-term asset planning aims to reconfigure the public and community housing portfolio to meet current and future needs of clients. This was the fourth year of implementation.

Capital works projects started in 2009/10 included:

- stock renewal and replacement through new construction and purchase
- disposing of inappropriate stock through sales and demolition
- refurbishing and converting existing dwellings.

We are currently reviewing our portfolio strategy and developing an integrated asset strategy to set long-term directions for asset management and portfolio realignment. This will enable a more strategic approach to repairs and maintenance, upgrading, new supply and sales to best support corporate objectives.

Maintenance program

New maintenance contracts for the property portfolio began in October 2008 and introduced a number of reforms. Over the past year, those reforms have been consolidated and further improvements identified, to be implemented across the maintenance system.

The backlog of maintenance identified in Housing NSW's *Annual Report 2008/09* has been progressively reduced. The extra funding provided from the Nation Building Economic Stimulus Plan for maintenance as well as NSW Government funding brought forward will see the backlog reduced at a greater rate.

A review of the contract and performance is scheduled for 2010/11. New contracts will need to be called and in place by 2013.

Fire Safety Upgrade Program

Fire safety works on properties are now included as part of the maintenance program and a separate contract for community housing has been established to ensure the program is delivered smoothly. During the year, 9,400 properties were scoped and upgraded at a cost of \$30 million. This was a 98 percent success rate for expenditure target and unit completions. The plan for 2010/11 is to maintain continuous improvement in processes and to upgrade approximately 4,000 properties at a cost of \$15 million.

Improved environmental sustainability

Housing NSW has an important role in improving energy and water efficiency by modifying housing assets and helping tenants use water and energy more efficiently through community awareness programs. Over time, we will ensure that all housing assets incorporate environmentally sustainable elements in a systematic way. Redevelopment projects in Lilyfield and Redfern achieved 5-star Green Star ratings for environmental building design by the Green Building Council of Australia.

A number of environmental programs took place in 2009/10 to improve the energy and water efficiency of new homes. These included:

- installing water saving devices in 14,774 properties. These have been retrofitted in approximately 120,000 homes since the Water Efficiency Program began in 2004
- installing solar and heat pump hot-water heaters in 2,728 homes as part of the electric storage hot-water heater replacement program
- retrofitting ceiling insulation in 5,519 properties.

Work continued with local councils and other government agencies on environmental issues including:

- a \$1.75 million Environmental Trust grant project in partnership with four Sydney councils to deliver environmental projects to tenants
- the Sustainability Advantage Program, which resulted in lighting upgrades to the Mt Druitt office, saving \$9,000 of electricity annually.

Programs are in place to improve environmental sustainability in our offices and to help staff adopt sustainable practices. Thirty-three percent of staff participated in an online green office survey, providing valuable information for future strategies.

We have a policy to only purchase A4 white copy paper with recycled content in all our offices and, during 2009/10, 99 percent of A4 copy paper purchased contained 50 percent recycled content.

In the coming year, we will help the Department of Environment, Climate Change and Water to deliver home energy assessments to social housing households under the Home Power Savings Program.

Redfern redevelopment

The redevelopment of Phillip, Morehead, Kettle and Walker streets in Redfern aims to meet the housing requirements of young families, the elderly and those most in need.

Once completed, it will provide 106 public housing homes, comprising 66 apartments and 40 townhouses, as well as two community rooms.

It is the second Housing NSW project to achieve a 5-star Green Star rating for design under the Multi Unit Residential Pilot in 2009. The building contract was awarded in May 2009 and construction will be completed at the end of 2010.

Recognising the links between Indigenous people and Redfern, the building contract provides employment opportunities to both Aboriginal and long-term unemployed people.

Reduce rent arrears

A new process was implemented for managing rent and water arrears in April 2010 to identify issues early and ensure tenants get back into a regular payment cycle as quickly as possible. Tenants are encouraged from the start of their tenancy to use the rent deduction scheme, if appropriate.

The new process focuses on:

- supporting early intervention and preventing high arrears
- training staff on negotiating repayments that are realistic for the tenant and Housing NSW
- the importance of making referrals to financial counselling and support services
- a review of the new rent and water arrears process, planned for late 2010.

'We will help the Department of Environment, Climate Change and Water deliver home energy assessments to social housing households under the Home Power Savings program.'

Integrating social housing in communities

As well as providing housing, we aim to improve the quality of life for social housing tenants by helping them participate in decision-making that affects their community. For example, having a say about the range of services available, where and when they are needed and creating better social environments and employment opportunities for tenants. At a strategic level, planning continues to improve the social mix in areas where there is a high concentration of social housing. A range of approaches are used to achieve this, including the Building Stronger Communities Program and partnering with the private sector to redevelop social housing communities.

Key performance indicators 2009/10

	Target	Actual
Tenant turnover in highly concentrated public housing areas	8.5%	7.3%
Average cost of vacancies in highly concentrated public housing areas	\$4,506	\$4,823

(figure below the target is desirable)

Dubbo Transformation Strategy

The Dubbo Transformation Strategy, announced in May 2006, set out how our interests in West Dubbo were sold over four years by marketing affordable homes to private owner-occupiers and vacant land for private development. Less than 17 percent of tenants remain in Rosewood Grove (as West Dubbo is now known) and these tenants will be relocated in late 2010. All properties will become privately owned over the coming years.

Housing NSW commissioned the Financial Review Business Intelligence Unit to undertake a research project into the Dubbo Transformation Strategy. The *Research Report: Dubbo Transformation Strategy*, which was released in April 2010, confirmed that Housing NSW's approach of breaking up concentrated public housing in West Dubbo has been a success.

By 30 June 2010, the sale of houses and land in Rosewood Grove had raised \$15.8 million, which will be used to purchase new stock. To date, 69 houses and nine blocks of land have been sold in precinct one, 19 blocks of land in precinct two, and 61 houses and four blocks of land in precinct three.

House sales are due to end in early 2011 and Housing NSW, along with the local real estate agent, is planning a major promotion for the sale of properties in Salter Drive. Land sales will continue until all remaining 170 blocks are sold. In 2010/11, we will submit a new street naming plan to council.

Building Stronger Communities

Building Stronger Communities is a four-year initiative (2007-10) to break the cycle of disadvantage for individuals and communities across 22 public housing estates in seven locations in outer-western Sydney, south-western Sydney, the central coast, the Riverina and western NSW. The aim is to strengthen community capacity, improve access to services and opportunities, and upgrade housing and the physical environment.

'We aim to improve the quality of life for social housing tenants by helping them participate in decision making that affects their community.'

Community regeneration activities across NSW under the Building Stronger Communities Program

Location	Activities
Claymore	<ul style="list-style-type: none"> - comprehensive literacy program established, including adult literacy programs, and the Paint the Town Read Program - under the Fair Repairs enterprise, 40 participants employed to clean and repair Housing NSW properties as a sub-contractor to Spotless - Claymore Men's Shed established - security lighting and fencing completed for properties that back onto public space and 32 laneways closed to reduce crime
Dubbo	<ul style="list-style-type: none"> - footpaths completed and new solar energy street lighting installed in East Dubbo in partnership with Country Energy and Dubbo City Council - property upgrades for stage 1 completed and 50 percent completed for stage 2 - Schools as Community Centres upgrades completed and official opening took place - key social project – CATALYST (Creating Access To A Learning Youth Support Team) implemented - team of allied health specialists implemented intensive holistic learning and wellbeing plans with 40 Aboriginal students and their families
Killarney Vale/Bateau Bay/Tumbi Umbi	<ul style="list-style-type: none"> - completed community hub upgrade, including playground, fencing and landscaping on Shane Drive and lighting replacement works - developed draft Youth Strategy and Action Plan with the Community Builders Network, young people and the community - hosted regular community engagement events, including barbeques, sport and recreation activities - volunteer management group managed community nursery and volunteers constructed a hothouse
Macquarie Fields	<ul style="list-style-type: none"> - Macquarie Fields Case Coordination Partnership Accord Strategy established, including eight government agency members - Australian launch of National Career Development Week, first prize for activities across Campbelltown - Eucalyptus Reserve community garden screened on national TV - Family Fun Day attended by over 2,000 private and social housing residents - several townhouse complexes upgraded
Mt Druitt	<ul style="list-style-type: none"> - Community 2770 Board established to contribute to planning on community priorities, such as health and safety, education, housing, employment, training and enterprise development - in partnership with Catholic Community Services, delivered Severe Domestic Squalor Project to address squalid living conditions of identified clients - delivered Strengthening Community Leaders Capacity Project to build capacity for leadership among staff and community volunteers - Alcohol Steering Group established in March 2010 to reduce alcohol-related crime
Orange/Bathurst	<ul style="list-style-type: none"> - Ngumbadal Bridge at Bowen in Orange built - Cootes Access Centre community garden won State Tidy Towns Award - Kelso capital works were approved by Bathurst Council - Tr@k Homework Club in Kelso Community Centre - Cootes Access Centre run by local residents providing a drop-in centre to access support services and build capacity
Wagga Wagga	<ul style="list-style-type: none"> - consultation with stakeholders and community took place to gain a clear picture of the primary issues in the Wagga Wagga estates - draft regeneration plan prepared for launch in 2010/11

Integrating social housing in communities continued

Housing affordability funding for urban renewal

In June 2010, \$43 million in urban renewal and affordable housing projects across Sydney and Lake Macquarie was announced. The funding from the Commonwealth Government's Housing Affordability Fund will enable urban renewal work and deliver new affordable housing at 10 sites in Bolton Point, Claymore, Chester Hill, Glebe, Prospect, Redfern/Waterloo, Seven Hills, South Randwick, Villawood East and Wentworthville. The Glebe and Redfern/Waterloo projects were already well advanced in 2009/10, while information sessions for tenants and the local community in Bolton Point and Claymore will start in July/August 2010. In the remaining locations, master plans will be prepared over the next 12 to 18 months to identify the scope of work to renew the housing, roads, open space and services in each area.

The intention of the Housing Affordability Fund is to create additional affordable housing for rent and purchase. This will be achieved by identifying how to create a balance of rental and private ownership in these locations. By offering homes for sale at a discounted price to first-home buyers, this helps create a better mix of public, community and private housing.

Inner west strategy

The inner west redevelopment project is part of the New Direction in Affordable Housing for the Inner West Strategy, a \$60-million strategy launched in November 2006 to redevelop ageing public housing sites in Sydney's inner west. The project has been partly funded by the sale of 16 long-term 99-year lease heritage properties at Millers Point, which has raised over \$18 million. Social housing in the inner west will increase by 153 homes.

Plans for 2010/11 are to complete an 88 unit redevelopment project at Lilyfield in November 2010, complete redevelopment projects on six sites at Concord and Abbotsford by October and November 2010 and offer another 20 Millers Point properties for sale under the 99-year lease sales program.

Port Macquarie redevelopment

We are working to reconfigure existing properties and make more efficient use of land by increasing housing density at Port Macquarie. This project consists of three buildings on three sites located in the Port Macquarie Town Beach residential precinct. Of the 97 units across the three sites, 79 are adaptable to accommodate clients' specific needs. The design incorporates environmentally sustainable features such as high-performance glazing, solar hot water, rainwater harvesting and energy efficient lighting.

Other projects to build integrated communities

A number of projects are underway aimed at regenerating an ageing social housing area and to create a mix of social, community, affordable and private housing. These include:

- Riverwood North Urban Renewal project which will increase the density of the northern area of the housing estate from 150 to 600 homes (150 social and 450 private homes)
- Macquarie Fields Project, where 119 two-storey townhouses demolished within the Costata and Sapium precincts. We are preparing a master plan for the now vacant land
- 'Kamira Court' Villawood Urban Renewal Project, with private sector involvement to provide 111 social housing units and additional private and affordable units. An expression of interest process was completed in June 2010

- West Ryde Redevelopment Project, which, once redeveloped, will provide approximately 140 social and private housing units plus commercial spaces. The Department of Planning has approved the concept application for buildings between five and 12 storeys.

Support services

Transition assistance

Work continues to help tenants move from social housing to private rental and home ownership. This frees up some social housing, which can then be provided to those most in need. Housing NSW is looking at what is already available in NSW and other states to help tenants make this transition, and undertaking a review to analyse where transition assistance can be provided.

In 2009/10, public housing tenants who were ineligible for an extension of their fixed-term lease were offered transition assistance tools and services including:

- the Transition Assistance Information Kit
- the Statement of Satisfactory Tenancy
- Rentstart Move which provides financial assistance by offering 75 percent of the bond.

Housing and Accommodation Support Initiative

Work continued in partnership with NSW Health and other non-government organisations to deliver the HASI across NSW, which provides housing and support for people with a mental illness.

A whole-of-HASI evaluation was undertaken in 2009/10 and is due for completion in 2010/11. A first report found that the housing partnerships produced positive outcomes for clients. A final report, including recommendations, will be completed in 2010/11.

Tenant participation initiatives

Community Development Resourcing Grants are one-off grants provided every two years to local tenant groups and non-profit community organisations for projects that address local community needs and increase community participation for social housing tenants. The current funding round includes:

- training programs in writing submissions and plans, marketing, computer skills, meeting procedures, financial management, conflict resolution and public speaking
- community gardening projects
- workshops in tenants' rights.

The next funding cycle will start in 2011.

The Community Greening Program is a partnership between the Botanic Gardens Trust and Housing NSW to assist social housing residents to establish community garden projects. Senior horticulturists at the Botanic Gardens Trust provide advice, education and training and ongoing support to interested gardeners.

During 2009/10, 11 new community gardens were created, 301 training and workshop sessions were given and 2,641 social housing tenants were involved in program activities. Wentworthville Community Garden received a \$15,000 Community Building Partnership grant to upgrade the garden and four Community Greening gardens won awards through local council garden competitions, Keep Australia Beautiful and Australia's Open Garden Scheme.

An evaluation will determine the future of the program beyond June 2011.

Communities participating in decisions

The Social Housing Tenants Advisory Committee was established as a statewide tenant consultative body in 2008. The 12-member committee operates for a two-year term and meets four times a year to be updated on Housing NSW policy, operations and services. Our projects that were featured at the meetings during 2009/10 included the Homelessness Action Plan, water payments, Housing Pathways and Project Meridian.

Grants are provided to local government and non-government agencies to deliver the Housing Communities Program (HCP) across NSW. The program involves social housing tenants in forums to discuss the social and physical amenities in their neighbourhoods.

We provide annual funding of \$791,000 across 10 project locations. Funds provided are primarily used to employ staff to work with social housing communities to address priority. The current HCP funding cycle started on 1 January 2009 and will end in June 2011.

The organisations have established 18-month service plans and nine projects have employed workers to deliver services and address community needs. We will provide the organisations with opportunities for best-practice workshops, networking and training.

The Tenant Participation Resource Services (TPRS) Program is a new initiative which began on 1 July 2009. It provides social housing tenants with increased access to information, advice and opportunities to more actively participate in processes related to their housing, as well as to engage in their communities.

Nine TPRS services are funded across NSW to deliver activities that were previously funded under two separate Housing NSW tenant participation programs: Regional Tenant Resource Services (RTRS) and Public Tenant Councils.

During 2009/10, the TPRS providers that held tenant conferences reported significant improvement in tenant engagement and outcomes. A number of courses and workshops were held as part of these conferences, including:

- workshops on money matters to address the needs of vulnerable tenants with tenancies at risk due to rental arrears
- establishing environmentally sustainable food-producing community gardens
- living skills to help tenants keep their tenancies.

Training and employment

We have provided a Horticultural Certificate traineeship in western Sydney for 20 social housing residents each year for the past 11 years. Once they have completed their training, 80 percent of trainees secure full-time landscaping jobs. Of the 2009/10 intake, 16 trainees achieved accreditation.

This traineeship program, worth \$1 million annually, provides financial and social benefits to Housing NSW totalling \$573,000 per annum. The program has been extended for another two years, which will provide an additional 40 traineeships.

Access to affordable housing

Affordable housing must be appropriate for the needs of low-to-moderate income households and priced so that people are able to meet other basic living costs. Innovative models are being developed to increase the supply of affordable rental housing to be managed either through the community housing sector or through private landlords. We are also investigating options to improve access to affordable home ownership as well as providing advice, brokerage and products that assist people on lower incomes to access private rental properties.

Increasing supply of affordable housing

In 2009/10, we worked to increase the supply of affordable housing in high-need areas by providing new funding opportunities, developing partnerships with not-for-profit organisations and private developers, and developing affordable housing policy at a state and national level. Over 500 new affordable housing properties funded by us have been completed and tenanted this year.

Housing Affordability Fund

Under the second round of the Housing Affordability Fund (HAF), \$43 million has been allocated to provide over 590 discounted homes or lots for sale at discounted rates to low and moderate-income households. This funding will support our urban renewal and deconcentration strategies to deliver strong social outcomes in mixed communities.

Key performance indicators 2009/10

Affordable housing units delivered: 506

Affordable housing projects delivered successfully:

- Boarding Housing Financial Assistance Program expansion developed
- Affordable Rental Housing State Environmental Planning Policy introduced
- Housing Affordability Fund projects awarded \$43 million
- National Rental Affordability Scheme Calls Three and Four – 21 Social Housing Growth Fund Projects delivered; 382 new dwellings

Affordable community housing

Community housing providers delivered a total of 383 affordable housing properties in this financial year through the National Rental Affordability Scheme, the Affordable Housing Innovations Fund and the Social Housing Growth Fund, a partnership established by the Commonwealth and states to increase the supply of social and affordable housing through innovative housing solutions.

The Social Housing Growth Fund will ensure the delivery of more than 680 homes, 225 more than we could have delivered alone. For example, the Blue CHP Project will deliver 107 homes at a cost of \$32 million, 50 percent funded through SHGF grants and 50 percent funded by Blue CHP as a mix of debt and equity contributions. Half the homes will be rented to social housing tenants and the other half will be affordable housing. The homes also attract National Rental Affordability Scheme funding, which enables the provider to house tenants on very low incomes while still having sufficient income to maintain the property.

Transfer of asset ownership

In May 2009, the NSW Government approved the transfer of asset ownership to selected community housing providers. In March 2010, the *Housing Act 2001* was amended to enable the transfer of ownership and the registration of interest by Housing NSW. The amendments also included additional regulatory powers. This reform is in line with NSW and Commonwealth governments' commitments to grow the not-for-profit housing sector as it enables providers to use the assets as leverage against which to borrow private finance. This finance is then used to deliver additional homes to help meet the demand for affordable housing in NSW.

Ownership of around 6,000 properties will be transferred to the community housing sector in 2010/11.

Planning for affordable rental housing

In 2009/10, the NSW Government introduced the Affordable Rental Housing State Environment Planning Policy 2009. This provides incentives for private organisations to include affordable housing as a standard part of developments, providing greater housing choice and a balanced mix within communities. We have worked with the NSW Department of Planning to ensure that funding through the National Rental Affordability Scheme supports planning opportunities and new affordable housing projects in high-need areas.

Over the past year, private developers completed 115 new homes through the National Rental Affordability Scheme, which have been tenanted by private organisations.

Providing affordable housing

We engage the private sector to help deliver a number of affordable housing projects. Public-private partnerships create new infrastructure assets and deliver associated services through private sector financing and controlling ownership. Through these initiatives, we are able to revitalise and build more sustainable communities with a better social mix, as well as providing additional social and affordable housing.

A new master plan is being prepared for the whole of Airds-Bradbury public housing area. Undertaken in partnership with Landcom, the completed initiative will transform the community into a socially mixed income area with 70 percent private housing.

Under Australia's first social housing private-public partnership, stage 1 of the Bonnyrigg Living Communities Project was completed in June 2010, providing 39 social housing homes for occupation and 56 private houses for sale. Stage 2 construction is due to begin in October 2010, delivering 40 social and 64 private homes. Once completed, there will be 1,633 private homes and 699 social housing homes, representing a 70:30 mix of private and social housing.

In partnership with Landcom, construction in Minto is well underway with four stages completed. Of the 196 new lots, 80 percent have been sold and 80 private homes constructed so far. Fourteen new dwellings and 20 seniors units are planned for delivery in the next 12 months.

The first sales under the Rosemeadow redevelopment program are scheduled for May 2011. Demolition of 19 homes began in June 2010. Future activities for 2010/11 include calling for tenders to upgrade 20 homes in September 2010, council approval of subdivision plans in October 2010, and works on roads and services to begin in November 2010. Rosemeadow has also received funding from the Housing Affordability Fund.

Assistance in private rental accommodation

We provide practical assistance to help people search and apply for housing in the private rental market. This helps by taking the pressure off the social housing system by providing people who can afford to rent in the private sector with short-term assistance.

An evaluation of private rental assistance undertaken in late 2009 found that:

- it is most effective in establishing tenancies for clients in regional NSW, for females, older clients, single parents, couples, those with family support needs or who have experienced domestic violence and those on wages or parenting payment
- in terms of client motivation to rent in the private market, stability (income and social) rather than demographics appears to be the driver for private rental success
- services are generally more effective in lower rent markets with higher vacancy rates, as occur in rural and regional areas.

The recommendations of the evaluation of the Private Rental Assistance Program will inform our discussions with community housing providers in 2010/11, as we develop a long-term strategy for private rental assistance to be offered across social housing.

The Rentstart scheme provides a range of financial assistance for eligible clients to enable them to enter or stay in the private market. The level and type of assistance provided is based on the client's individual circumstances and needs. The demand for Rentstart has steadily increased. Between July 2009 and April 2010, there were 33,212 applications received, with most of these processed within 24 hours.

Access to affordable housing continued

Rentstart – types and number of assistances

	2007/08	2008/09	2009/10
Total number of Rentstart assistances	58,154	69,579	81,019
Bond	18,563	19,797	20,804
Advance rent	9,636	11,592	13,776
Rental arrears	1,716	1,579	2,012
Temporary accommodation (assistance)	27,584	36,751	44,415

Special assistance subsidies provide rental help to eligible clients with a disability or people living with HIV/AIDS to get access to and sustain accommodation in the private rental market.

Tenancy facilitation is practical assistance that helps clients find and apply for housing in the private rental market. It includes help to complete applications and documentation, search for properties, make appointments, address listings on tenant databases, and understand clients' rights and responsibilities as tenants.

Landlords and agents sometimes refuse tenancies to people they think may not be able to keep a tenancy successfully. Tenancy guarantees provide up to \$1,000 surety on the tenancy to real estate agents and landlords to encourage them to grant tenancies to people who might otherwise be denied a private rental.

The Private Rental Brokerage Service works with clients who have complex needs, and are engaged with a support provider, to help them access and sustain private rental housing. Clients may have a range of complex needs including serious health conditions, substance abuse, mental health issues, or disabilities. The Private Rental Brokerage Service is currently operating in 16 locations across NSW.

Facilitating home ownership

The Mortgage Assistance Scheme (MAS) provides short-term financial help to home buyers unable to meet their home loan repayments due to an unavoidable change to their circumstances. The financial help is in the form of an interest-free loan paid directly to the client's lender. In 2009/10, the MAS assessed 260 applicants and, following assessment, approved 52 applications providing \$462,664 in assistance.

The Home Purchase Advisory Service provides free impartial advice on all aspects of home buying including assistance measures and those specifically available to public housing tenants wishing to pursue home ownership. A review of this service and publications was undertaken to make sure that up-to-date information is provided.

'Affordable housing must be appropriate for the needs of low-to-moderate income households and priced so that people are able to meet other basic living costs.'

Quality customer service

Improving how services are delivered to clients is a key objective. Skilled staff explain tools and services and offer solutions based on the specific needs of each customer. To deliver a quality customer service, we seek to continually improve access for clients applying for public, Aboriginal and community housing, streamline processes and offering a variety of ways for clients to access services, including internet, telephone and face-to-face. We also work with other agencies to make it easier to work across organisational and government boundaries.

Key performance indicators 2009/10

	Target	Actual
Urgent maintenance (4-hour response) repairs fixed in the first visit	100%	88.4%
Priority maintenance (24-hour response) repairs fixed in the first visit	100%	74.3%

Streamlined access

Housing NSW has been investing in technology to deliver services in a more streamlined way and make it easier for tenants and applicants to access help.

Housing Pathways

In April 2010, Housing NSW, the Aboriginal Housing Office and 27 community housing providers implemented a new housing application system known as Housing Pathways. The new system is making it easier, simpler and fairer for people applying for housing assistance from the NSW Government.

Not only does the new system benefit clients, it reduces duplication, introduces cost efficiencies from having shared systems and establishes the platform for a closer relationship in the future for the whole social housing sector.

Better services and choice

The Service Delivery Solutions Program is focused on new ways of delivering service to clients, providing greater choice in how they access and interact with Housing NSW.

PricewaterhouseCoopers consultants worked with Housing NSW to develop a service delivery strategy discussion paper, outlining how to improve client choice in accessing products and services through a range of delivery methods such as internet, phone and SMS, as well as through shared service delivery arrangements with other agencies. This strategy will be refined in 2010 and a five-year implementation plan developed.

Electronic funds transfer was introduced in 2009 as the preferred method for us to make payments to vendors (such as motels and real estates agencies) for assistance provided under the private rental assistance scheme. It significantly reduces application processing times and transaction costs. Faster processing times improves opportunities for clients to secure private accommodation in a difficult rental market.

Two new payment methods were introduced for tenants – BPAY and internet payments, collectively known as ePAY. Tenants can use ePAY to pay their rent, water and repairs accounts online or by phone 24 hours a day. It provides easier access for tenants who work or can't access Australia Post to make payments and delivers significant savings in transaction costs.

During the year, a new extended hours Rentstart service was established offering applicants easier access to apply for Rentstart (bond and advance rent). Applicants can send their applications to the Housing Contact Centre via any fax machine, such as a real estate office or by using one of the self-service kiosks in 40 Housing NSW offices. In 2010/11, a further 30 kiosks will be installed.

During 2009, more than 4,000 tenants were surveyed across NSW. The survey assessed tenant satisfaction with the maintenance completed on their homes and also measured contractor performance. Of those surveyed, 81 percent reported they were satisfied with the maintenance that was undertaken on their property. The results will be used to measure the quality of service provided by contractors in an effort to continue to ensure the highest possible standard of service is provided. The survey will be carried out annually from 2010.

Quality customer service continued

Informed professional services

Providing an efficient and professional service to our tenants and the general public is very important to us. To ensure this goal is achieved, we are focusing on training staff to deliver a quality customer service.

The Certificate IV in Social Housing was reviewed during the year. A number of changes were made to the training package, including working with Indigenous and culturally and linguistically diverse clients and adding a new compulsory unit on working effectively with people experiencing or at risk of homelessness.

Client service staff can enrol in the Certificate IV either through recognition or study via virtual classroom. Training is delivered by NSW Federation of Housing Associations and Swinburne University. In 2009/10, 21 staff completed a Certificate IV in Social Housing through study and a further 21 via recognition. In the future, options will be investigated to combine recognition and study, and offer a Diploma in Social Housing for Senior and Specialist Client Service Officers.

The client service delivery skills escalator is a resource for new staff, their job coach and line supervisor, which outlines the development activities that will help the new person become job ready. In September 2009, Housing NSW was selected as a finalist in the Community Services and Health Industry Skills Council Accolades, a national event recognising excellence and innovation across community services and health industries Australia-wide.

During 2009/10, the skills escalator and learning journals were updated to include learning material from Keep Them Safe, Housing Pathways, Homelessness Action Plan and the TRIM document management system. Since its launch in early 2009, around 150 new client service officers have gone through the structured program which combines formal classroom-based training, e-learning and on-the-job training.

The learning journals will be a key component in training new staff in the Housing Operations, Management and Extended Service (HOMES) system and TRIM from 2011 onwards. The learning journals will be updated in 2010/11 to include HOMES and TRIM training material.

Following a 2008/09 analysis of training needs, skills escalators for the positions of technical officer and project manager are now available. The learning journal for technical officers will be piloted this year.

Two qualifications have been identified:

- Diploma in Facilities Management through University of New England – 19 staff are due to finish the pilot program in December 2010
- Certificate IV in Property Services through RMIT University – to be piloted in February 2011.

During 2010/11, the skills escalator for the position of asset operations manager will be developed and the learning journal with HOMES and TRIM training material will be updated.

The outstanding work of the Housing Contact Centre was recognised in October 2009 when it received a prestigious Australian Service Excellence Award from the Customer Service Institute of Australia. The centre won a 'Highly Commended' award in the State and Federal Government category.

A number of Housing NSW staff were recognised in the 2010 Australasian Housing Institute's NSW Professional Excellence in Housing Awards. These awards celebrate the contribution of social housing professionals who have made a significant and lasting difference to tenants or service users, their community, their colleagues or their profession.

Ray Brincat won an outstanding achievement award for his strong commitment to client services for managing the relocation of 1,300 tenants as part of the Nation Building Economic Stimulus Plan. The relocations team working with Ray were also recognised for their team effort. Frances Jamieson and the Campbelltown Community Regeneration teams were recognised for establishing learning and employment partnerships in the Campbelltown area, leading to over 150 people being employed.

Aboriginal staff initiatives

The Aboriginal Reference Group promotes improvements to client service delivery for Aboriginal and Torres Strait Islander people and acts as a key advisory group in developing workforce strategies.

The new Aboriginal Employment Strategy includes plans to support and improve employment and career aspirations of Aboriginal staff. The Aboriginal staff mentoring program had 10 participants who will be graduating. This program incorporated a component where staff 'shadowed' colleagues to gain an insight into how Housing NSW operates and how a particular role fits into the overall structure.

A number of support, recruitment and training activities for Aboriginal staff were implemented during 2009/10, including:

- offering Aboriginal staff training programs, such as 'Becoming a Deadly Facilitator', 'Project Management' and 'Effective Writing Skills'
- using specialised recruitment services to attract and support Aboriginal people working in Housing NSW
- developing strategies to ensure all workforce plans include targets for the employment of Aboriginal people based on staff-client ratio and to deliver better outcomes for Aboriginal clients
- using formal traineeship schemes in attracting, developing and retaining Aboriginal staff.

Quality service delivery

Keep Them Safe

Keep Them Safe aims to ensure that all children in NSW are healthy, happy and safe, and have opportunities to reach their full potential. Informing staff about the changes under Keep Them Safe and training staff in the new tools and legislation was a priority during 2009/10. By 30 June 2010, staff had completed over 675 online training sessions, and over 600 staff had participated in the training survey, helping shape the development of training for the future.

'By improving how we deliver services, we are making it easier for tenants and applicants to access help more effectively.'

The Leaving Care Project provides information about the support that young people can access, including information about accessing and keeping a tenancy.

Family case management is a coordinated approach that aims to improve outcomes for families that receive services from multiple agencies in order to implement actions to reduce the risk of harm to children and young people. Family case management is being piloted in three locations and Housing NSW is the host agency for one of the project coordinators.

Cultural sensitivity

This year, staff training focused on developing and promoting improved client service delivery for Aboriginal and Torres Strait Islander people through:

- a two-day program for client service staff on Aboriginal cultural education
- locally developed training packages to raise awareness of Aboriginal culture
- healthy boundaries training for Aboriginal staff who work and live in the community
- a module on diversity in the new managers induction program
- disability awareness training for staff and managers.

In order to build the cultural sensitivity of our staff, staff from culturally and linguistically diverse backgrounds were consulted. Events were also hosted to celebrate International Year of People with a Disability and National Aboriginal and Islander Day of Celebration (NAIDOC) Week.

The Aboriginal Reference Group has identified training for non-Aboriginal staff, with specific training needed to deliver culturally appropriate services to Aboriginal people. A new policy and procedure on reasonable adjustment in the workplace for staff with a disability was also delivered and implemented.

Next year, a new program called Engaging Effectively with Aboriginal and Torres Strait Islander People in Housing NSW will be delivered and aligned to existing programs and strategic directions in Aboriginal Affairs.

Sustainable business

By implementing sustainable business practices, Housing NSW will be able to provide a more efficient and effective service to people in housing need. Sustainable business means not only introducing cost saving measures but focusing on how we conduct our day-to-day operations. We will seek to achieve efficiencies in areas such as staff training, streamlined business processes, and managing the standard and maintenance of properties.

Key performance indicators 2009/10

	Target	Actual
Unscheduled staff absenteeism	5.17%	4.62%
	2008/09	2009/10
The net recurrent cost per dwelling (excluding capital)	\$6,549	\$7,327

Providing quality human resource management

Organisational reform

The Housing Reform Project was completed in October 2009. As well as meeting a number of efficiency targets, this project delivered on recommendations that came out of the Review of Housing NSW carried out by the Department of Premier and Cabinet in 2008 in the critical areas of:

- asset management functions
- community housing
- operational and strategic policy areas
- business and strategic planning.

A new operating model was developed and new structures were implemented during 2009/10.

FutureSafe project

We partnered with SageCo to implement the pilot knowledge retention program – FutureSafe. Five ‘sages’ were chosen to participate from our staff to identify critical corporate knowledge that could be lost to the organisation when older staff retired. The information gathered through workshops enabled SageCo to develop a knowledge capsule for use by all staff. As the program was successful, it will be repeated in other areas of Housing NSW. A further program is planned for 2011.

FastTrack graduate program

FastTrack is a NSW State Plan initiative introduced to assist the long-term growth of a skilled public sector workforce. The program aims to position the sector as an employer of choice for high-potential graduates.

Three graduates were employed by Housing NSW in the intake in 2009/10, two in policy and one in finance. Two left the program early to take up other positions in Housing NSW suited to their qualifications. The third graduate completed placement with a third agency and returned to Housing NSW to take up a substantive role.

Flexible Work Practices project

The Flexible Work Practices staff reference group and other consultation forums were key to the development of strategies to improve flexible work practices to attract and retain staff. During 2009, a system of purchased leave was introduced which provides staff with an additional option to increase their work-life balance.

Information systems

Project Meridian

Project Meridian replaces the existing Integrated Housing System with Housing Operations, Management and Extended Service (HOMES), which will provide improved capabilities for the management of clients and assets.

In 2009/10, a large number of the new modules have been delivered by Northgate Public Services and were installed in the development environment. Testing and configuration was completed and data migration had started. The redesign of the client and assets page on the intranet took place to support the delivery of the system.

The project was on budget for 2008/09 and will go live towards the end of 2010.

An audit review will be assessing project management, data conversion and user acceptance test planning. In 2010/11, configuration, testing, data migration and training delivery activities will continue.

Digital records

During 2009/10, we completed the move from paper based records to digital records, with all new documents stored digitally on the TRIM document management system.

Risk management

Tenant fraud

Our Tenant Fraud Unit reduces fraud by detecting, investigating, prosecuting and preventing fraud and non-disclosure.

During the year, 1,252 allegations of fraud were received. Of those finalised, approximately six percent were fraud and 22 percent were non-disclosure. In addition, \$500,000 of debt was raised and an extra \$200,000 in rent collected. A tenant was criminally prosecuted under the new provisions of the *Housing Act 2001*, found guilty, fined for two offences and ordered to repay the rental debt.

Over the past 12 months, the Tenant Fraud Unit has provided advice and support through fraud and non-disclosure training courses, which 165 staff attended.

A risk analysis model for housing assistance fraud will be developed in 2010/11.

Independent Commission Against Corruption inquiries

Housing NSW was involved in two Independent Commission Against Corruption (ICAC) public inquiries in 2009/10.

Housing NSW provided funding to TAFE institutes for the construction of social housing, as a contribution to pre-apprenticeship training in the college.

Operation Corsair investigated funds being diverted by a teacher from a TAFE college for private construction work.

Housing NSW provided documentary evidence to assist the investigation. No Housing NSW staff were called as witnesses and the report of the investigation made no findings against Housing NSW or any of its officers. An audit of the TAFE Construction Scheme has been arranged, with findings due in 2010/11.

Operation Coral investigated a former officer of Housing NSW who had failed to declare a conflict of interest and failed to gain approval for secondary employment while working for us. As a result, a number of maintenance and repair contracts were awarded to companies in which the officer had a financial interest. The inquiry found that the former officer had engaged in corrupt conduct. ICAC made no corruption prevention recommendations in its report as Housing NSW had implemented reforms to better manage maintenance procurement, conflicts of interest and secondary employment since these activities occurred.

Finance and reporting Organisational efficiencies

An organisational efficiency project was finalised during the year to develop a plan for reduction of corporate overhead costs. The project delivered a savings implementation plan, identified strategies to achieve corporate overhead cost reductions and sought savings opportunities. Savings plans and business cases for savings opportunities were referred to business areas for implementation in 2010/11.

Procurement savings

The Procurement Savings Project is expected to deliver \$13.2 million in savings over four years in the areas of insurance, telecommunications, stationery, imaging multi-device, air travel, contracting temporary staff and policy revisions for temporary staff. The total savings identified over these categories for 2009/10 was \$2.7 million. The target for 2009/10 has been met or was exceeded in most of the categories. We will continue to review and monitor expenditure in order to exceed 2010/11 targets.

Savings plans

A Savings Implementation Plan was approved by the Department of Premier and Cabinet in April 2009. The plan provides savings which are achievable and will be sufficient to fund employee wage increases as specified in the Memorandum of Understanding between the NSW Government and the Public Service Association of NSW for 1 July 2008 until 30 June 2010. The plan includes actions to:

- intensively manage excess employees
- reduce contractor costs
- reduce the number of non-frontline temporary staff
- reduce excessive accrued leave liabilities
- reduce workers' compensation premiums.

Housing NSW implemented all these actions and achieved the savings targets for 2009/10.



8.

Juvenile Justice

*I didn't think I could do this.
They show you all the steps and
now it's nearly finished.*

Anita* taking part in a ceramics workshop at Juniperina Juvenile Justice Centre. Juvenile Justice programs are designed to provide young offenders with skills to address their offending behaviour and to increase their confidence and self-esteem.

Young people in centres also have access to education and trade skills programs, as well as drug and alcohol counselling.

**Name has been changed*

Overview

Message from the Minister

This year saw an increase in the number of young people receiving community-based rehabilitation services – while custodial figures for Juvenile Justice steadied.

Access to meaningful alternatives to custody is important for the courts, and increased numbers of young people attending youth justice conferences and completing community orders is a sign that the judiciary is taking advantage of those alternatives.

Juvenile Justice continues to help young people in the community and in custody access education and rehabilitation programs to help them address their offending behaviour and reduce their risk of reoffending. New partnerships with TAFE NSW provided skills-based courses to young people, including courses in animal management and motor trades offered for the first time.

Juvenile Justice staff are working on early and family intervention programs such as the Intensive Supervision Program and Act Now Together Strong, which are being trialled in western NSW. Both of these models work with families to help reduce the risk of a young person reoffending.

A review into Juvenile Justice was released, along with the Government response. Many of the conclusions of the review, particularly the need for early and family intervention, are already being adopted through Juvenile Justice programs and by bringing agencies together in the Department of Human Services.

I would like to thank all the staff in Juvenile Justice for the work they do helping get young people on the right path to become valuable members of our community.



Barbara Perry MP

Minister for Local Government

Minister for Juvenile Justice

Minister Assisting the Minister for Planning

Minister Assisting the Minister for Health (Mental Health)

Chief Executive's foreword

A number of key projects came to fruition in the past year.

The Bail Assistance Line was established and community organisations were contracted to provide support services to young offenders granted bail by police. These services, including accommodation, assist in diverting young people from being remanded in custody.

The Intensive Supervision Program continued to grow with 38 out of 40 families enrolled for the year successfully completing the program. All 12 of the Aboriginal and Torres Strait Islander families enrolled successfully completed the program. The program is being evaluated by the Bureau of Crime Statistics and Research.

NSW is the first juvenile justice jurisdiction in Australia to form its own drug dog detection unit. The dogs were purchased from the Australian Customs breeding program and trained by Juvenile Justice to undertake searches in centres and screen visitors.

Juvenile Justice introduced a new information reporting system during 2009/10. The Strategic Information Service provides a more sophisticated analysis of data for reporting back to the government and the community.

Detainee numbers remained steady for the year with a daily average number of 434 in custody, compared with 431 in 2008/09.

This year there was a 14 percent increase in the number of youth justice conferences facilitated, an 11 percent increase in community orders completed and a 14 percent increase in the number of remand interventions undertaken by Juvenile Justice staff on behalf of young people to help them to get bail.

These achievements reflect the capability and commitment of Juvenile Justice staff and service providers.



Peter Muir

Chief Executive, Juvenile Justice

Who we are

Juvenile Justice is responsible for administering youth justice conferences and for supervising young people who receive community-based orders or custodial sentences from the courts.

The agency operates under the terms of the *Children (Detention Centres) Act 1987*, the *Children (Community Service Orders) Act 1987*, the *Young Offenders Act 1997* and the *Children (Interstate Transfer of Offenders) Act 1988*.

Juvenile Justice is a key partner on NSW State Plan priorities to reduce rates of crime, particularly violent crime, reduce levels of antisocial behaviour and reduce reoffending.

What we do

Our work includes:

- the supervision of young people sentenced to community-based or custodial orders
- support for young offenders meeting the conditions of bail
- supervising young offenders on conditional bail
- supervising young people remanded in custody pending court matters
- preparing reports for consideration of the courts in determining sentences
- administering the Youth Justice Conferencing Program.

We provide funding to a number of community organisations to assist young offenders and their families.

Our clients

While supervising young offenders, either in the community or in custody, Juvenile Justice helps these young people with programs that provide them with the opportunity to choose positive alternatives to offending behaviour. These services are aimed at reducing the risk of a young person reoffending, and to assist them in addressing underlying issues and behaviours.

Highlights

In 2009/10, Juvenile Justice:

- established the Bail Assistance Line as part of the Keep Them Safe initiative
- established Australia's first juvenile justice drug dog detection unit
- established the DHS Child Wellbeing Unit (CWU), which began operating on 25 January 2010
- completed a new 15-bed accommodation unit at Orana Juvenile Justice Centre in Dubbo, expanding the centre's capacity to 45 beds
- continued capital works at Acmena, Riverina and Reiby Juvenile Justice Centres
- began work on a four-year frontline office accommodation program, involving the relocation and fitout of Juvenile Justice community offices across NSW
- implemented a new vehicle tracking system to provide better security coverage of young offenders while in transit, improving detainee, staff and public safety
- introduced the Changing Habits and Reaching Targets Program for young people on community orders
- introduced a new information reporting system to provide more sophisticated data analysis.

Our operations

Corporate priorities

Juvenile Justice is a key partner on the following State Plan priorities to:

- reduce rates of crime, particularly violent crime
- reduce levels of antisocial behaviour
- reduce reoffending.

Under the State Plan priority to reduce reoffending, Juvenile Justice is delivering the Intensive Supervision Program to families in western Sydney and Newcastle.

Juvenile Justice is also delivering the Dthina Yuwali (Tracking Footprints) Program which works with Aboriginal Elders and community members to help break the cycle of reoffending among Indigenous youth.

Juvenile Justice is in the process of drafting its 2010-13 Corporate Plan.

Operating context

The detection and investigation of crime is the responsibility of NSW Police. For some young offenders, police may choose to use alternatives to starting court proceedings including warnings, cautions or referral to youth justice conferences as set out in the *Young Offenders Act 1997*. Police may also begin court proceedings against young offenders under the provisions of the *Children (Criminal Proceedings) Act 1987*.

Juvenile Justice works closely with the police, particularly in relation to the transportation of young people and incident management within juvenile justice centres. Police also provide specialist support to young offenders through the police and community youth clubs. In some areas of the state, police engage young offenders through a variety of recreational and social programs.

The commencement, conduct and outcome of court proceedings against young people alleged to have committed an offence and who are not eligible to be dealt with under the *Young Offenders Act* are governed principally by the *Children (Criminal Proceedings) Act 1987*.

Section 6 of the *Children (Criminal Proceedings) Act* sets out the principles applicable to all courts exercising criminal jurisdiction with respect to children.

These principles are that:

- children have rights and freedoms before the law equal to those enjoyed by adults and, in particular, a right to be heard, and a right to participate, in the processes that lead to decisions that affect them
- children who commit offences bear responsibility for their actions but, because of their state of dependency and immaturity, require guidance and assistance
- it is desirable, wherever possible, to allow the education or employment of a child to proceed without interruption
- it is desirable, wherever possible, to allow a child to reside in his or her own home
- the penalty imposed on a child for an offence should be no greater than that imposed on an adult who commits an offence of the same kind
- it is desirable that children who commit offences be assisted with their reintegration into the community so as to sustain family and community ties
- it is desirable that children who commit offences accept responsibility for their actions and, wherever possible, make reparation for their actions
- subject to the other principles described above, consideration should be given to the effect of any crime on the victim.

Section 33 of the *Children (Criminal Proceedings) Act* permits the courts to make any of the following orders: a dismissal and/or caution, a good behaviour bond with or without supervision, a fine, referral to a youth justice conference, conditional or unconditional probation, a community service order, or an order that confines a young person for a specified period to detention.

Key programs

Juvenile Justice operates a number of key rehabilitation programs.

Dthina Yuwali

Dthina Yuwali is a group work program developed by Juvenile Justice's Aboriginal staff for Aboriginal young people with substance-related offending.

In 2009/10, 36 staff were trained in the Dthina Yuwali program, totalling 84 staff trained since the program started in April 2009.

As part of the National Indigenous Law and Justice Framework, Dthina Yuwali will be evaluated to provide valuable information on evidence-based practice.

In 2010/11, work will continue to consolidate Dthina Yuwali with further staff training, support for the group work program and ongoing evaluation.

Love Bites

In 2009/10, personal safety and protective behaviours information was developed for young people admitted to a juvenile justice centre. The National Association for the Prevention of Child Abuse and Neglect Love Bites Program was also adapted and piloted in two juvenile justice centres.

Love Bites is a domestic violence and sexual assault prevention program for young people based on best-practice standards and recommended by the Australian Domestic Violence and Family Violence Clearinghouse.

In 2010/11, work will continue to implement interagency actions by training staff in the program and ensuring that personal safety and protective behaviours information and programming are available for young people admitted to juvenile justice centres.

Our Journey to Respect

The review of the Our Journey to Respect Program was finalised in 2009. Currently, the program is being rewritten to reflect current research and to provide an intervention package that can address violent offending in a broader context. The revised program will be piloted in 2010/11.

Intensive Supervision Program

The Intensive Supervision Program has been in operation in Newcastle and western Sydney since May 2008 and is based on the multi-systemic therapy model.

It is aimed at juveniles who commit serious and/or repeat offences and addresses a range of issues including aggression, substance abuse, financial problems, housing needs, family conflict and negative peer pressure.

The team consists of trained clinicians, a clinical supervisor and an Aboriginal team advisor, who work systemically with each young person on an individual, family and community level. During 2009/10, 38 families out of 40 (95%) successfully completed the program. The two families that did not complete the program had moved out of the service delivery area. Twelve Aboriginal families successfully completed the program.

The program is being evaluated by the Bureau of Crime Statistics and Research.

Sex Offender Program

The Sex Offender Program was comprehensively redeveloped and piloted at a number of sites across NSW during 2009. In response to feedback, the program is being further developed in consultation with staff to best meet the needs of participants.

CHART

Changing Habits and Reaching Targets (CHART), a new cognitive-behavioural approach for community-based officers was implemented in late 2009. Developed in Victoria, the program helps young people change their thinking and decision-making processes and ultimately, their offending behaviour. Additional training to support the implementation of CHART was delivered to all community-based staff in 2009.

Violent offender program

To meet the challenge of high-risk young people who have committed violent offences, Juvenile Justice is piloting the Cognitive Self Change Program. This group-based program teaches participants to monitor their own thinking, identify what underpins their violence and crime, develop alternative thinking which allows them to feel good about themselves while avoiding crime, and to practise this new thinking until they can use it in real-life situations where it counts.

The initial pilot began in Fairfield in the first half of 2010 and additional pilots will commence during 2010/11. The program will be evaluated through comparison of reoffending rates compared to an equivalent group who did not receive the program, and through changes on a measure of antisocial thinking.

‘To meet the challenge of high-risk young people who have committed violent offences, Juvenile Justice is piloting the Cognitive Self Change Program.’

Our operations continued

Alcohol and Other Drug Program Treatment Pathway

Stage 1 of the Alcohol and Other Drug (AOD) Treatment Pathway was enhanced with the inclusion of additional materials developed by the National Drug and Alcohol Research Centre and specifically devised to teach harm-minimisation skills to young offenders.

In 2009/10, training was delivered to Juvenile Justice counsellors on the pilot Stage 2 program, known as PROFILE (Personal Review of Offences File). Additional resources designed specifically to address offending behaviour and substance misuse have now been incorporated into the program.

Stage 3 of the AOD Treatment Pathway, currently in the final stages of development, will focus on offence-related alcohol and other drug intervention and will be implemented in late 2010.

A manual and training package was developed by SMART Recovery to meet the needs of family members of young offenders. Staff are working with SMART Recovery to plan staff training days which will also include staff from external service providers. It is planned that external agencies will cater for the needs of young offenders' families as the young person transitions through their treatment regime.

Program evaluation

The development of the Program Development and Evaluation Frameworks in 2008/09 provided the foundation for designing and implementing program evaluations. Pre and post-program assessments based on research and best practice have been developed for the implementation of Dthina Yuwali, CHART, PROFILE, and the Sex Offender Program during 2009/10. As part of the statewide training of relevant frontline staff in each of these programs, staff were trained in the evaluation processes and the use of the assessments.

Pre-program data has been collected for almost 150 young people. When post-program data is also collected, pre and post-change analyses will identify the benefits of the programs for young offenders and areas for future improvement. Juvenile Justice has made a significant step forward in the last year towards international best practice.

Advisory groups

Official visitors

The Juvenile Justice Official Visitor Scheme provides independent monitoring and evaluation of juvenile justice centres. Established under the *Children (Detention Centres) Act 1987*, the scheme ensures the protection of rights, improves advocacy and enhances other forms of assistance related to the oversight, welfare and treatment of young people in custody.

The Minister for Juvenile Justice appoints one official visitor to each juvenile justice centre. Visits are conducted fortnightly, and reports are given to the Minister each quarter evaluating standards of care and the performance of each centre in relation to detainees' security, welfare and rehabilitation.

Australasian Juvenile Justice Administrators

Juvenile Justice is a member of the Australasian Juvenile Justice Administrators, which helps set leadership and direction for juvenile justice, sharing information and providing advice to Ministerial Councils.

Young Offenders Advisory Council

The Young Offenders Advisory Council provides independent advice to the Attorney General and the Minister for Juvenile Justice on issues, policies and legislation likely to impact on the operations of the juvenile justice system and young offenders. The Advisory Council's work is consistent with NSW State Plan priorities to reduce levels of antisocial behaviour and reduce reoffending.

Membership includes government and non-government representatives and reflects a broad cross-section of the community. Members are chosen for their considerable experience in the justice and youth fields. The Council is chaired by Michael Mahony. A full list of members can be found on the Juvenile Justice website – www.djj.nsw.gov.au.

Young people in the juvenile justice system

Young people under the age of 18 who are involved in crime represent a relatively small proportion of the state's population.

Records of the NSW Children's Court¹ show that in 2009 for every 1,000 residents in NSW aged 10 to 17 years:

- 13.6 had a criminal matter finalised in the Children's Court
- 10.6 were convicted and/or sentenced in these finalised matters
- 3.8 were given sentences requiring Juvenile Justice to supervise them in their community
- 1.1 were sentenced to detention.

The factors that lead to young people becoming involved in crime are complex and varied but are often the same as those that relate to the difficulties young people experience in other aspects of their lives. They can include, but are not limited to, alcohol and substance abuse, poor parental supervision, difficulties in school and employment, negative peer associations, poor personal and social skills, homelessness, neglect and abuse.

Our focus is on developing and delivering strategies that will help young people address their offending and antisocial behaviour and successfully reintegrate into their community. To achieve this, we provide a range of programs and interventions within the community and custodial environments including counselling, group work programs which focus on alcohol and other drug issues, programs for sex offenders and violent offenders, and programs for Aboriginal young people.

We have also developed a range of partnerships to assist young offenders including the delivery of education within juvenile justice centres, post-release support and employment skilling programs, disability support, health and mental health support, and legal services.

A key priority is the over-representation of young Aboriginal offenders and young offenders under 14 years. Initiatives such as our Intensive Supervision Program specifically target these groups.

'Our focus is on developing and delivering strategies that will help young people address their offending and antisocial behaviour and successfully reintegrate into their community.'

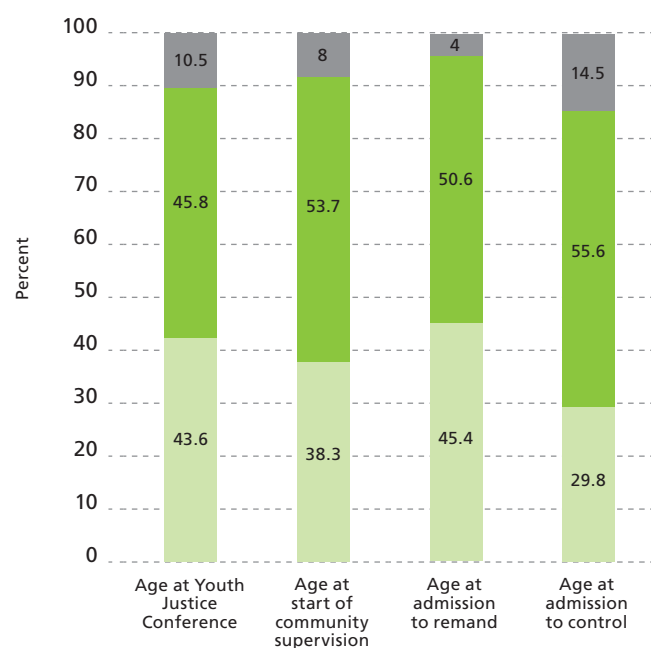
¹ Source: NSW Bureau of Crime Statistics and Research and Australian Bureau of Statistics.

Young people in the juvenile justice system continued

Age characteristics of offenders

Young offenders, both under community-based supervision and in detention, are predominantly aged between 16 and 17.

Age characteristics of offenders in Juvenile Justice in 2009/10



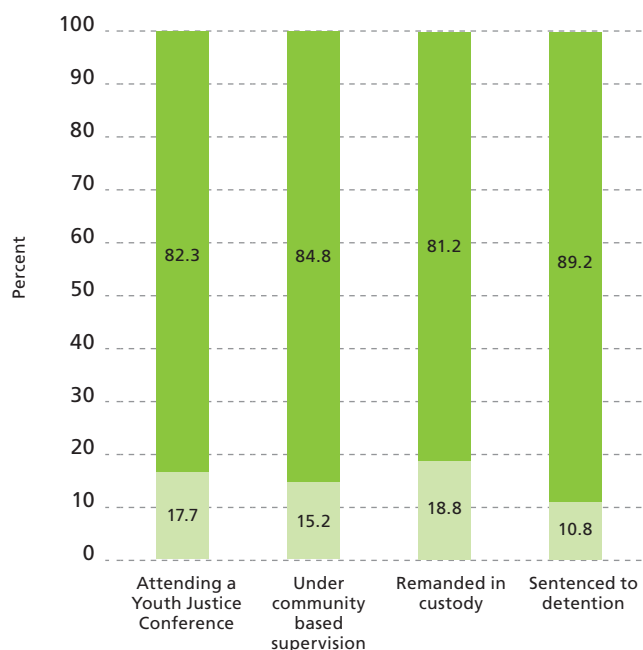
- Percentage less than 16 years
- Percentage 16 to 17 years
- Percentage 18 years and over

Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Gender of young offenders

Young people in custody and on community service orders in NSW are predominantly young males aged between 16 and 17. Young women make up a small percentage of juveniles in custody, rising slightly to just over 10 percent in 2009/10.

Gender of offenders in Juvenile Justice in 2009/10



- Female
- Male

Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Note:

Juvenile Justice introduced a new information reporting system during 2009/10. The Strategic Information Service (SIS) provides more sophisticated data analysis for reporting. As SIS data has been used in this report there will be some changes to trend data previously reported.

Youth Level of Service Inventory

Youth Level of Service Inventory (YLSI) is an assessment tool for determining risk of juvenile reoffending. Prior current offences are static factors and are therefore excluded from reduction calculations.

Young people exiting from Juvenile Justice

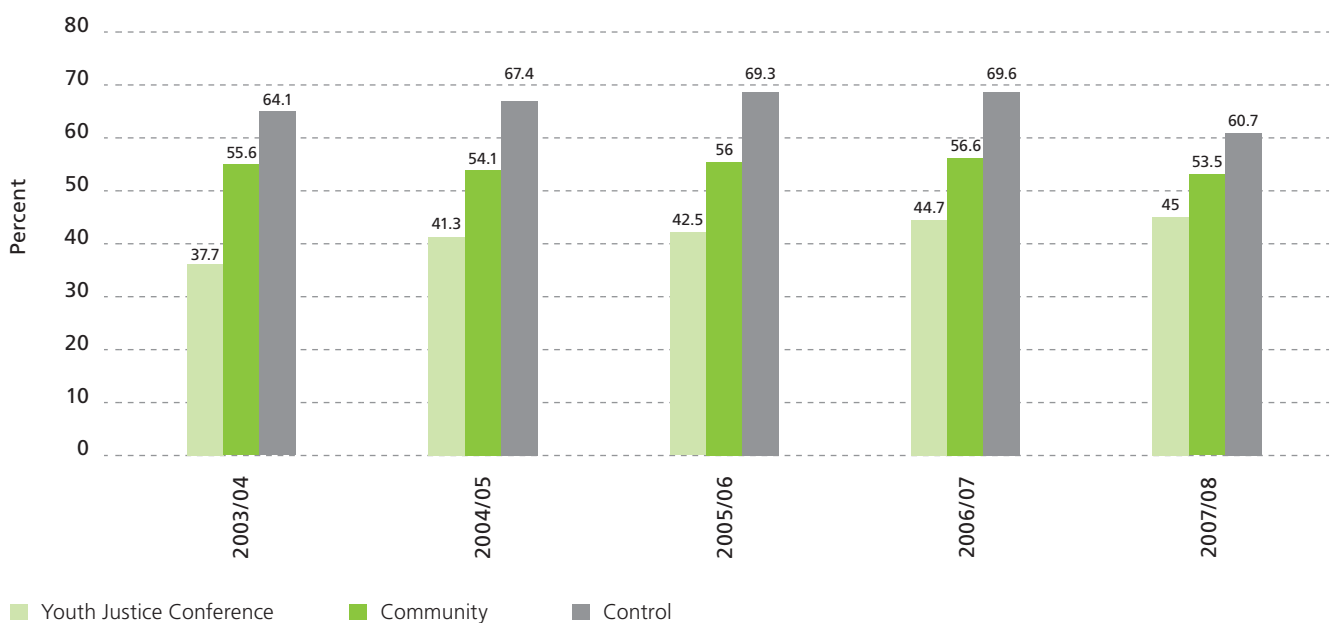
	2007/08	2008/09	2009/10
Living in safe and appropriate accommodation	87%	91%	91%
Participating in education and training or employment	62%	61%	62%
Participating in community activities	41%	40%	41%
All clients showing a reduction in their YLSI score on exit from supervision	66%	69%	68%
Medium to high YLSI rankings that are reduced on exit from supervision	45%	51%	48%

Sources: Strategic Information System (SIS), 31 July 2010. RPELive Database. Extracted 3 August 2010 (as this is taken from a live database, figures are subject to change).

Juvenile reoffending

The Bureau of Crime Statistics and Research is responsible for the reporting of crime statistics in NSW and has a database to calculate reoffending rates for the NSW State Plan. It is also responsible for collecting all court data.

Reoffending by business stream for 12 months



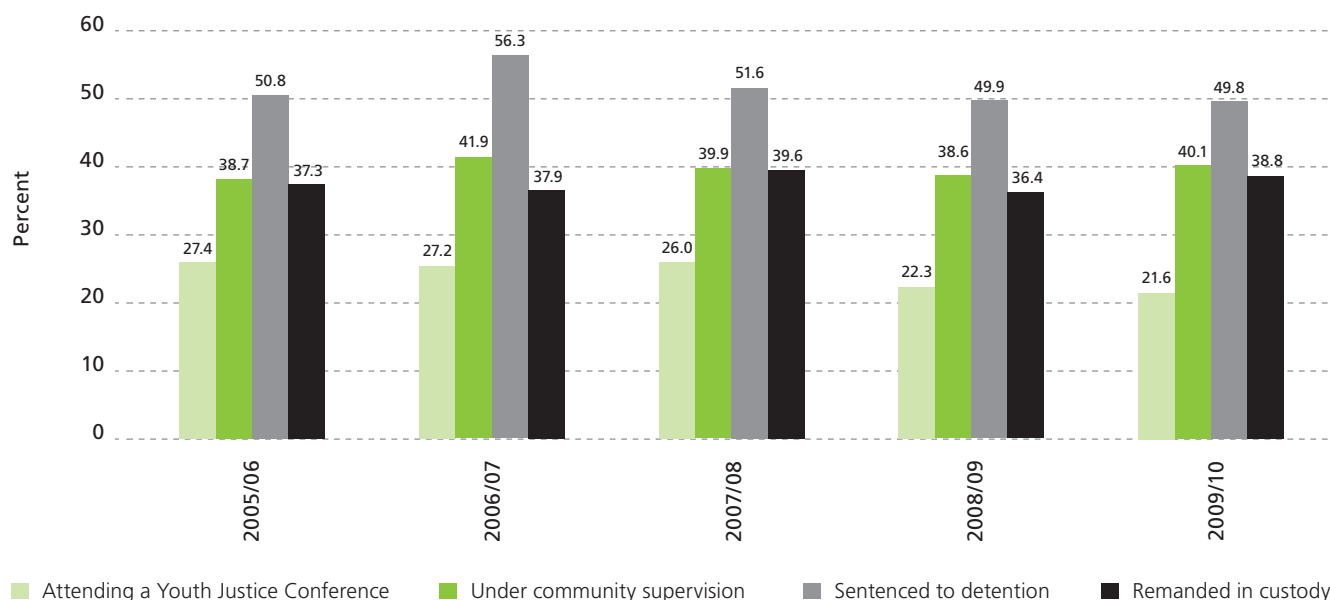
Source: NSW Bureau of Crime Statistics and Research

Notes:

1. This counts the number of juvenile offenders receiving a subsequent conviction or conference within 12 months of the index appearance.
2. For young people with noncustodial sentences their follow-up period starts on the date of finalisation of their index appearance.
3. For young people with custodial sentences their follow-up period starts at the end of their fixed sentence.
4. The data collection period for follow-up data concluded on 23 December 2009, for detention orders made after 23 December 2007 the full follow-up period may not have expired by this time. There are 268 cases. The reoffending rate for Control for 2007/08 is provisional.

Young people in the juvenile justice system continued

Percentage of Aboriginal young people admitted to Juvenile Justice



Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Aboriginal and Torres Strait Islander young people

The challenges Juvenile Justice faces in supporting our Aboriginal young offenders are diverse and complex. The social, educational, health and justice outcomes for our Aboriginal population are significantly lower than for the non-Aboriginal population. This disadvantage plays a significant role in Aboriginal young people coming into contact with the criminal justice system.

The above chart shows the proportion of those young people attending a youth justice conference or undertaking court ordered supervision by the department during the years 2005/06 to 2009/10 who were Aboriginal and/or Torres Strait Islander.

To ensure a coordinated approach to addressing the over-representation of Aboriginal young people in the juvenile justice system, Juvenile Justice has developed the Aboriginal Strategic Plan 2007-11.

Initiatives implemented under this plan include:

- active recruitment and retention of Aboriginal staff as well as providing non-Indigenous staff with appropriate cultural knowledge to work effectively with Aboriginal young people
- programs and interventions to reduce the risk, severity and frequency of reoffending of Aboriginal young men and women
- supporting Aboriginal young people while they are on bail to help them reintegrate into the community and extending youth justice conferencing where appropriate
- ensuring that community office staff provide support to local Aboriginal communities and agencies as they encourage Aboriginal young offenders to take responsibility for their own lives and steer them away from a life of crime.

An update of the Aboriginal Strategic Plan will focus on strengthening our capacity to better measure the quality and impact of our services and programs to our clients, staff and communities. The new plan will align with the NSW Aboriginal Justice Plan, State Plan targets and the NSW Closing the Gap Strategy currently under development.

Key justice and human services agency partnerships are fundamental to addressing the over-representation of Indigenous young people within the juvenile justice system. We work closely with other agencies to assist in addressing the needs of young offenders and the community, including Aboriginal Affairs, who produce the Two Ways Together policy and NSW Closing the Gap Strategy, the NSW Department of Justice and Attorney General, which developed the Aboriginal Justice Plan and Community Justice Groups.

We place a high value on identifying, developing and implementing culturally appropriate, innovative and evidence-based programs that specifically target areas of offending risk within the Indigenous youth population. Continued improvements in employment rates for Indigenous staff are vital in building a responsive and effective juvenile justice system, which supports young people and understands and respects Aboriginal and Torres Strait Islander culture, families and communities.

Aboriginal Strategic Advisory Committee

A central strategy has been to increase the capacity to understand and appropriately respond to Aboriginal and Torres Strait Islander young offenders and their families.

The challenge of Aboriginal and Torres Strait Islander young people being over-represented in the juvenile justice system increases the need for effective participation by Aboriginal staff in policy, procedures and program design and delivery.

The Aboriginal Staff Advisory Committee was established in March 1996 to provide Aboriginal and Torres Strait Islander staff with the opportunity to provide advice and guidance to the Chief Executive on policy, programs and Aboriginal issues. The committee provides an opportunity for staff to identify and document program and service delivery successes, challenges and ways forward. In turn, this informs us about options for future directions in working with Aboriginal staff and communities. It also enhances our capacity to build a stronger evidence base about what works and how our services can deliver better outcomes for our Aboriginal clients.

Major activities included:

- appointing the first Cadet Aboriginal Psychologist within the metropolitan region
- participating in the Commonwealth Parliamentary Inquiry into Indigenous Young People Involved in the Criminal Justice System
- initial development of an Aboriginal Cultural Respect Framework to ensure policies, services and programs respond effectively to the unique needs of Aboriginal clients and staff. A key feature will be the development of cultural standards and practices for program development and service delivery
- completing staff consultations on the draft Aboriginal Recruitment and Retention Strategy
- developing the Aboriginal Strategic Advisory Committee's strategic management framework
- conducting the 2009 Aboriginal Staff Conference, which enabled Aboriginal staff to network with colleagues and explore how the agency can strengthen its service delivery and programs to support Aboriginal young people, staff and the communities
- addressing the recommendations of the Aboriginal Child Sexual Assault Taskforce. Juvenile Justice leads three actions of the Interagency Plan to tackle child sexual abuse in Aboriginal communities, including a review of the child sexual assault training package for Juvenile Justice staff and supervisors, introduction of mandatory personal safety and protective behaviours courses in juvenile justice centres with an Aboriginal component, and review of the current Juvenile Sex Offender Programs provided in juvenile detention, and adapting programs to the needs of Aboriginal young sex offenders aged 10 to 17
- participating in the Two Ways Together Coordinating Committee and development of the NSW Closing the Gap Strategy
- as part of the National Indigenous Law and Justice Framework, Dthina Yuwali is one of only two projects in NSW which will be evaluated.

'The committee provides an opportunity for staff to identify and document program and service delivery successes, challenges and ways forward.'

Youth justice conferencing

Youth justice conferences are a community-based approach to dealing with young people who have committed a crime. Conferences are a formal legal process based on the principles of restorative justice. They bring young offenders, their families and supporters face-to-face with victims and their support people. Together, they agree on a suitable outcome that can include an apology, reasonable reparation to victims, and steps to reconnect the young person with their community in order to help them desist from further offending.

Juvenile Justice is responsible for administering youth justice conferences under Part 5 of the *Young Offenders Act 1997 Act*. Referrals for youth justice conferences are made under the Act. If accepted, a conference is arranged and it determines a legally binding outcome.

Conferences are available when young people have committed offences that the police, Court or Director of Public Prosecutions determine are too serious to receive a warning or caution, or they have exceeded their maximum number of cautions. Youth Justice Conferences aim to help young offenders take responsibility for their own behaviour and encourage discussion between those affected by the offending behaviour and those who have committed it.

During the year, 2,086 referrals for a youth justice conference were made, with 1,907 resulting in a conference. Approximately 99 percent of young offenders completed the required tasks of their outcome plans.

Youth justice conferencing 2009/10

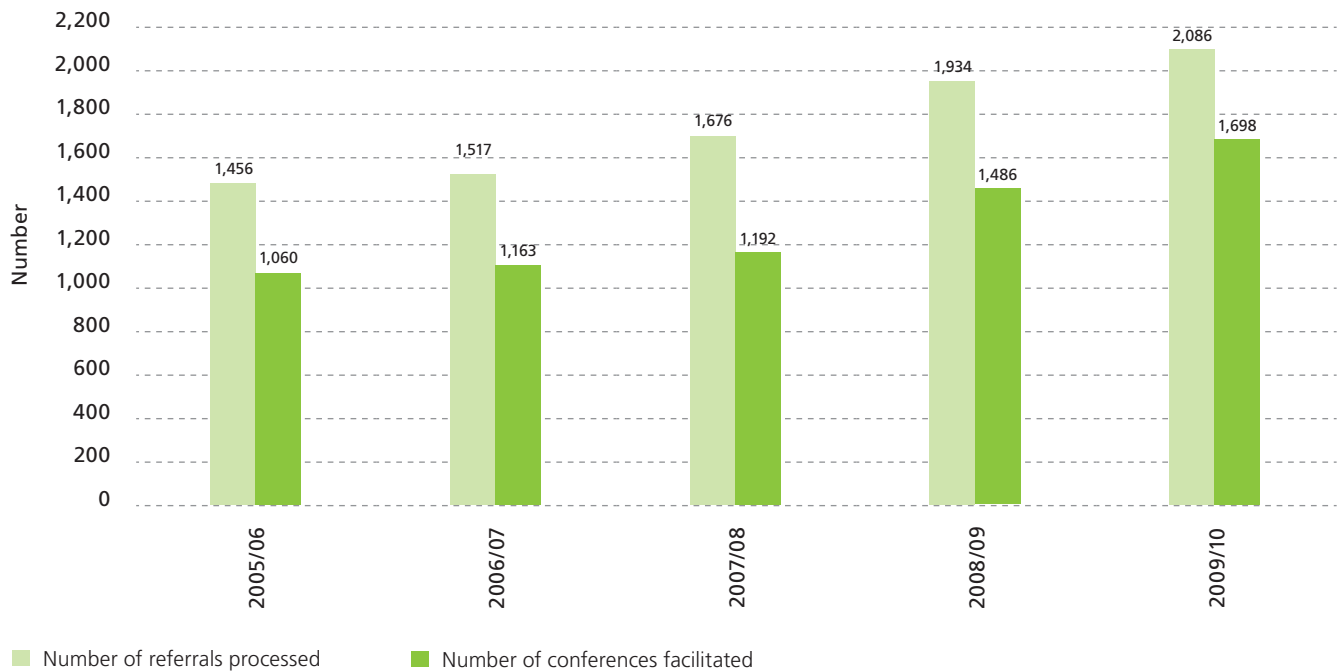
	Number	Percent
Referrals to a youth justice conference		
Total	2,086	
Police	976	47
Courts	1,110	53
Referrals to a conference for 'victimless' offences		9
Referrals resulting in youth justice conferences		
Referrals processed	2,086	
Referrals resulting in a conference	1,907	
Conferences facilitated	1,698	
All referrals resulting in a conference		91
Participation in youth justice conferences		
Young people participating	1,593	
Total participants	8,633	
Victims or representatives in conferences held with identifiable victims		58
Outcomes		
Outcome plans agreed on and approved for referrals received	1,600 from 1,617 outcome plans	99
Occasions where the referring court did not approve the outcome plan	5	
Occasions where young offender and victim were not able to agree to an outcome plan	12	
Finalised outcome plans successfully completed by 30 June 2010		97

Notes:

The Young Offenders Regulation 2004 allows six months for the completion of outcome plans, although the Director General has discretion to allow additional time if circumstances are exceptional. Figures have been rounded up.

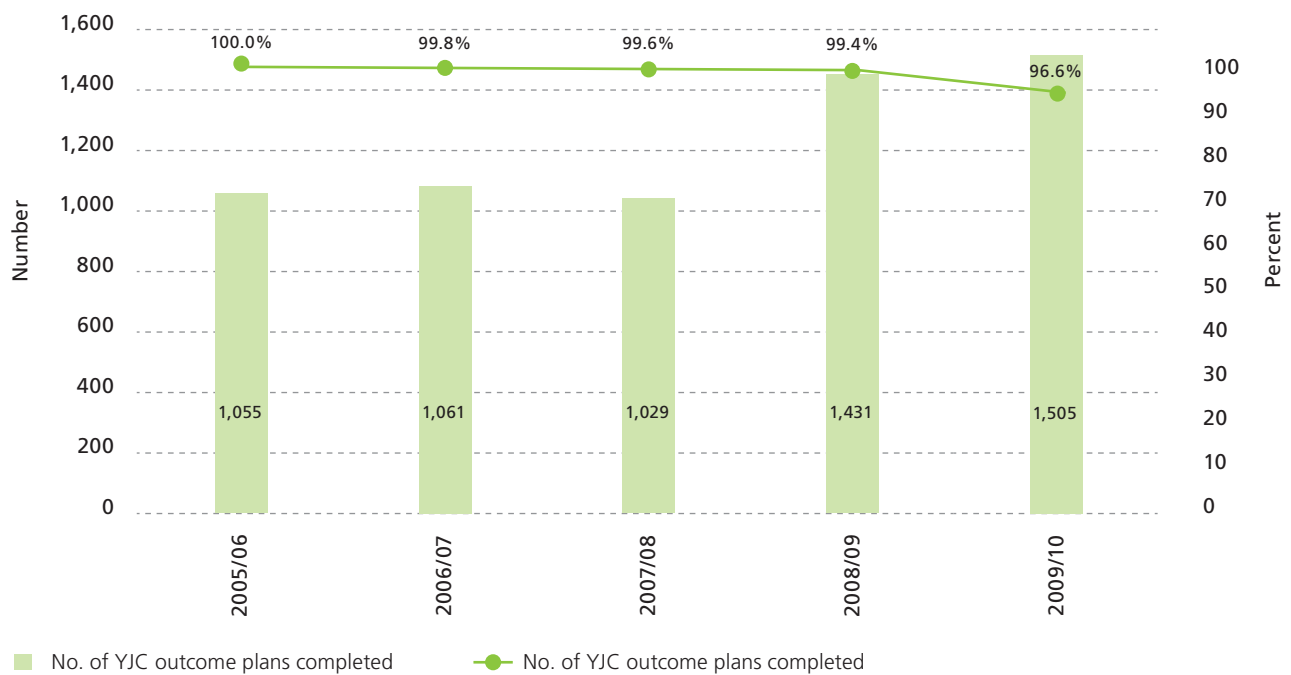
Source: Strategic Information System (SIS), 31 July 2010.

Youth justice conferencing referrals and conferences



Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Number and percentage of Youth Justice Conference (YJC) outcome plans completed



Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Youth justice conferencing continued

Achievements

- The rate of remuneration for conference convenors increased from \$39.50 to \$40.33 from 1 July 2010.
- A review of the guidelines on the management of convenors was completed and published.
- Commenced negotiations with the NSW Fire Brigades to renew the existing memorandum of understanding which ensures attendance, wherever possible, of a NSW Fire Brigades firefighter at youth justice conferences involving fire-related offences.
- The Criminal Justice Support Network is a service of the Intellectual Disability Rights Service Inc that provides volunteer support workers for people with an intellectual disability who are in contact with the criminal justice system. The network produced a fact sheet and agreed referral protocol to ensure that conference participants with an intellectual disability are properly supported throughout the conference process.

Convenor selection and training

Youth justice conference convenors are statutory office holders appointed by the Chief Executive or a delegate. They are recruited from the community and are provided with four days of training to be eligible for initial and continuing appointment. All trainees are assessed before being recommended for appointment.

Seventy people completed a four-day conference convenor training program in 2009/10. Forty-four of these trainees were eligible for appointment in the metropolitan areas and 26 eligible for appointment in regional areas.

A new convenor training manual was finalised following successful pilots during the year.

Planned initiatives

Juvenile Justice received an additional \$1.8 million recurrent funding for youth justice conferencing in the 2010/11 State Budget. This will provide additional resources and 13 new positions to improve the performance of youth justice conferencing by reducing the average time between referral and conference.

Juvenile Justice and the Department of Justice and Attorney General will investigate the possibility of the need for legislative or policy changes to ensure young people do not preclude themselves from participating in conferences by refusing to admit guilt.

Together with the Department of Justice and Attorney General, the Bureau of Crime Statistics and Research and the NSW Police Force, Juvenile Justice will develop State Plan reporting measures on the rate of referral to conferencing from the NSW Police Force and courts.

Juvenile Justice will determine ways to link prescribed therapeutic and other interventions to address offending risk for young people participating in youth justice conferencing. Juvenile Justice will work with the Bureau of Crime Statistics and Research to implement a pilot in three locations. The pilots will be part of a randomised control trial where some young people will be provided with targeted therapeutic interventions while participating in the Youth Justice Conferencing process. The pilot will commence in 2010/11. An evaluation will be undertaken by the Bureau of Crime Statistics and Research.

Case study



Removing graffiti

In November 2009 the NSW Government amended the *Graffiti Control Act 2008* to include Community Clean Up Orders. Juvenile Justice has been allocated nearly \$1.9 million for the next four years commencing July 2010 to implement the Community Clean Up Orders Scheme.

Young people convicted for graffiti offences can now be directed by a court to perform community clean up work instead of paying a fine. Removing graffiti allows the young offender to make reparation to the community, and reduces the cost of graffiti removal. Those subject to these orders are also required to participate in a graffiti prevention program.

The new scheme builds on the successful graffiti removal program for young offenders on community service orders. Since the graffiti removal program began in NSW 10 years ago young offenders have spent more than 100,000 hours cleaning up graffiti around the state.

John*, who spent 55 hours removing graffiti on a community service order, now says the mere sight of graffiti makes him feel sick. 'I used to graffiti a bit but now I realise it's just a waste of time,' he said. 'I'm so happy to finish and after hours spent cleaning it off I'll never graffiti again.'

**Name has been changed*

'Young people convicted for graffiti offences can now be directed by a court to perform community clean up work...'

Young offenders in the community

Interventions delivered through community-based services aim to reduce reoffending through intensive case management strategies provided by professional staff, other agencies and through offence-focused programs. The courts may require Juvenile Justice to supervise young offenders who receive penalties such as good behaviour bonds and probation orders.

We have 34 Juvenile Justice Community Services offices across the state, comprising juvenile justice officers, alcohol and other drug counsellors, other specialist and generalist counsellors, Aboriginal program support officers and administrative staff.

Services provided from these offices include:

- assessment reports prepared to assist courts in determining sentences
- court-directed supervision of young offenders placed on good behaviour bonds, probation, community service or parole orders and suspended sentences
- support for young people with problems seeking bail or remanded in custody
- the provision of counselling with a focus on alcohol and other drug misuse, counselling, group work, living skills and the provision of forensic and other psychological testing and assessment

- specialist alcohol and drug programs, a sex offender program and a violent offender program.

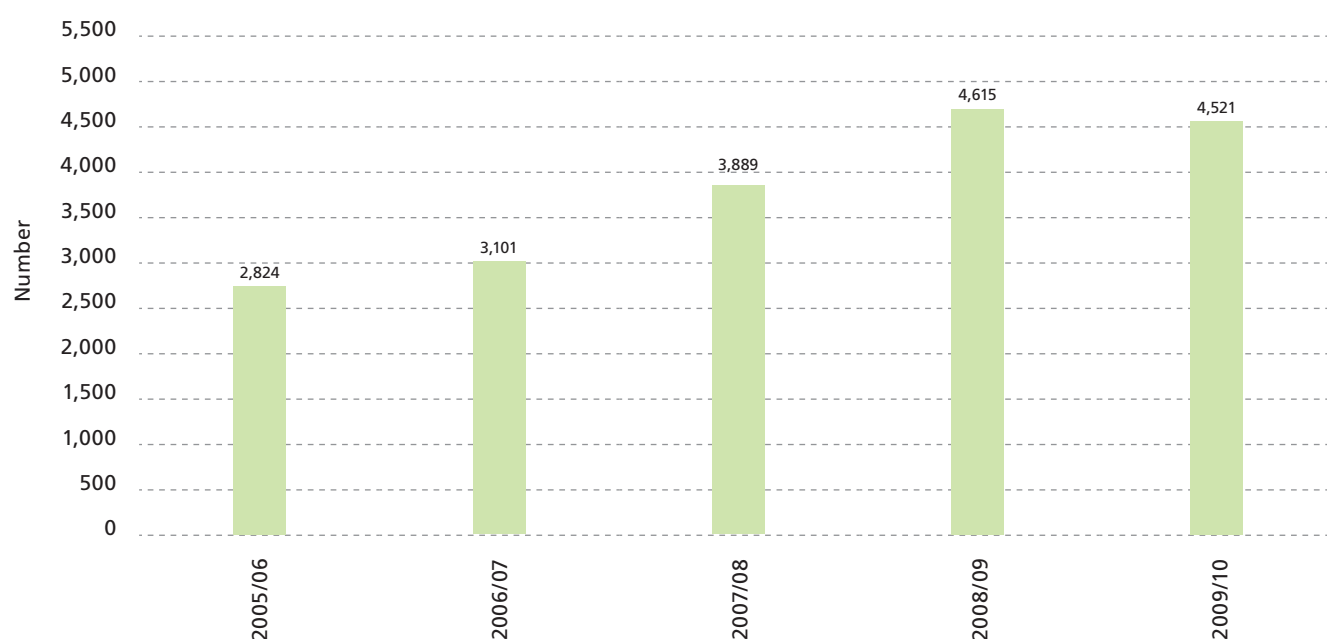
Casework management and extensive networking with other government and community-based services help staff support young offenders by addressing their offending behaviour and complying with court orders.

Community supervision

	2007/08	2008/09	2009/10
Background reports and assessments completed for young offenders appearing at court	3,391	4,271	5,354
Young offenders supervised in the community	3,619	4,007	4,521
Hours of community service work allocated to young offenders	33,363	39,450	36,777

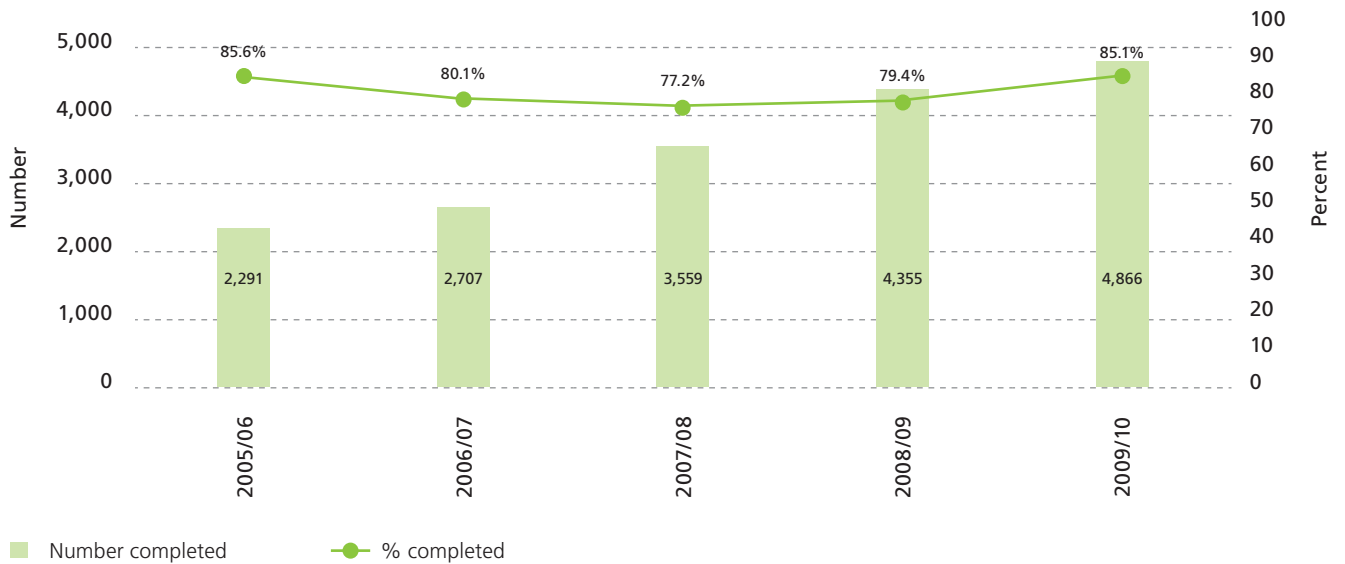
Source: Strategic Information System (SIS), 31 July 2010.

Number of community-based orders started



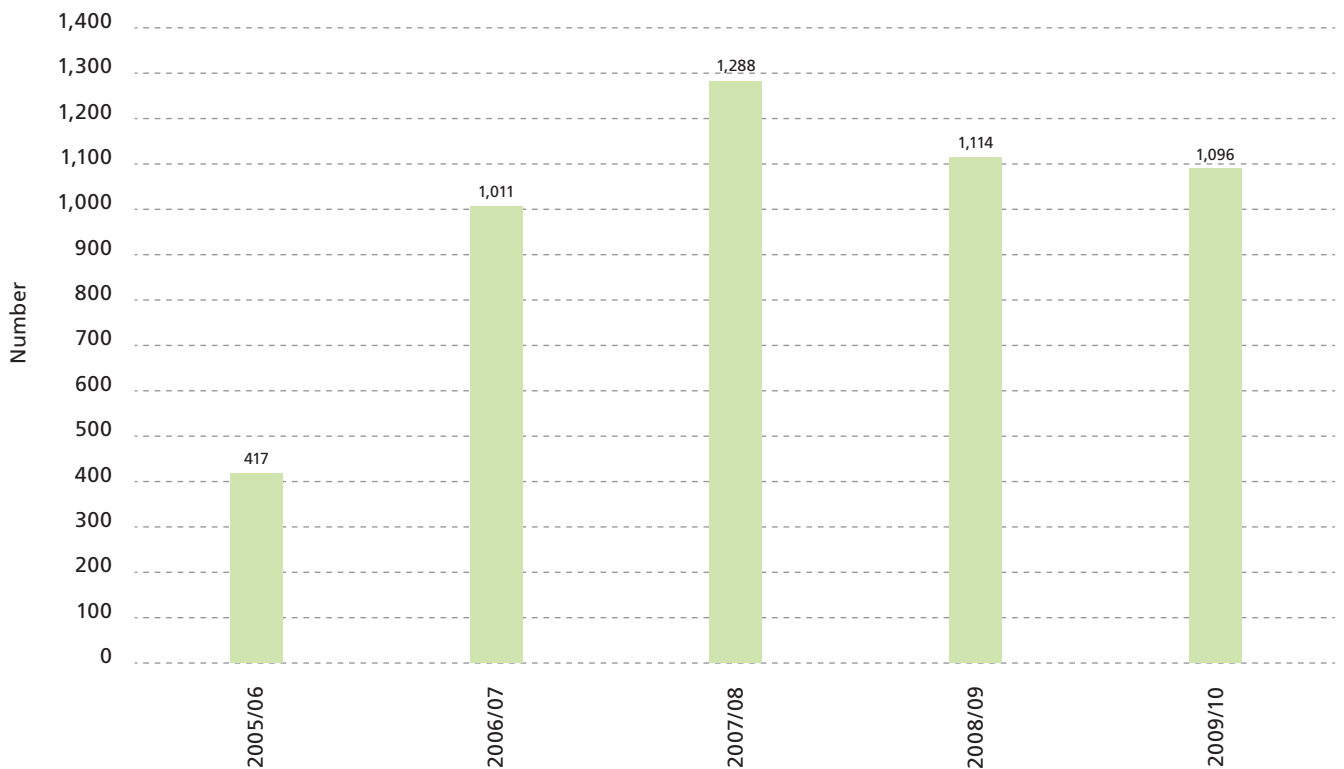
Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Number of community-based orders completed



Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Number of bail supervisions



Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Young offenders in the community continued

Number of remand interventions



Note: Remand interventions are conducted by Juvenile Justice staff to assist young people in custody on remand to get bail.

Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Bail Assistance Line

In 2009/10, the Bail Assistance Line was established as part of the Keep Them Safe Strategy following Justice Wood's Special Commission of Inquiry into Child Protection Services in NSW.

Juvenile Justice delivers this pilot program in partnership with NSW Police, Community Services and non-government organisations. The after-hours service stops young offenders from entering custody when they cannot meet bail conditions because of travel, accommodation or lack of supervision from a responsible adult.

Initially, the program will be piloted in three locations – Sydney, Newcastle/Hunter and Dubbo, and will operate from 4 pm to 3 am, every day of the year. The pilot started in Dubbo on 7 June 2010 and is expected to rollout in western Sydney and the Hunter in July 2010.

Work and Development Orders

Juvenile Justice has implemented the Work and Development Order pilot program, developed by the State Debt Recovery Office, to help young people reduce accumulated fines through programs, mentoring, counselling and unpaid community work. The pilot is coordinated by the Department of Justice and Attorney General. It recognises that unpaid fines pursued by the State Debt Recovery Office can contribute to further offending.

Youth Conduct Orders

The pilot for Youth Conduct Orders (YCOs) began operating in July 2009 for a two-year period, has been extended to three years, finishing on 30 June 2012. It is operating in Campbelltown, Mt Druitt and New England. YCOs are linked to the State Plan priorities of reducing crime and antisocial behaviour in NSW and operate in conjunction with the antisocial behaviour pilot projects also operating in these areas.

Juvenile Justice is responsible for the employment, management and support of the three case coordinators who are engaged to implement the YCO pilot and the anti social behaviour pilot at a local level. The Department of Premier and Cabinet coordinates the pilot, with other partner agencies including the NSW Police Force, Department of Education and Training and the Department of Justice and Attorney General.

The scheme will be independently evaluated to establish its effect on reducing reoffending.

Community practice review

A review of community practice was undertaken in 2009, with extensive staff consultation across the state. A number of recommendations were made to improve Juvenile Justice community practices, with changes to be made to the Client Information Management System, quality assurance procedures, training and case review processes. Other practice priorities being scoped include the implementation of Comprehensive Assessment Format (CAF) and a Risk Needs Based Schedule of Standards.

Community clean-up orders

In November 2009, the NSW Government implemented community clean-up orders for graffiti.

Community Integration Team

Juvenile Justice works in partnership with the Justice Health Community Integration Team (CIT). CIT was established in May 2008 as a result of an expansion of a previous pilot program, the Juvenile Justice Centre Release Treatment Scheme, which was conducted in the Dubbo (Orana) NSW region.

This program targets young people being released from custody who have a mental illness and/or problematic drug and alcohol use or dependence. The program involves a Justice Health nurse (clinician) being co-located in a Juvenile Justice or Community Services office.

‘This program targets young people about to be released from custody who have a mental illness and/or problematic drug and alcohol use or dependence.’

The aim of the CIT is to coordinate integrated, ongoing care for young people with mental health and/or drug and alcohol concerns leaving juvenile justice centres or the juvenile correctional centre, to aid successful reintegration into the community and reduce the number of young people re-entering custody as a result of mental health and/or drug and alcohol related offending behaviour. Care is coordinated prior to and during the critical post-release period with links made to appropriate specialist and generalist community services.

The program has been expanded to Grafton, Kempsey, Bourke, Broken Hill, Penrith, Fairfield, Dubbo, Orange, Wagga Wagga, Gosford and Sydney.

Community partnerships

Wagga Wagga and Albury juvenile justice community offices have developed partnerships with Police, other government agencies and non-government organisations to deliver the Youth Offending Risk Intervention Program. This six-month program looks at issues relating to offending behaviours (for example, health, education, peers and finances). The program was successfully delivered in Albury in 2009 and will be offered there again in 2010. It will be introduced into Wagga Wagga in 2010. Each government agency takes responsibility to assist in the program delivery, which is run from the local police and community youth centre.

Juvenile Justice staff in Griffith have developed their skills in the Act Now Together Strong model of working. Staff work in pairs to help families resolve problems which are affecting the family and which may increase the risk of a young person reoffending.

A graffiti removal and beautification program was established with Wellington Council and a program is due to begin with Orange Council. There are also plans to introduce the program in the Walgett, Bathurst, Forbes and Coonamble districts by the end of 2010.

As part of the Hamilton South Community Safety Plan Working Party, Juvenile Justice together with Housing NSW is removing graffiti from buildings and infrastructure within the Hamilton South area. Funding towards this project has exceeded \$5,000 with \$3,000 allocated to continue this project during 2010/11.

The Hunter team is involved in more than 30 projects across the Hunter Region including Coast Care, Newcastle Wetlands Ash Island, Rural Bushfire Service, Energy Australia Stadium, Caves Beach SLSA and Throsby Creek Estuary.

A barista course was organised by Blacktown office in collaboration with Meadowbank TAFE for young offenders and targeted high-risk young people who have been disengaged from mainstream education and/or vocational training. The course prepares them for immediate employment or for other training options in the wider community.

Young people in custody

As at 30 June 2010, there are nine juvenile justice centres across NSW. All custodial facilities provide:

- secure accommodation for young people remanded in custody or sentenced to a period of custody by the courts
- counselling and programs to enable young people to address their offending behaviour and other related issues, such as drug and alcohol abuse
- a full range of health services provided by Justice Health
- educational and vocational programs in partnership with the Department of Education and Training
- individual case management, to identify and address the needs of young people in custody and to plan their community reintegration.

Young people in custody

	2007/08	2008/09	2009/10
Average daily number of young people in custody	390	427	434
Average daily number of young women in custody	27	31	30
Average daily number of young people of Aboriginal background in custody	200	205	204
Average daily number of young people serving custodial sentences	180	200	226
Average daily number of young people remanded in custody awaiting court proceedings to be finalised	210	227	208

Source: Strategic Information System (SIS), 31 July 2010.

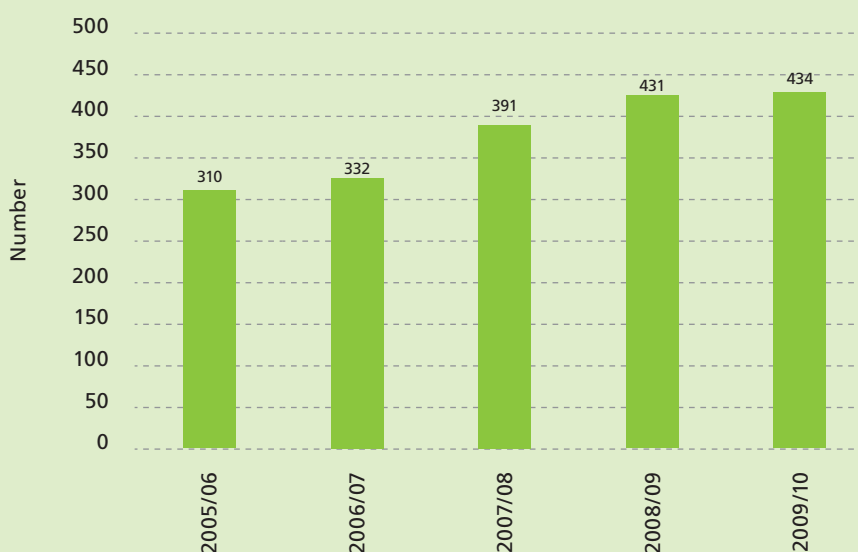
Rate of safety or security breaches per 1,000 admissions

	2007/08	2008/09	2009/10
Number of deaths in custody	0	0	0
Self-harm incidents	22	43	36
Assaults on staff	12	11	10
Detainee on detainee assaults	78	58	68
Escapes from secure perimeter	0	0.8	0.6
Security breaches ¹	93	67	69

Source: RPELive Database, 3 Aug 2010. As this is taken from a live database, figures are subject to change.

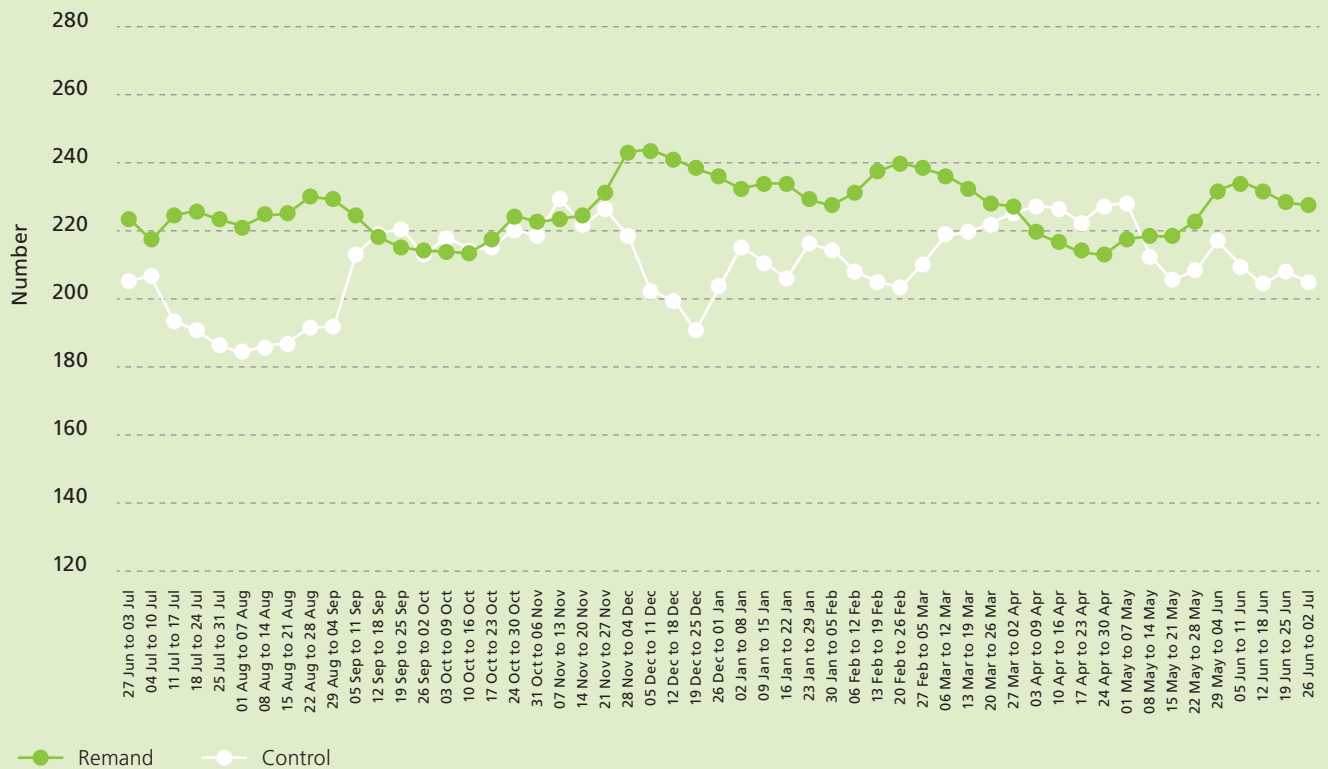
¹ The majority of security breaches involve the detection of contraband such as tobacco.

Average daily number of young people in custody



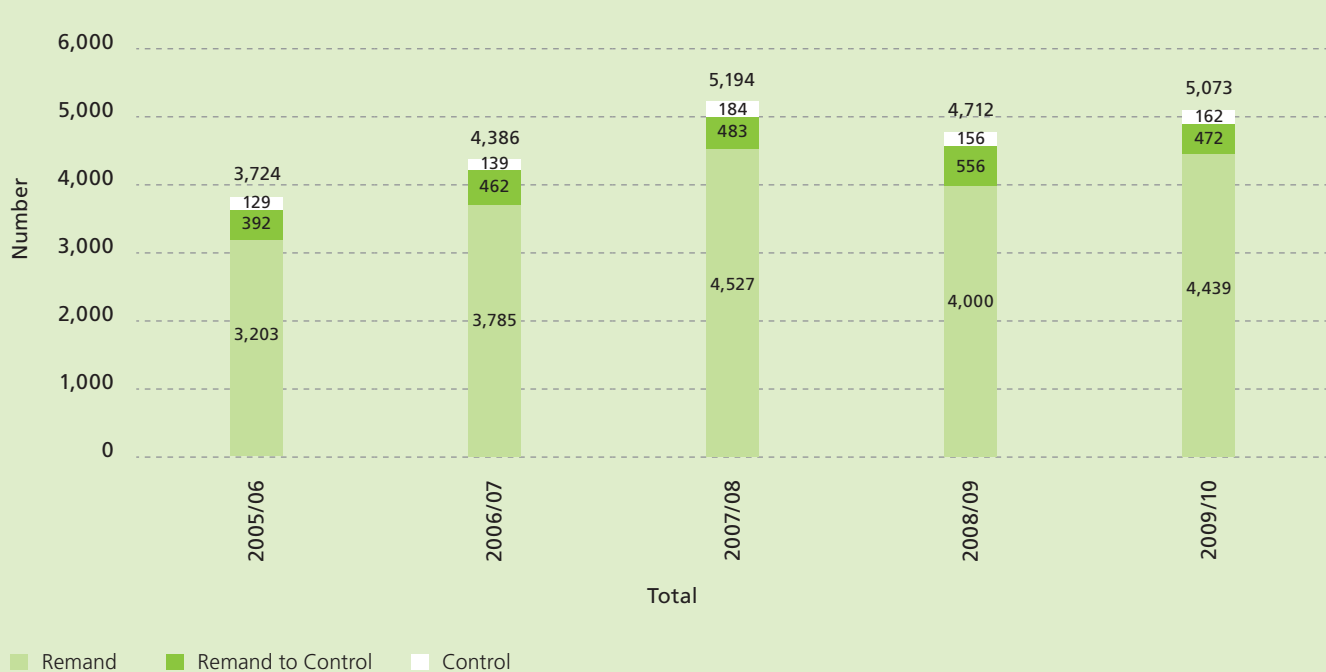
Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Average daily number of young people in custody by week and legal status



Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Admissions to Juvenile Justice centres

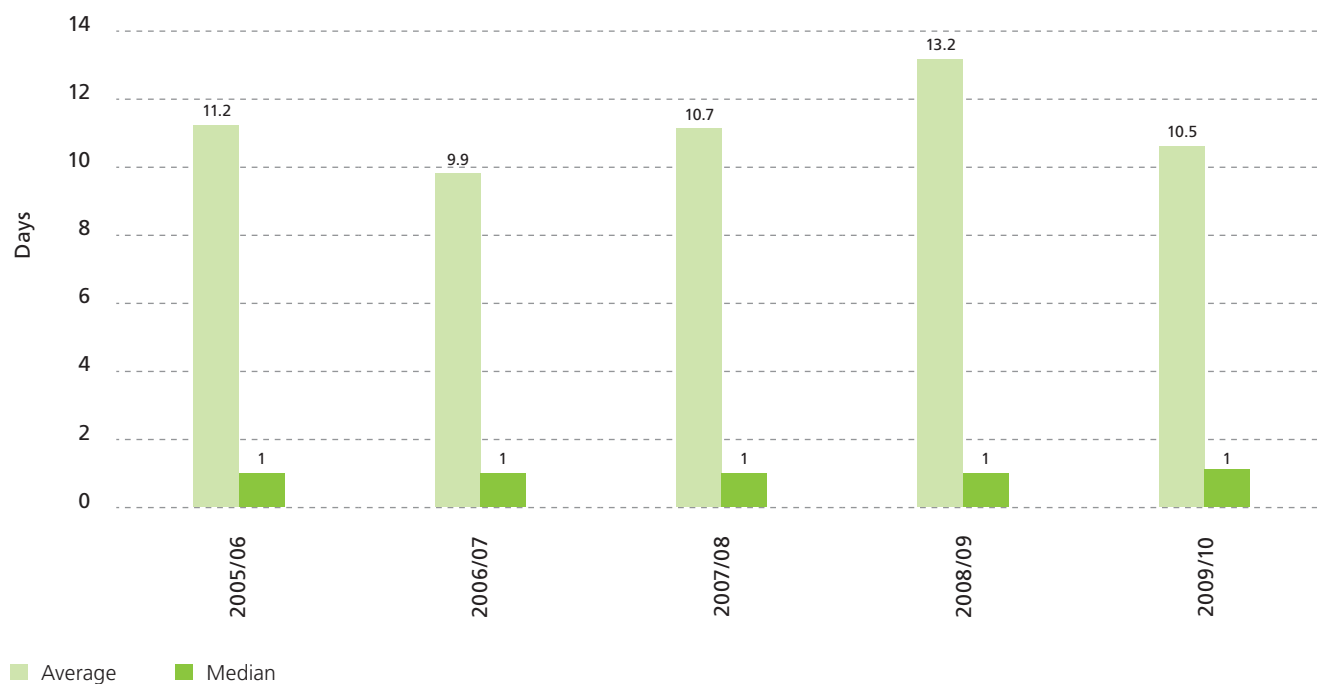


Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

1. Remand to Control are admissions on remand which become control orders during a continuous period of custody.

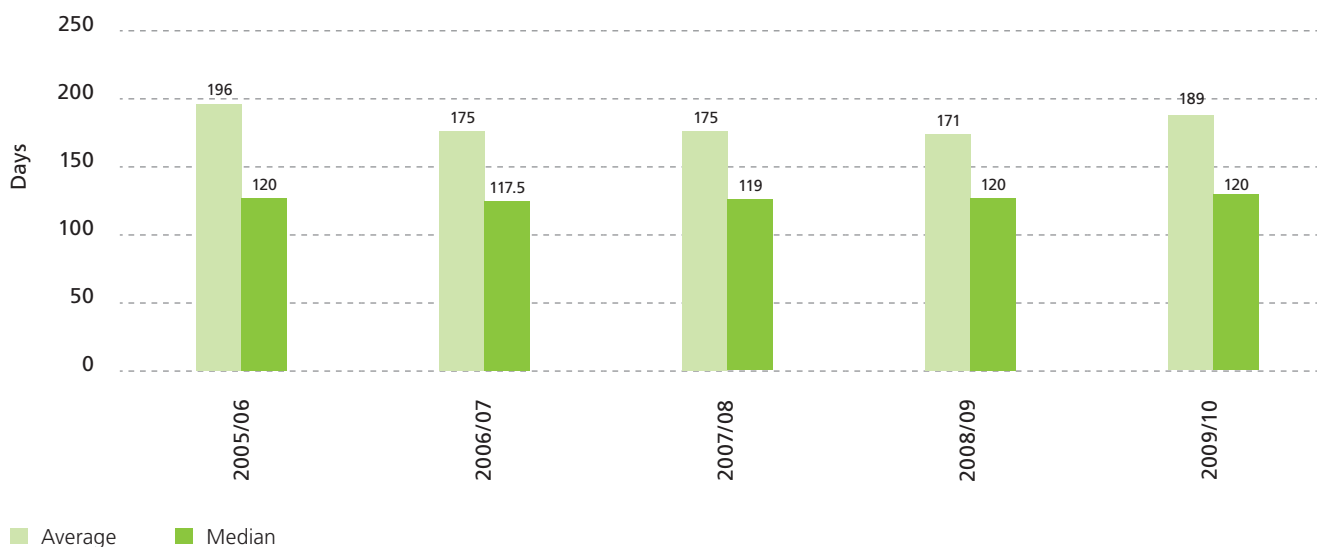
Young people in custody continued

Length of stay for young people in custody on remand



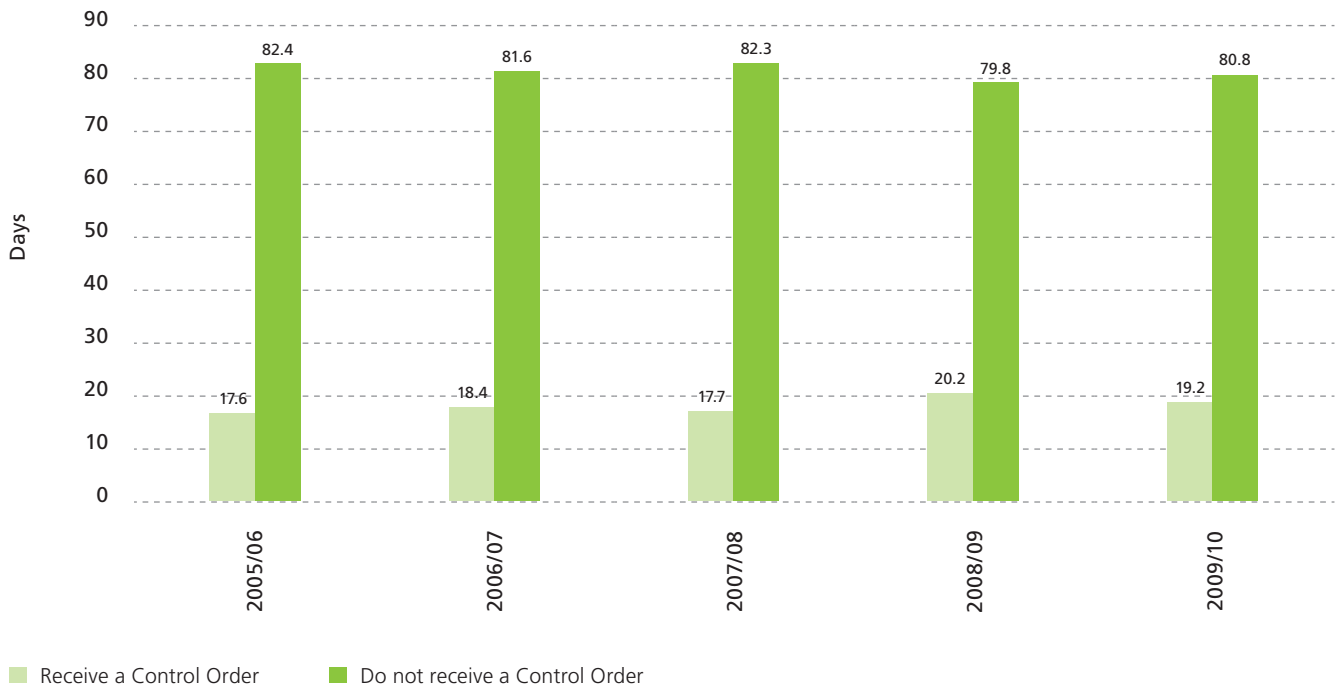
Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Length of stay for young people in custody on control



Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Proportion of young people with a remand episode who receive, or do not receive a Control Order within 12 months



Source: DHS/JJ Strategic Information System (SIS), 31 July 2010.

Behaviour intervention

The behaviour intervention framework policy was implemented across all centres during 2009/10 to provide staff working in custodial environments with a framework for the effective management of detainee behaviour.

The incentive scheme provides consistency across all centres in detainee case-management interventions by standardising incentives for detainees who meet casework targets and behaviour goals.

The incentive scheme requires a weekly client assessment meeting to be conducted with each detainee. These meetings improve communication between detainees and staff; provide detainees with smaller, achievable weekly casework targets and behaviour goals. It allows detainees to reflect on consequences of their behaviour and be involved in developing individual strategies to address these behaviours.

The 2009/10 annual reviews showed that a high percentage of detainees and staff provided positive feedback on the new incentive scheme and the client assessment meetings process.

The incentive scheme has been attributed to a reduction in the number of misbehaviours and the severity of incidents at centres.

Young people in custody continued

Enrolment in education

	2009 School year ¹	2010 School year to 30 June ²
Enrolled in education and training units	2,188	1,133
Enrolled in TAFE	951	564
Enrolled in School Certificate courses	327	233
Enrolled in HSC courses	56	55
Completed School Certificate	98	N/A
Completed HSC	8	N/A

Notes:

¹ Figures for complete school year January to December 2009.

² Figures for young people enrolled in courses up to 30 June 2010. Completion figures not available until school year completed.

Education and training

The Department of Education and Training administers education and training units in seven of the nine juvenile justice centres. At the remaining two centres in Broken Hill and Emu Plains, young people participate in learning through Open Training and Education Network distance education.

Additional classrooms are being provided at Acmena, Orana and Riverina centres. Work on additional classrooms at Reiby Juvenile Justice Centre will be completed by November 2010.

Following an occupational health and safety risk assessment, all detainees enrolled in education and training units have access to laptop computers. Young people preparing for discharge have access to TAFE-accredited, pre-employment programs at juvenile justice centres.

At Orana Juvenile Justice Centre, the Department of Education and Training and Juvenile Justice are coordinating with New Careers for Aboriginal People to provide access to culturally supportive programs for reintegration into the community.

Staff in each centre and the education and training unit meet regularly to plan, risk assess and coordinate educational, vocational and centre programs. Sharing information enables a cohesive approach to providing interventions and managing detainees.

‘Sharing information enables a cohesive approach to providing interventions and managing detainees.’

Health services

Justice Health is responsible for health and medical services to young people in detention centres. All juvenile justice centres have a medical clinic operating seven days a week. The clinics are managed by Justice Health and staffed by registered nurses who provide a range of health services and coordinate visits from general practitioners, dentists and psychiatrists.

This year, Juvenile Justice and Justice Health jointly funded the installation of heart defibrillators in each detention centre. Installation of the defibrillators and staff training for their correct use will be completed by December 2010.

There is a focus on pre-release planning for young offenders to ensure they are connected to community health and medical services before their release date. This may involve referring young offenders to the Community Integration Team to facilitate their access to services.

Quality assurance and improvement review framework

Progress reviews were successfully conducted from August to December 2009, with a focus on monitoring improvement in areas identified at the 2009 annual reviews. Results of the progress reviews indicated centres had embraced the new quality assurance and improvement review process and were working to address areas requiring attention, and improve functions and processes within the centres.

Some of the outcomes include:

- significant changes in local centre procedures and routines to reflect good practice
- standardising programs or schemes across the centres
- integrating the recording and documentation of resource documents
- integrating of continuous improvement processes into existing centre structures
- sharing outcomes agency-wide from local quality improvement initiatives.

In line with the 2010 quality assurance and improvement process, annual reviews were conducted at each juvenile justice centre from January to July 2010. Progress reviews are scheduled to commence from August 2010.

The quality assurance and improvement review framework is currently under review. Standard performance areas and indicators will be reviewed in line with the Australian Juvenile Justice Administrators – Juvenile Justice Standards 2009.

Centre achievements

The Assistance Dogs Australia Program was officially opened at Riverina Juvenile Justice Centre in November 2009. Detainees are training two puppies, named 'River' and 'Rina', with support from the Barwon Unit staff and the centre management team.

In August 2009, Orana Juvenile Justice Centre opened a new 15-bed unit, Talbragar, which is self-contained, has an enclosed courtyard and two classrooms catering for 12 students.

Programs offered at Emu Plains Juvenile Justice Centre included a weekly program of fitness, team sports, a variety of arts and craft activities and cooking. In addition, therapeutic anger management, alcohol and other drug, offence-focused and change program groups are run.

The Reiby pre-release unit, to be called the Waratah Unit, is on schedule to begin in late 2010. It will accommodate up to ten detainees nearing release, who will attend external community locations, such as TAFE and employment services, and will undertake community work, such as minor maintenance, repairs and cleaning.

The South Sydney Rugby League Club (via the Souths Care Program) provides support to young people in custody at the Acmena Juvenile Justice Centre. League players act as motivational speakers and positive role models for the detainees, teach touch football skills and donate footballs and other sporting paraphernalia to the centre.

Frank Baxter Juvenile Justice Centre introduced two new programs in 2009, a Certificate II in Animal Care and a Certificate II in Small Motors and Marine Engines. These are both TAFE and Board of Studies accredited programs.

Young people in custody continued

Court logistics, classification and security intelligence

The Court Logistics Unit transports young offenders for court appearances at Children's Courts, District Courts and the Supreme Court. The unit staffs the Bidura Children's Court in Glebe, Campbelltown Children's Court and Parramatta Children's Court. The unit undertakes the secure transportation of young offenders between juvenile justice centres and from juvenile justice centres to correctional centres.

In 2009/10, there were 4,056 transport movements involving 9,569 young people.

	Movements	Detainees
2007/08	3,785	8,918
2008/09	4,318	10,009
2009/10	4,056	9,569

For some court matters, the unit manages the use of video conferencing technology, which has increased significantly from 568 in 2005/06 to 3,817 in 2009/10.

The Classification and Placement Unit is responsible for the security classification of young offenders in custody using the Objective Classification System, which assigns a security rating to the detainee's assessed level of risk. The unit also coordinates the placement of all young offenders within juvenile justice centres as well as transfers between Juvenile Justice and Corrective Services NSW.

The Security and Intelligence Unit uses a number of methods to collect, analyse and share intelligence about detainee drug activity, potential drug trafficking into juvenile justice centres and associated safety and security issues. The unit coordinates the use of drug detection dogs from Corrective Services' K9 Unit to search juvenile justice facilities and visitors for contraband items, which may pose a security risk.

During 2009/10, 112 search operations were conducted resulting in three finds. A total of 879 visitors were screened with five people refused entry due to an indication to an illicit substance. The unit also coordinates periodic joint contraband detection and prevention operations at juvenile justice centres involving staff from Juvenile Justice, Corrective Services' K9 Unit and the NSW Police Force.

NSW is the first juvenile justice jurisdiction in Australia to form its own drug dog detection unit. The dogs were purchased from the Australian Customs breeding program and will be trained by the agency to undertake searches in centres and in screening of visitors.

Random and targeted urinalysis testing is used to screen detainees for drug use. During 2009/10, 638 random tests were conducted returning three positive results, while 128 target tests were conducted with nine positive results. The branch also coordinates the taking of DNA samples from young offenders for NSW Police.

Youth Drug and Alcohol Court

The Youth Drug and Alcohol Court Program is clinically managed by the Joint Assessment and Review Team and includes representatives from Justice Health, Department of Education and Training and Community Services.

During the year, staff presented at the seventh Aboriginal Drug and Alcohol Network Symposium in Newcastle about the positive work being undertaken to work effectively with Aboriginal clients and their families in the program. A paper was also presented at the Non-adversarial Justice Conference, hosted by Monash University and the Australian Institute of Judicial Administration in Melbourne.

The program received visits from international and Australian guests this year, including senior government officials and experts on drug courts and therapeutic jurisprudence.

Serious Young Offenders Review Panel

The Serious Young Offenders Review Panel was established in 1998 as an independent body to advise the Chief Executive on:

- the reclassification of specific classification detainees on serious children's indictable offences
- the granting of initial supervised community outings, day and overnight leave to serious children's indictable offenders and detainees on offences of dangerous driving causing death and aggravated dangerous driving causing death under the *Crimes Act 1900*
- other detainees specified by the Chief Executive and to consider other matters as referred by the Chief Executive or the Minister.

The panel seeks to balance the expectations of the community with the needs and expectations of the young people and their families in accordance with the relevant legislation and agency guidelines.

Members of the panel are appointed by the Minister for Juvenile Justice and approved by Cabinet and include:

- an acting Magistrate (Chairperson)
- an independent person qualified in psychology
- an independent community person with expertise in dealing with youth generally
- a member of the Indigenous community
- a victim of crime
- a delegate of the Deputy Chief Executive (Operations), Juvenile Justice, as an *ex-officio* member.

In 2009/10, the panel met on 12 occasions, dealing with 104 reclassifications. Thirty-three cases were considered for reclassification, with 17 (52 percent) of juvenile offenders reviewed being reclassified. Thirty-two of their 33 recommendations were adopted by the Chief Executive.

The panel also considered 68 cases for leave. Fifty-four of 68 cases of leave (79 percent) were supported and the Chief Executive adopted all of the panel's recommendations.

Seventy-one percent of cases considered were from regional detention centres and 20 percent from metropolitan.

9.

Appendices

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1. Legislation and legal changes

Department of Human Services

The Public Sector Employment and Management (Departmental Amalgamations) Order 2009, made on 27 July 2009, but commencing retrospectively on 1 July 2009, created 13 super departments, with Aboriginal Affairs, Aboriginal Housing Office, Businesslink, Community Services, Juvenile Justice, Housing NSW and Ageing, Disability and Home Care comprising the new agency – the Department of Human Services NSW.

Aboriginal Affairs

Principal Acts administered

Aboriginal Land Rights Act 1983

Amendments to legislation

A review and amendment of the *Aboriginal Land Rights Act 1983* (ALRA) was undertaken to ensure that Local Aboriginal Land Councils and the peak representative body, the NSW Aboriginal Land Council, were given the capacity to deliver tangible benefits to their memberships and the broader Aboriginal community.

Review of the ALRA culminated in amendments to improve the governance, structure, representation and business planning in Aboriginal Land Councils. The second phase of these amendments, which commenced on 31 March 2010, introduced a clearer regulatory process in the development and disposal of land by Aboriginal Land Councils (the land dealings amendments).

The land dealings amendments were contained in the Aboriginal Land Rights Amendment Act 2009. Further amendments to the Aboriginal Land Rights Regulation 2002 to complement the changes to the ALRA and enhance the effectiveness of the ALRA were also developed in consultation with the NSW Aboriginal Land Council and the Registrar of ALRA and commenced operation on 7 April 2010.

Significant judicial decisions

During the reporting period two local Aboriginal Land Councils were dissolved. The Quambone Local Aboriginal Land Council was dissolved on 29 January 2010 because an appointed administrator had found it had no active membership and had ceased to function. The Koompahtoo Local Aboriginal Land Council was dissolved on 12 March 2010 having been under administration continuously since 2003 and having been the subject of an Independent Commission Against Corruption inquiry into its land dealings.

Aboriginal Housing Office

Principal Acts administered

Aboriginal Housing Act 1998

Amendments to legislation

Nil

Significant judicial decisions

Nil

Ageing, Disability and Home Care

Principal Acts administered

Disability Services Act 1993
Home Care Service Act 1988
Youth and Community Services Act 1973
Guardianship Act 1987
Community Services (Complaints, Reviews and Monitoring) Act 1993 (jointly with Community Services)
Community Welfare Act 1987 (jointly with Community Services)

Amendments to legislation

The Disability Services Regulation 2008 was repealed on 1 September 2009. The Youth and Community Services Regulation 2005 was amended by the Youth and Community Services Amendment (Obligations of Licensees) Regulation 2010.

Significant judicial decisions

Nil

Businesslink

Principal Acts administered

Nil

Significant judicial decisions

Nil

Community Services

Principal Acts administered

Adoption Act 2000
Child Protection (International Measures) Act 2006
Children and Young Persons (Care and Protection) Act 1998
Community Services (Complaints, Reviews and Monitoring) Act 1993 (jointly with the Ageing, Disability and Home Care)
Community Welfare Act 1987 (jointly with the Ageing, Disability and Home Care)

Amendments to legislation

The *Children (Care and Protection) Act 1987* was repealed on 30 June 2010.

Adoption Act 2000
 Provisions in the *Adoption Amendment Act 2008* started on 1 January 2010, establishing a new scheme for greater access to adoption information for adoptions occurring on or after 1 January 2010.

The *Statute Law (Miscellaneous Provisions) Act 2009* included minor amendments to the *Adoption Act 2000*, concerning the meaning of 'reasonable notice' within which a birth parent may apply to appear in adoption proceedings, and 'spouse' and 'step parent' relationship requirements were amended from three years to two years. The amendments came into effect on 17 July 2009.

The *Children and Young Persons (Care and Protection) Act 1998*
Statute Law (Miscellaneous Provisions) Act 2010 included minor amendments to the *Children and Young Persons (Care and Protection) Act 1998* in relation to the Children's Guardian's regulatory functions particularly in respect to voluntary out-of-home care.

The *Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009* has started in stages. This Act implements recommendations of the Special Commission of Inquiry into Child Protection Services in NSW.

Amendments relating to the Children's Court started on 1 June 2009. Amendments to the *Community Services (Complaints, Reviews and Monitoring) Act 1993*, concerning the Ombudsman's 'reviewable death' and reporting functions started on 1 July 2009. Chapter 16A – Information Exchange provisions started on 30 October 2009. All other care and protection provisions (except for contact) started on 24 January 2010. Amendments to *Commission for Children and Young People Act 1998* started on 31 March 2010. The Act amended the *Children and Young Persons (Care and Protection) Act 1998*, the *Community Services (Complaints, Reviews and Monitoring) Act 1993*, the *Commission for Children and Young People Act 1998* and the *Children's Court Act 1987*.

Amendments to Regulations

Adoption Regulation 2000
The Adoption Amendment (Access to Information) Regulation 2009, which prescribes additional information that parties to an adoption may access, started on 1 January 2010.

The Children and Young Persons (Care and Protection) Regulation 2000
Children and Young Persons Amendment (Wood Inquiry Recommendations) Regulation 2010 sets out savings and transitional provisions consequential on the enactment of some of the amendments made to the *Children and Young Persons (Care and Protection) Act 1998* by the *Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009*. The Regulation started on 24 January 2010 and the provisions are now consolidated in the Children and Young Persons (Care and Protection) Regulation 2000.

The Children and Young Persons (Care and Protection) Amendment (Voluntary Out-of-Home Care)

Regulation 2010, started on 24 January 2010, makes provision to support the new scheme for voluntary out-of-home care introduced by the *Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009*. The provisions are now incorporated in the Children and Young Persons (Care and Protection) Regulation 2000.

The Children's Services Regulation 2004
Children's Services Amendment (Fees) Regulation 2009 amended the Children's Services Regulation 2004 to provide for the charging of fees in connection with the administration of licensing of the providers of children's services and to increase the maximum term of a licence from three years to five years.

Significant judicial decisions

Brown and Brown: Re Bernadette (2010) FamCa (94)
This matter was a Family Court judgement regarding who is able to lawfully authorise treatment for children with transsexualism or gender identity disorder and whether such treatment is 'special medical treatment' as defined in section 175 of the *Children and Young Persons (Care and Protection) Act 1998*.

Housing NSW

Principal Acts administered

Commonwealth and State Housing Agreement Act 1946
Commonwealth and State Housing Agreement Act 1956
*Homefund Restructuring Act 1993*¹
Housing Act 2001
Housing Agreement Act 1956
Housing Agreement Act 1961
Housing Agreement Act 1966
Housing Agreement Act 1973
Housing Agreement Act 1974
Housing Agreement Act 1978
Housing Agreement Act 1981
Housing Agreement Act 1985
Loan Fund Companies Act 1976

Amendments to legislation

Housing Amendment (Registrable Persons) Act 2009
This amending Act was passed by Parliament on 23 September 2009 and

assented to on 24 September 2009. That Act amended the *Housing Act 2001* to enable the Director General of the Department of Human Services on the recommendation of the Commissioner of Police to relocate a registrable person to alternative public housing premises.

Housing Amendment (Community Housing Providers) Act 2010

This amending Act was passed by Parliament on 9 March 2010 and assented to on 18 March 2010 to permit the transfer or vesting of ownership of public housing to registered community housing providers. It also provides for the registration of an interest in the land transferred by the NSW Land and Housing Corporation.

Public Sector Restructure (Miscellaneous Amendments) Act 2009

The *Public Sector Restructure (Miscellaneous Amendments) Act 2009* was passed by Parliament on 25 November 2009 and assented to on 30 November 2009. Consequent upon the passing of the Public Sector Employment and Management (Departmental Amalgamations) Order 2009, the *Housing Act 2001* was amended to allow a delegate of the NSW Land and Housing Corporation or the Director General of the Department of Human Services to sub-delegate a function.

Significant judicial decisions

Hine v NSW Land and Housing Corporation [2009] FCA 1242 (4 November 2009)
CPR Property Pty Limited (CPR) was a subcontractor performing work on the Corporation's properties. CPR had no contract with the Corporation. CPR commenced proceedings against the Corporation in relation to a notice issued by the Corporation to a head contractor under the contract requiring the head contractor not to use CPR due to a pending investigation of a Housing NSW employee. CPR argued that the notice was false and misleading, that the Corporation had induced a breach of contract and that the Corporation breached its duty of care owed to CPR.

¹ Except for ss 14–16 and Schedule 2 for which the Minister for Commerce and or the Minister for Fair Trading is responsible.

1. Legislation and legal changes continued

The court found that the Corporation had undertaken a clear rational process of investigation which informed its decision to issue the notice. The Federal Court found that no duty of care was owed by the Corporation to CPR on the basis that any loss was in the nature of pure economic loss to a third party. This position was upheld by the Full Court of the Federal Court. CPR has sought special leave to appeal to the High Court the decision of the Full Court of the Federal Court.

Juvenile Justice

Principal Acts administered

Young Offenders Act 1997

(Part 5 and Schedule 1)

Children (Community Service Orders) Act 1987

Children (Detention Centres) Act 1987

Children (Interstate Transfer of Offenders) Act 1988

Amendments to legislation

The *Children (Detention Centres) Act 1987*, section 39 expediting trials and appeals was amended. The term 'or any authorised Magistrate' was omitted from section 39(3)(c). and replaced with 'or Magistrate'. This enables a Magistrate under the *Children's Court Act 1987*, to give such directions with respect to expediting the prosecution of the trial or appeal of the person as he or she thinks fit.

The *Graffiti Control Amendment Act 2009* amended the *Graffiti Control Act 2008* and related legislation in November 2009. It was intended to make further provision with respect to the minimisation and control of graffiti.

Part 3A Community clean-up work was inserted in the *Children (Community Service Orders) Act 1987*. This enables a court that imposes a fine on a person for an offence under the principal Act (a graffiti offence) to make an order requiring the person to perform community clean-up work in order to satisfy the amount of the fine. Community clean-up work is any community service work under (in the case of a child offender) the *Children*

(*Community Service Orders*) Act 1987 that is approved as community clean-up work by the Minister.

The above provisions also make other necessary amendments to facilitate the administration of community clean-up work. The regulation clarifies that for the purposes of graffiti clean-up orders, the definition of fine extends to any fine (within the meaning of the *Fines Act 1996*) in respect of which a court fine enforcement order can be made under the *Fines Act 1996*.

The *Young Offenders Act 1997* was amended to enable the Director General of the Department of Human Services to delegate their functions under the above Act to the Chief Executive (or a Deputy Chief Executive) of Juvenile Justice in that department, and to update references to the Department of Juvenile Justice, and make other minor changes, as a consequence of the departmental amalgamations order.

The term 'any office of the Department of Juvenile Justice' was omitted from section 46 1) of the *Young Offenders Act 1997* and replaced with 'any office of that part of the Department of Human Services comprising persons who are principally involved in the administration of the *Children (Detention Centres) Act 1987* or the *Children (Community Service Orders) Act 1987*'. Under section 46 of the Act a youth justice conference may be held at a location agreed by the participants and the conference convenor but may not be held at a police station, a court house or any office of the above defined part of the Department of Human Services.

Significant judicial decisions

Cahill (Public Service Association NSW) v State of NSW (Department of Juvenile Justice and Department of Education and Training) (No. 3) [2009] NSWIRComm 97 The Public Service Association NSW commenced a prosecution under the *Occupational Health and Safety Act 2000* against the State of New South Wales, more specifically the Department of Education and Training (DET) and Juvenile Justice. The prosecution arose from incidents involving teachers'

aides and a teacher, working with young persons at the Putland School situated within Cobham Juvenile Justice Centre in March 2004. In summary, detainees are alleged to have verbally abused, acted aggressively and physically assaulted staff. Particulars of the alleged offences included in part, failing to provide adequate information about the detainees' potential for violence, inadequate risk assessments, instruction and training.

The matter was heard over numerous days between April 2007 and August 2008 before Justice Schmidt in the Industrial Relations Commission of NSW (Industrial Court of NSW). In December 2008 Her Honour Justice Schmidt handed down judgement and found the offences charged were proven. Sentence proceedings were heard in June 2009 and the court handed down fines in respect of three charges, totalling \$540,000. The penalty for the first offence was \$200,000 and for the second offence was \$160,000. The third charge was brought only against DET and the penalty imposed was \$180,000.

On 23 July 2009 Juvenile Justice and DET filed an appeal against liability and sentence (penalty) to the Full Court of the Industrial Court of NSW. The appellants also sought a stay which was granted by IRC President Justice Boland subject to conditions. The appeal is to be heard in August 2010.

Since 2004 safety and security in schools located in Juvenile Justice centres has been improved with communications systems and duress alarms, improved information about classification and risk factors of detainees and clearer information and better handover procedures to education staff.

2. Human resources

The following table contains human resources information for the first reporting year of the Department of Human Services. Information for previous years is available in annual reports on each agency's website.

Number of DHS employees by category as at 30 June

Employment category	Aboriginal Affairs	Aboriginal Housing Office	Ageing, Disability and Home Care	Businesslink	Community Services	Housing NSW	Juvenile Justice	Total Department of Human Services
Permanent	62	56	9,829	514	3,968	2,075	1,138	17,642
Temporary	56	12	1,289	95	473	453	210	2,588
Contract – Executive – Senior Executive	4	–	19	3	19	14	7	66
Casual	–	–	2,293	–	193	–	383	2,869
Statutory appointees	–	–	2	–	–	–	–	2
Training positions	–	–	12	–	10	9	1	32
Total	122	68	13,444	612	4,663	2,551	1,739	23,199

Source: Department of Human Services Workforce Profile.

Aboriginal Affairs

Number of employees

Aboriginal Affairs employed 122 staff as at 30 June 2010.

Exceptional movement in wages, salaries or allowance

There were no exceptional movements in salaries, wages and allowances during 2009/10.

Personnel policies and practices

In 2009/10, the MyDAA Investment in Excellence professional development program was introduced. The program aims to build a culture in staff that is achievement focused, encouraging and cooperative. An induction program was delivered on three occasions for 10 to 20 staff each time. The three-day program focused on the role of Aboriginal Affairs in government, government relationships and corporate policies and systems.

Aboriginal Affairs continued to provide an Action Based Learning Program for all new Partnership Community Program Officers and regional staff performing community development roles.

A staff manual was also published.

Industrial relations policies and practices

The Joint Consultative Committee comprising Public Service Association (PSA) delegates, the Chief Executive, Executive Director, Organisational Strategy, Human Resources staff and the Corporate Services Manager continued to meet throughout 2009/10.

Aboriginal Housing Office

Number of employees

The Aboriginal Housing Office employed 68 staff as at 30 June 2010.

Exceptional movement in wages, salaries or allowances

There has been a small increase in total salaries due to recruitment of staff as part of the implementation of programs associated with funding received from the Commonwealth Government as part of the Remote Indigenous Housing National Partnership.

Personnel policies and practices

The Aboriginal Housing Office has been involved in a process of standardising Human Resources policies and procedures across the Department of Human Services.

Industrial relations policies and practices
During 2009/10 there were no industrial relations issues.

Ageing, Disability and Home Care

Number of employees

As at the end of June 2010, 13,444 staff were employed, with the majority of these frontline client service staff.

Exceptional movement in wages, salaries and allowances

Wage and salary movements occurred in accordance with NSW Government wages policy and memoranda of understanding with the relevant unions.

Wage movements during 2009/10 included:

- staff employed under the Crown Employees Wage and Salaried Staff awards received a four percent wage increase in July 2009
- Home Care Service of NSW administrative staff received a four percent increase in July 2009
- care workers received a four percent pay increase in September 2009
- nursing staff received a four percent wage increase in July 2009.

2. Human resources continued

Personnel policies and practices

A range of human resources policies were developed and implemented to meet organisational and operational needs. A number of system and payroll enhancements were also implemented to comply with Award requirements.

Industrial relations policies and practices

Revised arrangements for consultation with employees and their industrial organisations were agreed and implemented during 2009/10.

Regular Joint Consultative Committee meetings were conducted with the PSA and NSW Nurses' Association under these agreed arrangements.

A Joint Implementation Committee for the new Care Workers Award was instituted with the Liquor, Hospitality and Miscellaneous Workers Union to oversee the implementation of new provisions and reforms under the Award.

Businesslink

Number of employees

Businesslink employed 612 staff as at 30 June 2010.

Exceptional movement in wages, salaries or allowances

Staff salaries (and wage-related allowances) increased by four percent during the reporting year as part of the NSW Government's offer of settlement in relation to the PSA public sector salary claim of 2008 with increases scheduled for July 2010.

Personnel policies and practices

Businesslink has a comprehensive policy manual based on legislation and NSW Government policy.

Industrial relations policies and practices

A high level of consultation between Businesslink and the PSA was maintained during the year. Our industrial relations function was actively involved in strategic planning, re-aligning organisation structures, dispute prevention and monitoring of industrial relations issues.

Community Services

Number of employees

Community Services employed 4,663 staff as at 30 June 2010.

Exceptional movement in wages, salaries or allowances

There were no exceptional movements in salaries, wages and allowances during 2009/10.

Personnel policies and practices

Community Services' Code of Conduct and Ethics sets out the standard of professional and ethical conduct expected of all staff, consistent with NSW public sector principles of conduct.

Industrial relations policies and practices

Consultation occurred with the PSA on a wide range of staffing issues and service reforms. These included reforms attached to the 2008–10 wages round, such as changes to travel arrangements, recreation leave management and purchased leave arrangements.

The State Consultative Committee met four times, supported by informal regular meetings with the PSA. Regional Joint Consultative Committees meet on matters of local significance.

Consultation and engagement with the PSA occurred on reforms associated with Keep Them Safe. Reforms have been implemented without industrial disruption or referral to the Industrial Relations Commission. This cooperative framework will be built on to continue implementation of Keep Them Safe reforms in 2010/11, in particular those related to out-of-home care.

A head office review began in January 2009 to align the structure with the future directions set for child protection in NSW through Keep Them Safe. Initial consultations on the restructure were completed by the end of June 2009. A change management plan was developed and agreed with the union which included conducting an expression of interest for voluntary redundancies to achieve reduction targets on a voluntary basis wherever possible. This process was completed and the final structures were approved by December 2009, and placements to the structures were finalised by March 2010.

In 2009/10, there were no industrial stoppages. Minor bans were removed following discussions with the PSA. A small number of matters were referred to the Industrial Relations Commission for assistance. Two matters have been resolved without arbitration and to Community Services' satisfaction.

Successful discussions with the PSA led to the re-opening of Wiritjiribin Aboriginal Intensive Family Based Service. The success of the re-opened service will be assessed over an 18-month period.

Housing NSW

Number of employees

The total number of staff at the end of June 2010 was 2,551.

Exceptional movement in wages, salaries and allowances

There were no exceptional movements in salaries, wages and allowances during 2009/10.

Personnel policies and practices

A new People Work and Skills Framework was implemented and will support improvements to recruitment and performance management. Improvements to establishment management processes and tools were also implemented in 2009/10, enhancing reporting capability and ensuring compliance with sector people-management requirements.

Industrial relations policies and practices

A Consultative Forum, comprising of PSA members and delegates continued to meet quarterly in 2009/10. Housing NSW continues to work closely with the PSA on improving people-management practices throughout the business. During 2009/10, both organisations reviewed and committed to a new consultative framework document.

Juvenile Justice

Number of employees

As at the end of June 2010, Juvenile Justice employed 1,739 staff, including casual staff, mentors, community-based sessional supervisors and Youth Justice Conference Convenors.

Exceptional movement in wages, salaries and allowances

The Crown Employees Wages Staff (Rates of Pay) Award 2008 provided for a four percent increase in salaries, effective from 6 July 2009.

The Statutory and Other Offices Remuneration Tribunal determined a general increase of three percent to CES and SES remuneration packages on and from 1 October 2009, based on satisfactory performance. Thirty-six staff accepted offers of voluntary redundancy during the 2009/10 financial year, compared to 95 the previous year.

Personnel policies and practices

During 2009/10, Juvenile Justice implemented a Supervision Policy, Guidelines and Toolkit, and a Dignity and Respect Policy and Guidelines.

The Supervision Policy, Guidelines and Toolkit provide a framework to support the provision of high-quality standardised supervision for staff in the agency. Effective supervision allows staff the opportunity to establish their role, behaviour and identity within the agency, together with a sense of self-worth and teamwork. Supervision provides a structured opportunity for staff members to reflect on, gain feedback on, and further develop all facets of their contribution to the agency's objectives.

The Dignity and Respect Policy and Guidelines aim to support a workplace free of bullying and harassment, in which grievances are dealt with effectively, confidentially and in a timely manner. The agency incorporated the Dignity and Respect Policy and Guidelines into existing programs including the Management Development Program, Management Skills Modules and the Professional Development Program, and provided briefing sessions to staff. The consolidated documents streamline the information source on issues relating to grievances, bullying and harassment.

Industrial relations policies and practices

Juvenile Justice was involved in numerous industrial and employment relations matters in the 2009/10 financial year. The majority of the work involved claims of unfair disciplinary action, review of the Crown Employees (Department of Juvenile Justice – Detention Centres 2005) Award, which is ongoing, finalisation of industrial concerns related to the restructure of Juvenile Justice centres and transport functions and continuous consultation and negotiation with the PSA with regard to disputes and implementation of policy and procedures.

The Joint Consultative Committee met quarterly and discussed matters ranging from transition of functions to shared corporate services, occupational health and safety issues, and operational matters for both community and custodial services.

3. Equal employment opportunity

DHS agencies collect Equal Employment Opportunity (EEO) data regularly for the NSW Department of Premier and Cabinet as part of the NSW Public Sector Workforce Profile. This measures performance in meeting NSW Government benchmarks for staff from EEO minority groups and informs planning and development of EEO initiatives.

The tables (right) give EEO information for DHS for the first reporting year, and one year previous based on agency reporting. Information for other years is available in annual reports on each agency's website.

Aboriginal Affairs

Aboriginal Affairs' Aboriginal Employment Plan outlines actions and initiatives to achieve targets in 2012 of:

- 60 percent of staff being Aboriginal people
- providing an executive development program for Aboriginal women with a plan to fill a minimum of two percent of all executive positions with Aboriginal women
- establishing an Aboriginal Women's Executive Development Network across the NSW public sector.

Aboriginal people currently represent 54 percent of the staff. Our target is to recruit 13 Aboriginal people and two Aboriginal women into executive positions over the next two years.

Aboriginal Housing Office

To encourage a diverse workforce, development opportunities are encouraged via the circulation of internal and external expressions of interest for positions across the public sector. The representation of Aboriginal and Torres Strait Islander people and women continues to exceed the Government's target, with the highest representation of Aboriginal and Torres Strait Islander people in the NSW public sector. Staff can take advantage of flexible working conditions and are encouraged to optimise training and development opportunities.

Trends in the representation of EEO groups across DHS

EEO group	Benchmark/target	% of staff	
		2008/09	2009/10
Women	50	74	74
Aboriginal people and Torres Strait Islanders	2.6	7.7	8.5
People whose first language was not English	19	17	17
People with a disability	12	6	6
People with a disability requiring work-related adjustment	7	1.8	1.7

Source: NSW Public Sector Workforce Profile, NSW Public Employment Office.

Trends in the distribution of EEO groups across DHS

EEO group	Benchmark/target	Distribution index	
		2008/09	2009/10
Women	100	87	88
Aboriginal people and Torres Strait Islanders	100	113	109
People whose first language was not English	100	100	99
People with a disability	100	102	101
People with a disability requiring work-related adjustment	100	103	104

Notes:

1 Staff numbers are as at 30 June.

2 Excludes casual staff

3 A distribution index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases, the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels. The distribution index is automatically calculated by the software provided by the ODEOPE.

4 The distribution index is not calculated where the EEO group or non-EEO group numbers are less than 20.

The AHO is committed to encouraging and supporting the sustained employment of Aboriginal people in the Aboriginal housing sector. To achieve this, in 2010/11, the AHO will:

- incorporate appropriate strategies in its housing, refurbishment and maintenance programs
- implement a revised Aboriginal employment strategy for staff.

Ageing, Disability and Home Care

ADHC's EEO commitments are outlined in its Employment Equity and Diversity Management Plan 2010–12. Key strategies for achieving EEO outcomes are also set out in the Aboriginal Employment and Capabilities Framework, Cultural Diversity Strategic Framework and Disability Action Plan. The action plans include planning, action and program outcomes and seek to address issues in both strategic and operational areas.

EEO statistics are derived annually from the ADHC Workforce Profile. EEO data is collected from staff on a voluntary basis and is used to inform strategies to increase workforce diversity. EEO statistics are reported to the ADHC Executive on a monthly basis.

Processes have been implemented to encourage staff input into decision-making, including:

- the establishment of a Disability Employees Network, which champions disability confidence and identifies systematic improvements
- the establishment of a Culturally and Linguistically Diverse (CALD) Internal Advisory Group to advise on proposed strategies, policies and initiatives relevant to CALD communities
- accountability EEO Action Plan priority initiatives include the development and implementation of equity, and diversity strategies for Aboriginal, young, CALD staff and staff with a disability is allocated to business units as part of their business planning.

Networks such as the Disability Employees Network and CALD Internal Advisory Group will be engaged in ADHC planning, in particular by advising on strategies and initiatives relating to EEO.

ADHC is a signatory to the Dignity and Respect in the Workplace Charter, which requires a commitment to actions that achieve a workplace that is free from bullying including workplace consultation, a workplace awareness campaign, training and development, procedures to deal with complaints, and consultation and feedback procedures. The charter also requires the development of anti-bullying policies and strategies and outlines the responsibilities of managers and employees to provide a safe work environment.

Our code of conduct and ethics outlines the obligations of employees and managers in relation to appropriate workplace behaviour, including bullying, anti-discrimination and harassment. All staff are required to read, understand and sign the code of conduct and ethics document when they commence employment. An e-learning product has also been developed to provide greater familiarity with the code of conduct and ethics.

Staff are able to lodge complaints about inappropriate workplace behaviour through the resolution of workplace grievances policy.

Our recruitment processes adhere to the principles of merit and equity, and merit selection training is offered to staff as part of their professional development. Career information represents staff from CALD backgrounds, men (who are under-represented in ADHC) and Aboriginal staff.

A dedicated Aboriginal Employment and Capabilities Project Team was established to implement the Aboriginal Employment and Capabilities Framework, and to be the first point of contact for all Aboriginal employment, professional and career development initiatives.

Implementation of the Enhanced Aboriginal Residential Support Worker program commenced, which will provide 180 Aboriginal people over two years with the opportunity to be employed full-time for 12 months, undertake formal study in Certificate III in Disability, obtain support from an Aboriginal cultural mentor and participate in a cultural camp and careers development workshop. ADHC is working in partnership with the Australian Government's Department of Education, Employment and Workplace Relations to fund the formal training and administrative components of the program. In 2009/10, 74 trainee Residential Support Workers were recruited through this program, with further recruitment to take place in 2009/11.

Seven young Aboriginal people, recruited in 2008/09 to work with community support teams in the Metro South region, continue to work with ADHC and study at university. They receive group clinical supervision, have a workplace buddy or mentor who is a member of the Aboriginal Network and participate in Aboriginal Network, training and team-building events. Sixteen cadets were also recruited as part of the NSW public sector cadetship program, JumpSTART NSW.

Training programs are adapted to ensure equitable access. Providers continue to be contracted to deliver diversity training and workshops to help embed a discrimination-free and inclusive culture, in alignment with the Dignity and Respect in the Workplace Charter.

Workshops focusing on diversity, discrimination and the code of conduct and ethics were conducted across NSW.

A contextualised cultural competency package is in development and will be implemented across NSW.

In 2009/10, we continued to implement our Employment Equity and Diversity Management Plan 2010–12 and Disability Action Plan. ADHC will work with the newly established Disability Employees Network to encourage the attraction and retention of people with a disability to ADHC.

A revised Aboriginal Employment Strategy will also be developed, which will set out initiatives to increase Aboriginal representation and promote career development in ADHC. We will continue to implement Aboriginal trainee programs for Disability Support Worker and Assistant in Nursing positions, as well as providing a number of Indigenous cadetships in Community Access.

3. Equal employment opportunity continued

Businesslink

Women represent 53 percent of all employees with the highest proportion (36 percent) employed at the salary level \$70,874 to \$91,652 per year.

Men represented 47 percent of all employees with the highest proportion (33 percent) also employed at the salary level \$70,874 to \$91,652 per year. The number of women across levels is not evenly distributed with 20 percent of women represented in the salary ranges of \$91,653 and above, whereas 42 percent of men are represented in salary ranges above \$91,653.

The proportion of Aboriginal and Torres Strait Islander staff was 0.4 percent, which is a slight change from last year (0.6 percent) and below the new benchmark of 2.6 percent (previously two percent).

The proportion of staff whose language first spoken as a child was not English was 34 percent (an increase of two percent on the previous year), which significantly exceeds the government target of 19 percent.

The proportion of staff with a disability was seven percent, with 1.5 percent of staff requiring workplace adjustment.

Strategies and programs aimed at reaching benchmarks were developed in 2009/10 for implementation in 2010/11.

Community Services

Community Services employed a total of 4,663 people as at 30 June 2010. A total of 82.5 percent of staff were female and 17.5 percent male.

There were 355 employees who identified as Aboriginal and/or Torres Strait Islander and/or occupied identified positions. Of these, 244 were in casework positions.

There were 398 employees identified as belonging to a racial, ethnic or ethno-religious minority group, of which 187 were employed in caseworker positions, including multicultural positions.

Equal Employment Opportunity (EEO) plans and initiatives have focused on providing development and support for the two key groups – Aboriginal staff and multicultural staff.

Aboriginal staff initiatives included:

- the Aboriginal Strategic Commitment 2006–2011 promotes the improvement of service delivery for Aboriginal staff and clients
- the Aboriginal Cultural Capability through Local Aboriginal Action Plan strategy aims to build the capability of all staff to form meaningful partnerships with Aboriginal services and communities, engage in appropriate consultation and provide holistic culturally responsive services
- the staff Aboriginal Reference Group (ARG) met six times in 2009/10 to provide advice on culturally appropriate policy, service provision, programs, employment and any other significant Aboriginal initiatives – ARG representatives have been provided with the opportunity to undertake a Certificate IV in Business (Governance)
- the Aboriginal Services Branch continued to provide internal support and professional development for Aboriginal staff
- the Caseworker Development Program (CDP) Plus (previously known as CDC Plus) supports new Aboriginal caseworkers without a tertiary qualification to prepare for the entry-level Caseworker Development Course and build their workplace confidence and effectiveness – 91 staff completed the voluntary program delivered through TAFE, the university sector and private training providers
- since 2008, 27 Aboriginal staff have completed the Diploma of Community Services (Protective Intervention) delivered by NewTrain

- work is underway with TAFE NSW to provide Aboriginal caseworkers with an opportunity to gain a Diploma of Community Services (Case Management), a nationally accredited vocational education qualification
- the Aboriginal Traineeship Program was set up in 2008 to attract and support Aboriginal people in clerical and administration roles, with a Business Administration Certificate IV achieved through the successful completion of the 12-month traineeship – four trainees completed their traineeship during 2009/10
- the Aboriginal Mentoring to Management program started in 2010 and consists of 12 mentees (Aboriginal staff) and 12 mentors (either Aboriginal or non-Aboriginal staff)
- In December 2009, 12 state ARG members participated in several units from the Certificate IV in Business (Governance) provided through BCA National with a second workshop for remaining units to be arranged for later in 2010
- There is a positive campaign to recruit Aboriginal people, and staff are encouraged to be trained as assessors of potential employees.

Multicultural staff initiatives included:

- the Multicultural Caseworker Program aims to recruit caseworkers with skills to work with clients from various specific cultural and linguistic backgrounds to meet community needs and provide advice to other caseworkers working with clients from culturally and linguistically diverse backgrounds.
- the number of staff receiving an allowance as part of the Community Language Allowance Scheme in 2009/10 increased to 169 from 165 in the previous year – a range of 33 languages including Auslan are available to support frontline services

- training was provided to caseworkers in metropolitan Community Service Centres on maintaining the cultural connections of CALD children in foster care, and is being extended to non-metropolitan centres
- the Multicultural Staff Reference Group met quarterly to monitor the implementation of the Multicultural Policies and Strategies Program, providing advice on recruitment and delivery of services to CALD clients.

Strategies to support women included:

- Community Services led the NSW Strategy to Reduce Violence Against Women, with strategies and programs such as the Integrated Domestic and Family Violence Services and Staying Home Leaving Violence
- active support was provided through children's services, Intensive Family Based Services, safe houses in the Orana Far West and the Aboriginal Child, Youth and Family Strategy
- the Youth Action Plan and funding for youth activities and services supported young women
- Professional development and career advancement opportunities were available to female staff, and flexible work agreements improved work-life balance.

The following strategies have been identified as priorities for Community Services in 2010/11:

- implement Community Services Multicultural Strategic Commitment 2008–13 and Aboriginal Strategic Commitment 2006–11 through regional implementation plans.
- integrate Multicultural Strategic Commitment strategies with Keep Them Safe

- each Community Services Centre to have a local Aboriginal action plan in place by 2011
- recruit additional foster carers from culturally diverse and Indigenous backgrounds, and assess the cultural competence of all new foster carers
- deliver professional development on multicultural service provision through a Multicultural staff conference
- deliver community information sessions for emerging refugee communities
- maintain interpreter services in Community Services and funded organisations, and provide accessible translations of community education material
- fund projects and services which target the specific needs of culturally diverse clients and communities, including a multicultural Brighter Futures project, and Multicultural foster carer recruitment demonstration projects.

Housing NSW

Housing NSW continues to maintain representation of EEO groups in its workforce through a sustained effort on diversity initiatives and through improved reporting. Representation of EEO group members through the overall staffing population is reasonably distributed across salary levels. However, women and Aboriginal and Torres Strait Islander staff continue to have a higher proportion employed at lower salary levels than the benchmarked targets.

There will be an increased focus on recruiting Aboriginal and Torres Strait Islander people and people with disabilities to not only meet public sector benchmarks but to ensure that Housing NSW staff reflect our client numbers which improves service delivery.

Achievements in 2009/10 included:

- the EEO Management Plan 2009–12 was lodged with the Public Sector Workforce Office
- the Aboriginal Employment Strategy for Housing NSW was developed, Healthy Boundaries training was delivered to Aboriginal staff, five students under the Aboriginal Schools Based Traineeship program were employed and the Elsa Dixon program was used
- the annual Aboriginal Staff Mentoring program was completed, including Aboriginal Housing Office staff and the option of a formalised shadowing opportunity for participants
- the capacity of non-Indigenous client service staff to work with Aboriginal clients is being built through the development and delivery of a training program to support existing cultural education programs
- the first Aboriginal cohort of Client Service Officer Trainees was made permanent
- the Certificate IV in Client Service includes a module titled 'Work Effectively with Culturally Diverse Clients and Co-workers'
- specialist and targeted training programs for managers was delivered: Managing staff with a Disability and the Managers Induction program which includes a module on Productive Diversity
- the Disability Action Plan 2009–13 was launched which included strategies to increase employment and support of people with a disability. A 'Reasonable Adjustment in the Workplace' policy, procedures and tools for Housing NSW was developed
- the 'Identified and Targeted' policy, procedures and tools was been published

3. Equal employment opportunity continued

- Housing NSW became a member of the Australian Employers' Network on Disability and has promoted their 'Managers' Guide: Disability in the workplace' to line managers
 - the Flexible Work Practices policies and procedures were renewed to make them more accessible to staff and their managers. The Flexible Work Practices Reference Group provided a valuable forum for discussing staff balancing work and personal commitments such as child and elder care
 - data capture was improved to assist divisions/regions meet EEO targets based on client-to-staff ratio and to assist in monitoring and reporting these outcomes
 - annual events such as International Year of People with a Disability, NAIDOC week, Harmony Day and International Women's Day were celebrated
 - staff were sponsored to attend the UNIFEM breakfast.
- Housing NSW will continue to implement workforce diversity employment strategies in consultation with staff. Planned actions include:
- communicating new policies and procedures to line managers that support reasonable adjustment in the workplace for staff with disabilities and the use of identified and targeted recruitment strategies
 - reviewing and enhancing recruitment and selection procedures to support these new policies
 - attracting Aboriginal students by utilising the Indigenous Cadetship Program
 - reviewing achievements from the 2009–12 Housing NSW EEO management plan in consultation with staff
 - promoting flexible work practices to staff
 - continuing to consult regularly with EEO and other staff group representatives on diversity strategies and initiatives
 - expanding the Management and Leadership Framework to ensure access to programs by EEO groups, particularly Aboriginal staff and staff with a disability
 - continuing to consult with staff from a culturally and linguistically diverse background.

The EEO Management Plan aims to promote equity for all staff, and demonstrates our ongoing commitment to the principles of EEO. The plan is supported by strategic programs including: Dignity and Respect Policy and Guidelines; Supervision Policy, Guidelines and Toolkit; and the Aboriginal and Torres Strait Islander Recruitment and Retention Strategy.

The Induction Training Assessment Program (ITAP) simplifies the application and induction process for youth officers and aims to employ the best people for the job including continued assessment of staff. There is a continuous on-line recruitment process for youth officers to increase the pool of applicants.

Strategies in the Disability Action Plan continued to address the needs of young offenders with disabilities to reduce the likelihood of their reoffending and their further entrenchment in the criminal justice system.

In 2009/10, 16 staff received the Community Language Allowance Scheme (CLAS) allowance. As at 30 June 2010, there were seven CLAS applicants for 2010/11.

- specialised and targeted training programs aimed to build staff capacity to work with clients and their co-workers will continue to be delivered annually and include: Disability Awareness, Managing Staff with a Disability and the Aboriginal Cultural Education Program
- ensuring that all workforce plans include targets for the employment of Aboriginal people based on staff-to-client ratio
- identifying the roles, numbers of Aboriginal positions and target areas required to deliver outcomes in all workforce plans
- determining the place of formal traineeship schemes in attracting, developing and retaining Aboriginal staff

Juvenile Justice

During the year, a Supervision Policy, Guidelines and Toolkit, Dignity and Respect Policy and Guidelines, and EEO Management Plan were implemented. The Supervision Policy, Guidelines and Toolkit promote EEO through skill recognition and development of staff and provides support and guidance for staff. The Dignity and Respect Policy and Guidelines aim to support a workplace free of bullying and harassment, in which grievances are dealt with effectively, confidentially and in a timely manner. These guidelines were also incorporated into existing professional development programs.

Juvenile Justice continued to recruit Indigenous staff, advertising in the *Koori Mail*, *National Indigenous Times* and online. An Indigenous Cadet was also employed, promoting a positive career path for indigenous students within the agency.

4. Occupational health and safety

Aboriginal Affairs

During the financial year, staff members were reminded of the availability of the Employee Assistance Program free counselling service for any work, personal or family-related issues affecting their work or personal effectiveness. An accredited physiotherapist conducted workplace assessments to determine ergonomic suitability of work stations for individuals who reported problems with wrists, forearms, shoulders or back pain. All recommendations were accepted and implemented.

In 2009/10, there were seven workers' compensation claims, representing 5.79 claims per 100 employees, an increase on the previous year. However, the average cost of claims has reduced from \$64,486 last year to \$15,881 this year.

Aboriginal Affairs – workers' compensation claims

	2007/08	2008/09	2009/10
	\$	\$	\$
Average cost of claims (Incurred Net)	12,699.24	64,486.27	15,881.03
Number of claims per 100 employees	2.63	4.12	5.79

Aboriginal Housing Office

OHS initiatives are built on the following principles:

- regular consultation between management and staff
- prevention of incidents rather than reaction to incidents
- effective incident/injury management
- effective post-incident management
- timely and planned return to work
- efficient and proactive management of workers' compensation injuries and claims.

All managers, supervisors and staff are encouraged to assume personal responsibility for adopting effective work practices. Healthcare initiatives included influenza vaccinations, healthy living newsletters and ergonomic workplace assessments.

There were no prosecutions under the *Occupational Health and Safety Act 2000* during the year.

There were no claims or prosecutions in 2009/10.

Ageing, Disability and Home Care

ADHC is committed to a systematic approach to OHS management given the risk profile of its workforce involved in direct care of clients.

Highlights of 2009/10 include:

- facilitating the Disability Safe Program, an OHS and injury management resource for the disability sector
- developing the Best Practice Guidelines for Manual Handling Risk Management in Disability and Community Care to provide practical assistance to disability and community service organisations on managing manual handling risk
- launching the website on Work Safety – Providing Care in the Home, as part of ADHC resources available to the HACC sector
- developing and implementing improved strategies and systems for greater integration of OHS and Injury Management practices across ADHC, for example:
 - piloting online learning programs in OHS Leadership Fundamentals for line managers and OHS Fundamentals for new starters
 - introducing manual handling mentor program across Home Care services to support care workers to convert manual handling training into safe work practices in the client's home.

4. Occupational health and safety continued

In 2009/10, the number of workers' compensation claims increased slightly from 1,150 in 2008/09 to 1,154. The claims incidence rate has continued to decline, from 11.48 claims per 100 employees in 2008/09 to 11.37 claims per 100 employees in 2009/10. The average cost of claims has increased from \$7,098 in 2008/09 to \$8,111 in 2009/10.

Manual handling claims continue to represent the largest single accident type category with 32 percent of total claims, with slips, trips and falls making up 18 percent of accidents. Motor vehicle related injuries have decreased by 16 percent over the previous year's results.

There were no WorkCover prosecutions against ADHC in 2009/10.

Ageing, Disability and Home Care – OHS performance

	2007/08	2008/09	2009/10
Performance			
Claims numbers	1,144	1,150	1,154
Claims per 100 employees	11.74	11.48	11.37
Average cost per claim	6,427	7,098	8,111
Mechanism of injury			
Manual handling	367	362	368
Slips, trips and falls	211	195	206
Motor vehicle	80	95	80
Stress	86	81	85
Assault	141	139	138
Hit by moving object	87	74	82
Hit object with body	42	36	27
Unspecified	96	64	94
Other	34	104	74
TOTAL	1,144	1,150	1,154
Nature of injury			
Strains	595	695	658
Contusion	131	116	123
Open wound	74	70	64
Mental disorder	96	95	86
Infectious disease	0	1	0
Non-infectious disease	45	20	28
Other	203	153	195
TOTAL	1,144	1,150	1,154
Business stream			
Regional management	3	3	8
Planning and access	62	58	65
Group homes	362	399	412
Residences	292	267	282
Home Care	408	396	364
Central office	17	27	23
TOTAL	1,144	1,150	1,154

Data source for tables: ADHC Strategic Human Resources Directorate.

Businesslink

Businesslink is in its sixth year as a member of the Treasury Managed Fund (TMF), a self-insurance scheme owned and underwritten by the NSW Government.

Sixteen new workers' compensation claims were lodged in 2009/10. The average cost of claims as at 30 June 2010 was \$6,556 – a decrease of \$12,310 per claim over the previous year.

There were no prosecutions under the *Occupational Health and Safety Act 2000*.

Community Services

Policy and hands-on support is provided to managers and staff to promote safe and healthy workplaces and systems across the agency.

An annual physical inspection is conducted on every work site to identify hazards, assess risks and review incidents with a view to developing local control plans to reduce the risk to employees. These plans were updated during September to December 2009.

During 2009/10, 239 claims were lodged (5.8 claims per 100 full-time equivalent employees at an average cost of \$1,136 per employee). Compared to the previous financial year's result of 249 claims, six claims per 100 full-time equivalent employees and an average cost of \$773 per employee, the incidence of claims has slightly decreased while the average cost per claim has increased by 47 percent. Strategies to address the incidence and cost of claims have been identified and will be implemented over the coming year.

Community Services – workers' compensation claims

	2007/08	2008/09	2009/10
Number of claims	241	249	239

Source: Allianz Workers Compensation claims data as at 30 June each year, excluding null and nil claims.

Housing NSW

OHS improvements in 2009/10 included:

- developing a two-year (2010–12) Occupational Health and Safety and Injury Management Improvement Strategy and a two-year (2010–12) Occupational Health and Safety and Injury Management Improvement Plan, in response to the NSW Government's Working Together 2010–12 Public Sector OHS and Injury Management Strategy
- developing a three-year (2010–13) Occupational Health and Safety and Injury Management Audit Improvement Plan in response to outcomes of the external third-party Occupational Health and Safety and Injury Management Audit
- developing a Healthy Workforce Program Implementation Plan in response to the NSW Government's strategy A Healthy Workforce: Policy on Improving the Health and Wellbeing of Public Sector Employees
- developing a Leading Well Strategy Implementation Plan in response to the NSW Government's Leading Well: The Role of Leadership in Improving the Prevention and Management of Psychological Injury Strategy
- monitoring the new Incident and Hazard Reporting System functionality and examination of processes, in conjunction with NSW Businesslink, to assist managers/team leaders in their incident/hazard investigation and determination of best-practice risk management processes/strategies
- training of staff following development of Corporate Standards for Field Work
- developing the eLearning OHS compliance training module
- implementing a GPS emergency system to assist the monitoring of staff in the field
- implementing and improving new Employee Assistance Provider provisions
- implementing (with administration by Businesslink) on-site voluntary influenza (including H1N1) vaccinations to staff
- assigning accountabilities and responsibilities for all levels of management and including them in position descriptions, performance agreements and reviews.

4. Occupational health and safety continued

In 2010/11, Housing NSW will:

- commence implementation of deliverables under the two-year (2010–12) Occupational Health and Safety and Injury Management Improvement Plan, the three-year (2010–13) Occupational Health and Safety and Injury Management Audit Improvement Plan, the Healthy Workforce Program Implementation Plan, and the Leading Well Strategy Implementation Plan
- commence delivery of improvement targets under the two-year (2010–12) Occupational Health and Safety and Injury Management Improvement Strategy and OHS components of the Retro-Paid Loss Premium Model Scheme
- refine and improve the existing safety management system through the development of an internal self-assessment Occupational Health and Safety Audit Tool and commence internal OHS and injury management audits of work sites

- continue on-site voluntary influenza vaccinations to staff
- investigate, in conjunction with NSW Businesslink, shortfalls in the reporting side of SAP Occupational Health and Safety Module, including system/usability issues
- establish a Risk Management Improvement Team, with management and union representation, to provide strategic direction to initiatives and programs.

A total of 403 incidents were reported in 2009/10. Client aggression was the major incident type which resulted in 39 percent of reported incidents including 10 incidents of physical assault reported. Workplace injuries and other incidents, both physical and psychological, accounted for 52 percent and motor vehicle accidents a further nine percent.

Reported incidents – Housing NSW

Year	2006/07	2007/08	2008/09	2009/10
Incidents	268	305	396	403

During 2009/10, Housing NSW participated in the new WorkCover Retro-paid Loss Premium Scheme. It is estimated that participation in this new scheme will result in significant savings in workers' compensation premiums compared to the general scheme.

In 2009/10, there was an increase in the number of claims lodged and the net claims cost compared to the previous year (98 claims with net cost of \$198,094 in 2008/09). This is primarily due to the increased number of null claims (24 compared to 11 claims with zero gross cost in 2008/09), and an increase in the number and cost of psychological claims.

In 2009/10, transport vehicles were involved in 16 of the 37 injuries that occurred on a journey to/from work.

There were no prosecutions in 2009/10.

Nature of injuries – Housing NSW

Nature of injury	2006/07		2007/08		2008/09		2009/10	
	No.	Cost*	No.	Cost*	No.	Cost*	No.	Cost*
Sprains/strains	54	\$329,640	33	\$122,063	60	\$299,021	76	\$310,730
Psychological	13	\$262,896	18	\$222,708	13	\$128,106	20	\$199,556
Laceration	14	\$45,766	11	\$5,254	9	\$6,556	7	\$4,187
Fractures	4	\$12,323	4	\$102,159	1	\$848	5	\$51,664
Other	3	\$23,578	18	\$33,833	15	\$47,958	14	\$14,799
Total	88	\$674,203	84	\$486,017	98	\$482,489	122	\$580,936

* Cost: This is the gross cost of claims = paid to date + outstanding estimates – recoveries.

Cause of injuries – Housing NSW

Cause*	2006/07		2007/08		2008/09		2009/10	
	No.	Cost*	No.	Cost*	No.	Cost*	No.	Cost*
Transport	18	\$75,544	19	\$58,133	24	\$149,542	18	\$79,679
Environment	26	\$118,084	19	\$111,277	39	\$168,817	40	\$205,442
Animal	5	\$20,310	4	\$1,120	4	\$5,872	2	\$666
Non-physical agencies	(Not counted)		17	\$221,982	13	\$128,106	20	\$199,556
Other	39	\$460,265	25	\$93,505	18	\$30,152	42	\$95,593
Total	88	\$674,203	84	\$486,017	98	\$482,489	122	\$580,936

* Refers to the cause of injury code.

Injury management – Housing NSW

	2006/07	2007/08	2008/09	2009/10
Days compensated	1,366	1,307	1,278	1,375
Average days lost	15.5	15.6	13	11.3

Workers' compensation claims – Housing NSW

Total number of claims	Total number of claims settled	Net claims cost* (as at 30 June 2010)
122	79	\$317,277

* Net claims cost is the capped claims cost which is used to calculate Housing NSW's workers' compensation insurance premium.

4. Occupational health and safety continued

Juvenile Justice

Juvenile Justice has continued to create and maintain a risk-based safety culture by placing greater focus on enterprise risk management and good governance with particular emphasis on preventative risk management in our custodial environment.

In August 2009, NSW Treasury issued the Internal Audit and Risk Management Policy for the NSW Public Sector (TPP 09-5). In March 2010, the NSW Government released the Public Sector Workplace Health and Safety and Injury Management Strategy 2010–2012 to which Juvenile Justice had contributed during its development. Both the policy and the strategy place a stronger focus on risks management accountability and good governance, reinforcing existing efforts in these areas.

Part of the assurance program includes Safety Management System Audits which continued to occur during the year to monitor the performance of the agency's Safety Management System. The audits provided a proactive opportunity for workplaces to address areas identified for system improvement and to manage risk.

The Safety Management System was updated to enhance its ability to prevent incidents, learn from them if they occur and reduce workers' compensation claims costs.

There were no prosecutions during the year.

In 2009/10, the most common work-related injuries were 'being hit by object' (33 percent), 'body stressing' (24 percent), 'slip or fall' (11 percent) and mental stress (10 percent).

The average incurred cost of claims increased by 18 percent in 2009/10. This was due to an increase in actual money paid on claims (mainly workers' compensation wages costs) as well as an increase in estimated future claims costs.

An effective relationship was maintained with workers' compensation insurer, Employees Mutual Limited (EML), through monthly meetings and quarterly claim reviews.

Converge International is engaged to deliver confidential, voluntary and free support services to all employees and their immediate families. This service is available 24 hours per day, seven days per week.

Workers' compensation claims – Juvenile Justice

Year	2006/07	2007/08	2008/09	2009/10
Claims reported	206	201	212	209
Incurred cost	\$1,204,318	\$1,597,617	\$1,658,414	\$1,928,773
Average incurred cost	\$5,846	\$7,948	\$7,822	\$9,229

Data Source: Employers Mutual Limited. Data as at 30 June each year.

5. Performance and number of executive officers

SES level	Aboriginal Affairs		Aboriginal Housing Office		Ageing, Disability and Home Care		Businesslink		Community Services		Housing NSW		Juvenile Justice	
	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
8	–	–	–	–	–	1	–	–	–	1	–	–	–	–
7	–	–	–	–	–	–	–	–	1	1	1	1	–	–
6	–	–	–	–	–	–	–	–	1	1	–	1	–	–
5	1	1	–	–	–	3	1	1	3*	3*	4	3	1	1
4	–	–	–	*	–	5	2	1	5**	5	8	6	2	2
3	1	1	–	–	–	10	1	1	10***	10	1	1	–	–
2	1	1	1	**	–	–	–	–	1	1	2	1	4	4
Total SES Officers	3	3	1	–	–	19	4	3	21	22	16	13	7	7
Total Female Officers	2	2	0	0	–	9	0	0	16	18	9	5	4	4

Notes:

- 1 Aboriginal Affairs – reported two base positions on pro rata period of occupation of the position – a female officer at SES 5 up to February 2010 and SES 3 up to May 2010.
- 2 Aboriginal Housing Office – * Mike Allen is substantively reported as the Housing NSW Chief Executive. ** Ivan Simon is substantively reported as the Manager of the Aboriginal Service Improvement Unit within Housing NSW.
- 3 Community Services – * The position of Deputy Director General Accountability and Review (SES 5) was regraded to Executive Director (SES 4) effective February 2010. The position of Divisional Director Communities and Early Years was confirmed substantively as SES 5 effective March 2010. ** An additional SES 4 position was approved to coordinate and lead the new Funding & Contracting Strategy & Reform Directorate. *** The Director Corporate Human Resources position was regraded from SES 3 to Senior Officer 3 effective October 2009.
- 4 All positions reported are substantive positions as at 30 June 2010.
- 5 Positions in DHS Central Office are reported as substantive positions within agencies.

Performance agreements

Unless otherwise stated, occupants were in the position for the full year reporting year.

DHS Central Office

Jennifer Mason

Director General, SES 8

Remuneration package: \$416,283

The Coordinating Minister for Human Services and the Director General of the NSW Department of Premier and Cabinet have expressed satisfaction with Jennifer Mason's performance for the period of appointment.

Key achievements for 2009/10 included:

- ensuring implementation of strategies contained within the NSW State Plan, national agreements and partnerships
- ensuring implementation of the relevant recommendations for DHS contained in the government's

Keep Them Safe: A Shared Approach to Child Wellbeing

- leading the implementation of integrated service delivery priority projects for DHS on homelessness; shared complex needs clients; rural and remote service delivery in western NSW; DHS Child Wellbeing Unit; funding reforms; Aboriginal employment and community development and social inclusion
- presenting DHS' policy position and developing ongoing relationships with interstate counterparts and other government agencies, including negotiations with the Commonwealth and other states and territories on implementing the national agreements and partnerships
- ensuring delivery of key outcomes for DHS agencies
- monitoring the implementation of red tape reduction initiatives within DHS, and reporting on progress biennially to the Better Regulation Office

- undertaking administrative, legislative, and due diligence activities required to implement the Departmental Amalgamations Order
- ensuring appropriate audit and risk management structures and processes were implemented in accordance with Treasury policy
- leading the implementation of cost-effective, efficient and standardised corporate and shared services for DHS
- overseeing DHS' overall risk management, including reviewing strategic risks identified across the organisation
- overseeing savings and improved efficiencies across DHS, achieving operational budgets and efficiencies in service delivery and program implementation.

5. Performance and number of executive officers continued

Cliff Haynes

Executive Director, Strategic Corporate Services, SES 5

Remuneration Package: \$267,650

Period in position: 7 February 2010 to 30 June 2010

The Director General has expressed satisfaction with Cliff Haynes' performance for the period of appointment with regard to:

- promoting the NSW Government's Blueprint for Corporate and Shared Services and overseeing the development of the Department's Corporate and Shared Services reform program to implement the blueprint reforms in a Human Services context as well as delivering consolidated corporate and shared services for the department
- taking a lead role in managing the department's relationships with NSW Treasury, the Department of Premier and Cabinet, the State Property Authority and the department's internal shared service provider, NSW Businesslink Pty Ltd
- developing a management reporting framework for the department's executive committee, including reporting the department's performance against whole-of-department savings and efficiency targets.

Aboriginal Affairs

Jody Broun

Chief Executive, Aboriginal Affairs, SES 5

Remuneration package: \$267,650

Period in position: 7 October 2008 to 21 February 2010

James Christian

Chief Executive, Aboriginal Affairs, SES 5

Remuneration package: \$239,100

Period in position: 22 February 2010 to 30 June 2010

Both Ms Broun and Mr Christian managed the agency within the allocated budget set by Treasury and met all their monitoring and statutory responsibilities. Both Chief Executives had a Performance

Agreement approved by the Minister for Aboriginal Affairs and Director General detailing the agreed key accountabilities, due delivery of government priorities and organisational performance.

Aboriginal Housing Office

There were no Senior Executive Service Officer (SES) positions at Grade 5 or above in 2008/09 or 2009/10. The Acting Chief Executive, Mike Allen, is reported substantively as the Chief Executive of Housing NSW. Mr Allen was appointed Acting Chief Executive in March 2009.

As part of his ongoing management, Mr Allen holds a performance agreement with the Minister for Housing which includes regular and ongoing reviews of performance.

His administration and leadership has delivered the key activities and achievements as outlined in this report.

Ageing, Disability and Home Care

Jim Moore

Chief Executive, Ageing, Disability and Home Care, SES 8

Remuneration package: \$380,000

The Minister for Ageing and Disability Services and Director General have expressed satisfaction with Jim Moore's performance for the period of appointment with regard to:

- improving governance of, and accountability within the agency including strengthening the governance within the agency including developing the Fraud and Corruption Control Policy and Plan and Risk Management and Compliance Frameworks
- implementing joint funding arrangements with the Australian Government for respite services in NSW for older carers of people with a disability (Disability Assistance Package)
- developing and implementing strategies for ADHC organisational improvement in OHS

- building and strengthening the workforce capacity of the agency by developing a more responsive learning and development regime
- developing and implementing strategies to reduce red tape for the agency and for the community.

Ethel McAlpine

Deputy Director General, Accommodation and Direct Services, SES 5

Remuneration package: \$267,650

The Chief Executive has expressed satisfaction with Ethel McAlpine's performance for the period of appointment with regard to:

- developing the disability accommodation system to ensure it provides a broader range of support models that offer increased independence to people with a disability, their families and their carers
- leading and enhancing the provision of behaviour support services to people with an intellectual disability, their families and their carers, and their support systems
- continuing to implement the Integrated Services Program and overseeing the transition of the program from a pilot project to a recurrently funded program
- developing and implementing the Aboriginal Employment and Capabilities Framework to improve employment opportunities and the capability of Aboriginal employees within ADHC.

Lauren Murray

Deputy Director General, Service Development Grants and Ageing, SES 5

Remuneration package: \$239,100

The Chief Executive has expressed satisfaction with Lauren Murray's performance for the period of appointment with regard to:

- developing and implementing reforms that will improve access to information and assistance for people with a disability, their families and their carers

- developing case management and personalised support options for people with a disability and strengthening individuals and families, building local partnerships and enhancing community support
- contributing to implementing Keep Them Safe, including the adoption of child-focused and collaborative practices in relation to the safety and wellbeing of children and young people and the operation of the memorandum of understanding with Community Services
- developing and implementing projects aimed at meeting targets set under the NSW State Plan to close the gap on the unemployment rate for people with a disability and the overall community and increase out-of-home participation of people with a profound disability.

Peter Gardiner

Acting Deputy Director General,
Corporate Services, SES 5
Remuneration package: \$231,951
Period in position: 22 February 2010 to
30 June 2010

The Chief Executive has expressed satisfaction with Peter Gardiner's performance for the period of appointment with regard to:

- establishing links to capability framework to better develop and plan future training requirements and strategies for targeting and prioritising skill acquisition and development
- developing labour force initiatives to improve sector workforce recruitment and retention
- developing and implementing occupational health and safety organisational improvements to meet legislative and governance requirements.

James Christian

Deputy Director General, Corporate Services, SES 5
Remuneration package: \$239,100
Period in position: 1 July 2009 to
19 February 2010

The Chief Executive has expressed satisfaction with James Christian's performance for the period of appointment with regard to:

- developing and implementing strategies to improve occupational health and safety for non-government organisations
- developing a long-term approach to efficiency savings
- implementing the Information Technology Plan to enhance the Client Information System and transition of the operation and support of the Funding Management System to Businesslink
- improving planning and execution of the Capital Program.

Businesslink

Pat Richards

Managing Director, SES 5
Remuneration package: \$201,490
Period in position: 1 July 2009 to
8 March 2010

The Director General authorised the Chair of the Board of NSW Businesslink Pty Ltd to conduct the performance review of the Chief Executive. The Chair, Jan McClelland, indicated satisfaction with Mr Richards' performance during his period of employment.

Albert Olley

Acting Chief Executive, SES 5
Remuneration: \$233,848
Period in position: 8 March 2010 to
30 June 2010

The Board approved the temporary appointment of Mr Albert Olley to the position of Acting Chief Executive Officer with effect from 8 March 2010. The Director General and the Chair of the Board of NSW Businesslink Pty Ltd have indicated their satisfaction with Mr Olley's performance as Acting Chief Executive.

Community Services

Annette Gallard

Chief Executive, SES 7
Remuneration Package: \$377,250
The Minister for Community Services and Director General have expressed satisfaction with Annette Gallard's performance for the period of appointment with regard to:

- leading strategic, process and cultural change to reflect the NSW Government response to the Wood recommendations contained in Keep Them Safe
- leading processes to develop cultural change strategies to improve collaboration and partnerships with other agencies
- overseeing implementation of NSW State Plan initiatives
- concluding negotiations on behalf of NSW with the Commonwealth Government for Universal Access to Preschool and for the National Quality Agenda – a national system of regulation and quality assurance for children's services
- transferring responsibility of youth programs to Communities NSW
- introducing a multi-million dollar package of services and support to Forgotten Australians over five years
- overseeing the implementation of new referral pathways into Brighter Futures, reflecting changes from the introduction of new threshold legislation
- finalising the NSW contribution to the National Child Protection Framework Implementation Plan 2009/10
- establishing the Pathways of Care Longitudinal study of children and young people in out-of-home care (OOHC) in NSW
- overseeing the development of a new IT system for use by Child Wellbeing Units located in Health, Education, Police and Human Services
- implementing the online *Mandatory Reporter Guide* and Screening and Response Prioritisation tool at the Child Protection Helpline as part of the Structured Decision Making® initiative

5. Performance and number of executive officers continued

- leading the implementation of Fostering NSW, a statewide foster carer recruitment campaign launched in April 2010
- reviewing key memoranda of understanding with other agencies.

Helen Freeland

Acting Deputy Chief Executive, Operations, SES 6
Remuneration Package: \$267,650

The Chief Executive has indicated satisfaction with Helen Freeland's performance for the period of appointment with regard to:

- implementing legislative changes arising from Keep Them Safe reforms and leading a seamless transition to new operational arrangements post-proclamation in January 2010
- implementing a new technology platform to support improved Child Protection Helpline service delivery
- ensuring interagency collaboration in child protection matters
- expanding the Community Services Drug and Alcohol Expertise Unit to include mental health and domestic violence
- extending psychology services to deliver improved clinical support for caseworkers, including a new outreach team that will support psychologists working in rural and remote locations
- developing a case capability framework to guide capacity building in the areas of mental health, domestic violence and drugs and alcohol
- implementing Fostering NSW, a statewide foster carer recruitment campaign to increase the number of foster carers in the OOHC system, in both government and non-government services
- increasing the number of OOHC adoptions
- initiating regular systemic reviews of Community Services Centres as a professional development and quality assurance strategy
- developing best practice standards for casework in assessment and intervention

- expanding partnerships to deliver an innovative program for high-needs young people to promote confidence, self-esteem and cultural identity.

Jo Grisard

Deputy Chief Executive, Service Capacity, SES 5
Remuneration Package: \$267,650

The Chief Executive has indicated satisfaction with Jo Grisard's performance for the period of appointment with regard to:

- realising estimated savings of \$3 million through the agency-wide Expense Savings Working Group
- completing 23 office fit-outs in accordance with capital funding provided in 2009/10
- developing a comprehensive Motor Vehicle Policy based on the internal audit review by Ernst & Young which focused on cost-efficiency and compliance
- leading the development and implementation of systems to support enhanced interagency collaboration as part of Keep Them Safe implementation, including the development of a new IT system, WellNet, for use by new Child Wellbeing Units
- introducing IT changes that assisted with the successful implementation of the online *Mandatory Reporter Guide* and Screening and Response Priority tool at the Child Protection Helpline as part of the SDM® initiative
- working with Businesslink to improve human resources efficiencies, including a new costing basis for recruitment and further replacement of manual forms through employee self-service, as well as increasing the number of caseworker assessment centres to replace caseworker turnover and maintain caseworker vacancy rates on average below 10 percent
- developing and delivering major Keep Them Safe-related training to Community Services staff as well as Child Wellbeing Unit staff and non-government organisations

- supporting the development and implementation of a new approach to foster carer recruitment, assessment and training
- signing a memorandum of understanding with peak Aboriginal organisation, AbSec, paving the way for further developmental work around key Aboriginal-specific Keep Them Safe actions
- developing and implementing a range of CALD service delivery initiatives including the delivery of training on Cultural Maintenance of Children in Care to caseworkers in metropolitan areas.

Linda Mallett

Divisional Director, Policy and Planning, SES 5
Remuneration Package: \$267,650

The Chief Executive has indicated satisfaction with Linda Mallett's performance for the period of appointment with regard to:

- fulfilling DHS reporting requirements under the NSW State Plan
- working with over 200 representatives from government and non-government agencies, unions, carers and advocates for children and young people involved in the ongoing implementation of Keep Them Safe in NSW to develop and introduce the SDM® *Mandatory Reporter Guide* and the Child Wellbeing and Child Protection NSW Interagency Guidelines
- customising and introducing SDM® screening and response priority tools at the Child Protection Helpline
- initiating customisation of the SDM® of the safety assessment, risk assessment and risk reassessment tools and having them field-tested at selected Community Services Centres
- delivering a healing service and memorial unveiling for the Forgotten Australians who experienced institutional care in NSW attended by over 700 Forgotten Australians and their families and friends
- introducing a package of services and supports to Forgotten Australians over five years

- developing and implementing new referral pathways into Brighter Futures, reflecting changes from the introduction of new threshold legislation, including establishing a Brighter Futures Assessment Unit
- finalising NSW's contribution to the National Child Protection Framework Implementation Plan 2009/10
- establishing and commencing the Pathways of Care Longitudinal study of children and young people in OOH in NSW.

Sonja Stewart

Divisional Director, Communities and Early Years, SES 5
Remuneration Package: \$267,650

The Chief Executive has indicated satisfaction with Sonja Stewart's performance for the period of appointment with regard to:

- completing the third phase of the rollout of training for Triple P Positive Parenting program practitioners, with 740 staff trained statewide and a small rollout of Indigenous Triple P for 40 practitioners
- establishing five new Staying Home Leaving Violence services in Campbelltown, Blacktown, Moree, Newcastle, Walgett and Wyong
- transferring responsibility of Youth Programs, including Better Futures, to Communities NSW as part of the Administrative Change Order announced 27 July 2009
- coordinating the first stages of establishing the first three (of nine) Child and Family Centres under the Indigenous Early Childhood Development National Partnership
- concluding negotiations, on behalf of NSW with the Commonwealth Government for Universal Access to Preschool with the agreement providing \$278 million to NSW over five years
- concluding negotiations, on behalf of NSW with the Commonwealth Government for the National Quality Agenda, a national system of regulation and quality assurance for children's services with NSW securing \$26 million of Commonwealth funding, plus Budget supplementation, to implement the new system in NSW
- implementing new elements of core business including the Government Licensing System adopted as the platform for licensing, managing the implementation of new licence fees from 1 January 2010 and introducing new approaches to compliance and enforcement
- achieving successful community consultation on the establishment of the new Community Builders funding program
- developing and implementing Service Activity Descriptions for Families NSW, including a new service approach for Volunteer Home Visiting following evaluation of the model
- publishing three new parenting booklets for Aboriginal parents, families and community workers under the Aboriginal Child, Youth and Family Strategy
- finalising the redevelopment of the Community Builders website to ensure its ongoing viability and relevance to the community sector.

Housing NSW

Mike Allen

Chief Executive, SES 7
Remuneration package: \$353,632

The Minister and Director General have indicated satisfaction with Mike Allen's performance for the period of appointment with regard to:

- providing advice on a range of issues, including the national housing reform agenda, community housing, homelessness and the implementation of the Nation Building Economic Stimulus Plan in NSW
- managing relationships through the Housing Ministers' Advisory Committee to present Housing NSW's policy position and to develop ongoing relationships with interstate counterparts and other government agencies, including negotiations with the Commonwealth and other states and territories on implementing the National Affordable Housing Agreement and other national partnerships
- achieving primary outcomes for Housing NSW's key programs, including implementation of Housing Pathways and growth of the community housing sector
- delivering against the NSW Government's commitment to increase the community housing sector, developing a suite of products and services to address homelessness as part of the National Partnership on Homelessness and the NSW Government's Homelessness Action Plan, and meeting key objectives for the delivery of the NSW Nation Building Economic Stimulus Plan
- overseeing Housing NSW's overall risk management, including reviewing strategic risks identified across the organisation and monitoring through all Executive performance agreements
- overseeing savings and improved efficiencies across Housing NSW, and achieving operational budgets and efficiencies in service delivery and program implementation.

The Minister and Director General are also satisfied with Mike Allen's performance as the Acting Chief Executive Officer of the Aboriginal Housing Office.

Maura Boland

Acting Executive Director, Policy and Strategy, SES 5
Remuneration package: \$255,985

The Chief Executive has indicated satisfaction with Maura Boland's performance for the period of appointment with regard to:

- providing advice across all aspects of the housing portfolio and housing system in NSW, including homelessness, strategies for the deconcentration of housing estates, the national housing reform agenda and housing affordability
- managing Commonwealth–state relations and developing strong collaborative relationships with senior housing officials in other jurisdictions as well as supporting the Nation Building Economic Stimulus Plan partnerships and affordable housing partnerships with the private sector, local councils

5. Performance and number of executive officers continued

and the non-government sector-delivering against identified priority projects, including the launch of the Housing Pathways system, rollout of the national partnerships agreements in particular the National Partnership on Remote Indigenous Housing, rollout of the Homelessness Action Plan and development of regional action plans, and development of an affordable housing framework

- supporting corporate risk management activities
- exploring new funding models to deliver subsidies.

Ken Bone

Acting Executive Director, Housing Services, SES 5
Remuneration package: \$246,635

The Chief Executive has indicated satisfaction with Ken Bone's performance for the period of appointment with regard to:

- providing operational advice on service delivery, operational policy and resource impacts across the state
- managing relationships with the Minister's office on critical housing issues to ensure a common approach
- delivering against identified priority projects, including growth of community housing through property transfers to community housing management, establishment of the Child Wellbeing Unit, re-establishment of the Capital Program and reduction of social disadvantage through community building initiatives
- monitoring emerging operational risks and developing strategies to address and prevent risks
- improving contractor performance and maintenance delivery, and ensuring operations of Housing NSW were delivered within expenditure budgets.

Stephen McIntyre

Acting Executive Director, Assets, SES 5
Remuneration package: \$254,397

The Chief Executive has indicated satisfaction with Stephen McIntyre's performance for the period of appointment with regard to:

- providing advice across all aspects of the housing portfolio in NSW, including policy of land disposal, environmental sustainability measures, and approach to a comprehensive asset strategy encompassing long-term asset planning
- managing relationships with a range of stakeholders, including local councils and other planning agencies, private developers and contractors to ensure Housing NSW is able to get best value from redevelopment opportunities
- delivering significant redevelopment and capital projects on the ground, supporting the delivery of Nation Building Economic Stimulus Plan projects, reviewing the structure of asset programs, ensuring housing is fit-for-purpose and delivering the greening social housing program
- monitoring emerging asset-based risks, including assuring structural integrity of buildings
- restructuring the Assets Division to ensure delivery of programs, reviewing the maintenance program and ensuring asset programs are delivered within expenditure budgets.

Paul Vevers

Acting Housing Coordinator, Economic Stimulus Plan, SES 6
Remuneration package: \$286,055

The Chief Executive has indicated satisfaction with Paul Vevers' performance for the period of appointment with regard to:

- providing relevant and appropriate advice on the implementation and delivery of the social housing Nation Building Economic Stimulus Plan, including service delivery, operational policy and strategic management of resources
- managing relationships with Commonwealth representatives, the Nation Building and Jobs Plan Taskforce, Housing NSW Executive and Housing Services divisions, and other stakeholders
- ensuring Housing NSW's delivery of the Nation Building Economic Stimulus Plan meets Commonwealth development guidelines and

key objectives are met within allocated timeframes

- ensuring implementation of the Nation Building Economic Stimulus Plan is guided and supported by a comprehensive Risk Management Framework
- ensuring projects are delivered within expenditure budgets and Housing NSW receives value for money.

Juvenile Justice

Peter Muir

Chief Executive, Juvenile Justice, SES 5
Remuneration package: \$267,650

The Minister and Director General have indicated satisfaction with Peter Muir's performance for the period of appointment with regard to:

- achieving the agency's Capital Works Program including the construction of new custodial accommodation units at Grafton and Campbelltown
- achieving productivity savings required to ensure the agency meets its budget
- implementing Keep Them Safe initiatives including the establishment of the Department of Human Services Child Wellbeing Unit and the Bail Assistance Line
- implementing the agency's Aboriginal Alcohol and Other Drug Program Dthina Yuwali, the revision of Our Journey to Respect and the development of an Aboriginal Cultural Respect Framework
- implementing the recommendations of the Aboriginal Child Sexual Assault Task Force
- implementing the Strategic Information System to enable better reporting
- implementing the transition to shared corporate services (Businesslink)
- leading the agency's integration into the Department of Human Services
- implementing further improvements to the agency's safety systems
- implementing reviews of the Sex Offender Programs, Violent Offender Programs and Alcohol and Other Drug (AOD) Programs.

6. Multicultural policies and plans

Aboriginal Affairs

Aboriginal Affairs recognises and upholds the principles of multiculturalism and is committed to ongoing implementation within the workplace, with clients and within the community. Where applicable, we will work with culturally and linguistically diverse (CALD) communities in NSW to ensure their needs are addressed.

Aboriginal Housing Office

The Aboriginal Housing Office has an ongoing commitment to addressing the needs of a culturally diverse society. Planning and service delivery is intended to meet the needs of Aboriginal people only and the agency is not required to prepare a multicultural policies and services plan.

Ageing, Disability and Home Care

During the year the Valuing Diversity: Cultural Diversity Strategic Framework 2010–13, including a Multicultural Policies and Services Program Forward Plan 2010–13, was implemented. The framework identifies strategies, tools and infrastructure to increase internal capabilities and a culture of inclusion to help meet the needs of clients from CALD backgrounds. The framework also supports the ageing and disability service system to report on cultural diversity and sets out the strategic priorities developed in line with the Multicultural Planning Framework to enable streamlined planning, implementation and reporting.

Key achievements this year included:

- about 420 staff participating in diversity challenge workshops with tailored interactive sessions addressing issues like cultural awareness, bullying, harassment and the Code of Conduct
- developing a Language Services Policy to ensure clients have access
- continuing support and promotion of the Community Language Allowance Scheme (CLAS) to staff who interact with clients
- supporting the SBS HomeReach Radio Series to provide information on Home and Community Care with the series

broadcast in Arabic, Croatian, Dari, English, Italian, Khmer, Mandarin, Spanish and Vietnamese

- the Raising Kids Together information kit for families from Afghanistan, Iraq or Sudan was recognised for the high quality of its content, accessibility and marketing and won the government category of the National Multicultural Marketing Awards in November 2009
- funding the Multicultural Disability Advocacy Association to translate 44 disability terms and ideas into 14 languages, called *'What does this word mean?'*, which was runner-up for an Australian Institute of Interpreters and Translators Excellence Award
- participating in the review of the National Standards for Disability Services, part of the National Disability Agreement
- Multicultural Access Projects (MAPs) and dedicated MAP workers assisting mainstream services in delivering culturally appropriate and accessible services.

Key challenges for next year include:

- implementing the Multicultural Policies and Services Program Forward Plan 2010–13 to move towards statewide implementation and reporting
- integrating cultural and linguistic diversity in planning, monitoring, reporting and evaluation to ensure cultural diversity is part of core business to build a culture of inclusion, identify internal capabilities, and support by data refinement and reporting and evaluation
- releasing the Employment Equity and Diversity Management Plan 2010–12
- building organisational capabilities to work within a CALD community via Language Service Workshops, Language Services Policy & Guidelines and Implementation Plan, and regional contributions
- providing culturally and linguistically responsive services and programs such as the SBS HomeReach Radio Series
- employing bilingual staff to provide coordination and services to clients from CALD communities.

Businesslink

Businesslink plans to have a multicultural policies and services plan in place by September 2010.

Community Services

Community Services' Multicultural Strategic Commitment 2008–13 outlines the agency's plan for multicultural policies and services, and provides the foundation for achieving a culturally capable organisation. Strategies from the Multicultural Strategic Commitment have been incorporated into regional implementation plans.

Under the Multicultural Caseworker Program, 61 multicultural caseworkers provide bilingual and cross-cultural casework to 17 specific cultural groups and also emerging refugee communities.

There are 169 staff covering 33 languages accredited under the CLAS to provide phone and on-site interpretation services to clients. Twenty-eight new applications for CLAS accreditation were received this year.

Training was provided to caseworkers on maintaining cultural connections children in foster care.

All new Community Services foster carers are now trained and assessed on their skills in caring for CALD children. In addition, 37 trainers from 18 funded out-of-home care agencies can now deliver this training to their caseworkers and carers.

The first Sudanese foster carers were accredited this year, and more African carers are being trained in partnership with Migrant Resource Centres in western Sydney.

The Muslim Foster Care Project continued to recruit carers from Arabic and Turkish communities, and to support agency field staff in meeting the cultural needs of Muslim children in care.

6. Multicultural policies and plans continued

Funding of the African Sessional Workers Project continued, providing bilingual and cultural support to caseworkers working with families from Sudan, Somalia, Ethiopia, Liberia, Sierra Leone, Congo, Rwanda and Burundi. The African Learning Circle in western Sydney also provided an active forum between the agency and African community members.

Forty community information services were held for emerging refugee groups on the agency's role, the child protection system and parenting practices, double the number of information sessions provided last year.

Translations of key community education documents are available in up to 17 languages on the internet and through Community Service Centres.

This year Community Services-funded agencies increased their usage of interpreter services by 15 percent compared to the previous year. Funded organisations are also required through service agreements to provide services which are appropriate and accessible for CALD clients.

The agency's NSW Ethnic Affairs Advisory Group of key stakeholders informs multicultural planning and service delivery and meets quarterly. There are also regional multicultural advisory committees operating across NSW.

Key priorities in 2010/11 include:

- implementing Community Services Multicultural Strategic Commitment 2008–13 through regional implementation plans
- integrating Multicultural Strategic Commitment strategies with Keep Them Safe
- recruiting additional foster carers from CALD backgrounds, and assessing the cultural competence of all new foster carers
- delivering training on cultural maintenance for children in care to Community Services, and NGO caseworkers and foster carers
- continuing caseworker training on culturally reflective practice
- developing a practice resource to support cross-cultural casework in the Brighter Futures Program
- delivering community information sessions for emerging refugee communities
- maintaining interpreter services in Community Services and funded organisations, and providing accessible translations of community education material
- consolidating the Multicultural Caseworker Program
- funding projects and services which target the specific needs of CALD clients and communities
- working with mainstream-funded organisations to ensure services are appropriate and accessible for CALD clients.

Housing NSW

Housing NSW is committed to the principles of multiculturalism and to the provision of housing assistance programs and services that are responsive to the needs of the CALD communities.

A Multicultural Framework 2009–14 was developed in 2009/10 which outlines how Housing NSW will provide housing assistance to clients from CALD backgrounds who are most in need, including those at risk of homelessness, new arrivals and members of emerging communities.

In 2009/10:

- 5,782 clients from CALD backgrounds accessed housing assistance
- 18,012 clients from CALD backgrounds were on the Housing NSW register
- 1,180 clients from CALD backgrounds were housed
- 4,641 clients from CALD backgrounds were provided with Rentstart.

Over the past year, Housing NSW:

- hosted the second Telopea/ Rydalmere/Ermington/Dundas (TRED) Multicultural Festival
- opened the Gathering Place community garden in conjunction with the Heckenberg-Busby Community Centre and the Liverpool City Council's Living Streets Project. The Gathering Place is a project under Housing NSW's community greening program, in partnership with the Botanic Gardens Trust, to turn unused and neglected vacant land into community gardens involving and training social housing residents across NSW.

Housing NSW invited staff to apply for the 2010 examinations for the CLAS. In 2009/10, 73 staff members across 28 languages were available to assist in communicating with clients with limited English proficiency. Housing NSW delivered training to 165 staff on cultural diversity awareness.

During 2009/10, we celebrated the 20th year of the block booking interpreter service, which provides clients with assistance in communicating with client service staff in 12 community languages. Assistance was provided to clients with limited English capacity in 28 different languages under the CLAS and a quarterly tenant newsletter, *Your Home*, was produced in five community languages.

Work continued with other agencies and stakeholders to address the needs of CALD communities through forums such as the Housing NSW Multicultural Forum, and the NSW Government Immigration and Settlement Planning Committee chaired by the Community Relations Commission and the Refugee Support Network. An internal CALD Reference Group of staff from CALD backgrounds was established to advise on and improve Housing NSW's identification of and responsiveness to gaps in services to CALD clients.

Key priorities for 2010/11, under the Multicultural Framework, include:

- updating the website to include relevant targeted information about housing assistance and language services
- reviewing the accessibility of Housing NSW's written communications
- exploring housing assistance partnerships with integrated settlement service providers and relevant stakeholders to improve access for refugees and special humanitarian entrants in particular new emerging communities to social housing and the private rental market
- ensuring that client feedback mechanisms are appropriate and accessible to CALD clients and applicants
- implementing the Multicultural Framework and monitoring Housing NSW's multicultural strategies.

Juvenile Justice

Juvenile Justice's current Multicultural Action Plan is for the period 2009–11. This was revised in 2009 in accordance with new guidelines issued by the Community Relations Commission and its structure was approved by the commission as well as the Juvenile Justice Executive.

The Juvenile Justice Multicultural Action Plan aims to promote the principles of multiculturalism throughout the agency with the following objectives:

- reducing the reoffending by young people from CALD backgrounds in line with the goals of the NSW State Plan
- developing, improving and maintaining the practices which reduce any negative impact on young offenders because of their CALD background
- continually improving the professionalism of staff and managers in working with young offenders from CALD backgrounds.

During the year, Juvenile Justice conducted a Harmony Day for detainees at the Frank Baxter Juvenile Justice Centre near Gosford for them to reconnect with their culture. This is seen as an important step towards rehabilitation. Workshops focused on the cultures of people from Aboriginal and Torres Strait Islander backgrounds, the Middle East, the Pacific Islands and Asia.

7. Disability plans

As a result of amalgamation, a Disability Action Plan is required to be developed by the Department of Human Services. This will be developed in 2010/11. In the interim, each agency has had their own Disability Action Plan in place as outlined below.

Aboriginal Affairs

Aboriginal Affairs continues to review and identify adjustments to services and facilities to improve accessibility for people with disabilities.

Aboriginal Housing Office

The Aboriginal Housing Office Disability Action Plan 2009–13 details our commitment to providing appropriate, affordable and accessible housing services to Aboriginal people with a disability, and providing employment opportunities to disabled applicants and staff. The plan was developed in accordance with government guidelines and under the guidance of the Aboriginal Housing Office board and senior management.

Ageing, Disability and Home Care

ADHC's Disability Action Plan 2010–13 identifies activities and outcomes to ensure that, as far as possible, people with a disability are able to access services and facilities on an equitable basis, without facing discrimination or barriers. ADHC continues to review and improve services for people with a disability, develop more appropriate and sustainable public services and reduce barriers for people with a disability.

In 2009/10, ADHC continued its coordinating role in disability action planning as the lead agency across government and will monitor and report on achievements.

Businesslink

Businesslink's Disability Action Plan 2009–12 resulted in the following outcomes:

- six disabled carpark spaces at Liverpool
- wheelchair-friendly entry, exit and access within the building

- security swipe-card points accessible for wheelchair-bound staff and visitors
- work stations designed to facilitate height adjustment
- toilets with disability access have medical waste disposal bins, and some have electric opening doors
- two evacuation chairs within the Liverpool building
- an evacuation plan and training which considers people with disabilities or those who are immobile
- hearing-impaired staff are provided with a person to translate using sign language during large meetings and conferences
- allocation of teletypewriters (TTY) to staff with hearing impairments
- disability access considered in the location and design of regional offices in Queanbeyan, Orange, Newcastle, Lismore and Parramatta.

Businesslink aims to build on these achievements and further enable people with a disability to access services and employment.

Community Services

Community Services work focused on six priority areas for action from the Disability Action Plan 2004–06.

Work continued to upgrade properties to meet relevant statutory building and disability codes (at the time of fit-out construction) which incorporate physical accessibility requirements. All site upgrades ensure:

- all reception/waiting rooms are designed for wheelchair access and, where possible, accessible toilets are nearby
- reception counters allow for disability access
- work stations and shelving units are height adjustable.

An emergency management policy, guide and reference manual was produced to ensure arrangements for staff and visitors with a disability are addressed.

The inclusion of people with disabilities was promoted through publications and resources such as the *Good Practice Guidelines for DoCS Funded Services Manual* and *Wraparound Support Services for Children and Young People* (integral to the provision of out-of-home care services).

Training was provided for staff, volunteers and management committee members of funded services to further develop awareness of best practice for disability access and service provision (associated with the implementation of the *Good Practice Guidelines*).

Information about disability awareness is included in online and face-to-face staff induction and orientation courses. Caseworker Development Program modules include disability-specific content on:

- working with families where a member has a disability, including placement needs and leaving-care needs for a young person with an intellectual disability
- working with parents with an intellectual disability in child protection
- communicating with children and young people who may have a disability
- assessing risk of harm, child protection dynamics and interagency guidelines.

Instructions were introduced on interviewing adults and young people with physical, sensory and/or intellectual disabilities in the Joint Investigation Response Team training.

Teletypewriter (TTY) phone numbers are published on all publications produced during the year and on the website. TTY services are also used at the Child Protection Helpline and Domestic Violence Line.

Accessibility to the Community Services website was improved, with the site achieving an AA rating for website accessibility. Accessibility to the intranet was improved and complies with W3C standards, which is over and above the minimum requirement for government intranets.

JAWS screen-reader technology is available for identified users who are visually impaired. This software is approved by Vision Australia and works for all the agency's standard desktop software applications.

Applicants for positions in Community Services are asked to advise of any particular needs for access or support during the assessment process. All candidates are given an opportunity to bring additional equipment or have it provided for them for the completion of tasks, including written exercises, computer skills and presentations.

All new staff are asked to complete a health declaration to identify any requirements for workplace modifications. Workplace assessments are then completed.

Housing NSW

Housing NSW's Disability Action Plan 2009–13 was launched in December 2009. The plan focuses on seven priority areas:

- ensuring people with a disability are able to access housing services and products
- providing information in a range of accessible formats for people with a disability
- improving physical accessibility of buildings and facilities for people with a disability
- assisting with the participation of people with a disability in public consultations and on Housing NSW advisory boards and committees
- increasing employment participation of people with a disability in Housing NSW
- influencing other agencies to improve community participation and quality of life for people with a disability in social housing
- providing quality specialist and adapted services to meet the needs of people with a disability.

The Special Assistance Subsidy – Disability (SAS-D) is paid to people with a disability who are approved for priority housing or have reached their turn on

the public housing list while they wait for a suitable Housing NSW home. As at 30 June 2010, 1,678 subsidies were provided at a cost of \$14.26 million, an increase from 2008/09 when 1,133 subsidies were provided at \$7.65 million.

Housing NSW has a number of programs that assist people with disabilities or who may require assistance in maintaining tenancies, such as:

- Tenancy Guarantee Program
- Private Rental Brokerage Service
- New Directions in Social Housing for Older People
- Housing NSW Tenant Connect
- Housing and Human Services Accord partnerships
- Housing and Support Initiative (HASI) partnership – during 2009/10, 1,096 HASI packages were funded and operational, including 20 packages allocated to a pilot of Aboriginal HASI
- Hidden Carers Outreach Project
- Disability Modifications Program.

Work continued with the community housing sector to ensure that community housing providers continue to provide housing assistance to those most in need, including people with a disability. Housing NSW provided over \$230,000 for modifications to community housing properties, including around \$50,000 to upgrade crisis accommodation properties. Housing NSW built 281 adaptable units under stage 1 of the National Building Economic Stimulus Plan (NBESP) for management by community housing providers. The target under the NBESP for 20 percent of dwellings built to be adaptable for people with a disability is being exceeded.

Activities promoting equal access to public housing services and information include:

- ensuring the Housing NSW website is accessible for people with a disability
- providing two free services for clients with hearing difficulties – access to sign language (Auslan) interpreters and the Telephone National Relay Service for the hearing and speech impaired

- offering the tenant newsletter, *Your Home*, in audio format.

Housing NSW is working towards meeting the NSW State Plan commitments of 12 percent employment of people with a disability and seven percent employment of people requiring work-related adjustment. The Disability Action Plan 2009–13 includes strategies to increase employment and support of people with a disability and has already resulted in the development and communication of a Reasonable Adjustment in the Workplace policy. Housing NSW became a member of the Australian Employers' Network on Disability and has promoted their *Managers' Guide: Disability in the workplace* to line managers.

The Housing NSW Disability Reference Group endorsed the need to deliver disability awareness training for frontline staff. This training enhances skills and understanding in the delivery of services to people with a disability. Specialist and targeted training programs have been offered to managers including Managing Staff with a Disability and the Managers Induction Program, which includes a module on Productive Diversity. The Management and Leadership Framework will be expanded to ensure access to programs by EEO groups, particularly Aboriginal staff and staff with a disability.

Juvenile Justice

Juvenile Justice's Disability Action Plan 2007–11 is monitored annually to ensure that targets are achieved. In 2009/10, 100 percent of young offenders were screened by a Justice Health nurse within 24 hours of their coming into a juvenile justice centre. Those who are screened and require a referral to a counsellor achieve that within three days.

Annual sponsorship of the 'Don't DIS my ABILITY' campaign continued.

Annual meetings are held with the Justice Disability Advisory Council to review the annual stocktake of the Disability Action Plan and to share information and opinions on disability issues.

8. Overseas visits

Officers	Dates	Purpose of visit	Destination
Department of Human Services – Central Office			
Cliff Haynes	16–17 February 2010	Visit Housing New Zealand Corporation to discuss computerised integrated housing system	New Zealand – funded by Housing New Zealand
Ageing, Disability and Home Care			
Val Lehmann-Monck	29 April – 14 May 2009	Present paper at World Federation of Occupational Therapists conference	Chile – funded by Office of the Senior Practitioner
Don Ferguson, James Lim	16–26 October 2009	Keynote presentation on integrated services program, Outside In conference	Canada – funded equally by ADHC and Government of Newfoundland and Labrador Province
Linda Cristine	2–4 December 2009	Present final report for Executive Master of Public Administration, Australia and New Zealand School of Government	New Zealand
Businesslink			
Albert Olley	19 October – 6 November 2009	Australia and New Zealand School of Government, Executive Fellows Program	New Zealand
Community Services			
Sonja Stewart, Melissa Walsh, Janet Schorer	21–23 September 2009	Meet with representatives from City of Manukau Education Trust and NZ Ministry of Social Development regarding family literacy model	New Zealand
John Tansey	19 October – 6 November 2009	Australia and New Zealand School of Government, Executive Fellows Program	New Zealand
Casey Lovelock	9–24 March 2010	2010 Emerging Pacific Leaders Dialogue	Samoa and Tonga
Kate Alexander	31 March – 21 May 2010	Travel as part of Churchill Memorial Trust Fellowship	United Kingdom, United States, Denmark and Norway
Mary Griffin	21–30 April 2010	Ethiopia–Australia Intercountry Adoption Program	Ethiopia
Housing NSW			
Renee Wirth, Pauline McKenzie	22–24 June 2010	Chartered Institute of Housing annual conference	United Kingdom
Juvenile Justice			
Denise Hanley	6–13 November 2009	Report on NSW experience of youth justice conferencing	Italy – funded by Italian Ministry of Justice
Suellen Lembke	7–9 April 2010	Blueprints conference	United States
	12–15 April 2010	Blueprints programs	

There was no overseas travel by staff in Aboriginal Affairs and the Aboriginal Housing Office.

9. Consultants

Consultancies over \$50,000

Agency	Consultant	Project	Amount
Aboriginal Housing Office	Deloitte	GST reviews and private rulings	\$88,301
Ageing, Disability and Home Care	Phoenix Legal Consulting	Systemic review around safety of ADHC staff and clients	\$184,430
	University of NSW	Evaluation of Demonstration Support Network	\$79,837
	KPMG	Strategic review of Future Support and Service Accessibility	\$76,053
Businesslink	ProActive Services Pty Ltd	Service management analysis and business case development	\$76,300
Community Services	The Nous Group	DoCS Data & Information Management Review	\$51,397
	Access Macquarie Ltd	Brighter Futures- Parents as Teachers Training Project	\$233,055
	University of NSW	Brighter Futures Evaluation	\$140,897
	Ernst & Young	OOHC Caseload Consultancy Project	\$115,533
	KPMG	NGO Capacity Building Project	\$120,167
	The Allen Consulting Group	Children's Services RIS	\$189,836
	Nexus Management Consulting	Triple P Evaluation	\$132,400
DHS Central Office	The Nous Group	Organisational Management	\$108,588
Housing NSW	Evans and Peck Pty Ltd	Contracting alignment	\$52,438
Juvenile Justice	Noetic Solutions Pty Ltd	Strategic review of Juvenile Justice systems	\$192,630

Note: Aboriginal Affairs had no consultancies over \$50,000.

Consultancies under \$50,000

Agency	Category	Number of consultancies	Amount
Aboriginal Affairs	Workplace and industrial relations	1	\$29,374
Ageing, Disability and Home Care	Management services	11	\$180,423
	Organisational review	2	\$13,126
Businesslink	Finance and accounting	1	\$4,680
Community Services	Management services	19	\$482,261
	Information technology	1	\$25,200
	Training	2	\$34,129
	Review service delivery	2	\$10,000
DHS Central Office	Information management	1	\$45,000
Housing NSW	Policy development	5	\$61,079
	Strategy and policy development	11	\$153,144
	Financial and risk management advice	5	\$74,801
	Management services	5	\$32,014
Juvenile Justice	Risk management review	1	\$17,191

Note: Aboriginal Housing Office had no consultancies under \$50,000.

10. Freedom of information

Freedom of information (FOI) statistics have been combined for the department's seven agencies. During the year, a total of more than 900 new applications were received across the department. All agencies prepared for the introduction of the *Government Information (Public Access) Act 2009* that replaces the *Freedom of Information Act 1989* from 1 July 2010.

Aboriginal Affairs

Aboriginal Affairs holds administrative files relating to ministerial advice, program delivery, and policies and processes. The agency is also the custodian for the records from the former Aborigines Welfare Board and Chief Secretary files. These records have been given a 'closed for public access' direction and Aboriginal Affairs is the only agency able to authorise access to these records. Twelve applications were received during the year, with nine provided to applicants. Two applications were refused on the basis they were an unreasonable diversion of resources. One application did not proceed as the required advance deposit was not paid.

Aboriginal Housing Office

The Aboriginal Housing Office did not receive any FOI requests in 2009/10.

Ageing, Disability and Home Care

During 2009/10, compliance with the provisions of the *Freedom of Information Act 1989* had no significant impact on the administration of ADHC. ADHC data includes applications received by the Home Care Service of NSW.

There were 51 applications requesting access to personal information and other information processed during the year. This represents a slight increase in the number of applications from 2008/09. Requests are also processed for access to records held by ADHC under other legislative schemes, including provision of personal information under the privacy legislation.

Two applications for internal review were lodged during the reporting period.

One application was in relation to a disciplinary matter involving a former staff member with a review affirming the original decision. The other application was related to documents that are classified as Cabinet documents under the Act, with a review affirming the initial decision.

During the same period, the applicant who sought access to documents that are classified as Cabinet documents lodged a complaint with the NSW Ombudsman. After reviewing relevant information about the handling of this application, the Ombudsman decided to take no further action on this matter. The applicant who sought a copy of an investigation into a disciplinary matter involving himself, made an application for review by the Administrative Decisions Tribunal. The matter was yet to be finalised by the tribunal at the time of this report.

Businesslink

Businesslink did not receive any FOI requests and there were no requests for notification of or amendments to personal information held under the *Freedom of Information Act 1989*.

Community Services

In 2009/10, 589 applications were processed for access to records under the *Freedom of Information Act 1989*. Eighty-one percent of these were processed within the timeframes in the Act (generally 21 days).

Twenty applications processed were for administrative, statistical or policy documents, while 569 applications were from parents, children, carers and solicitors seeking access to personal information. Many requests were granted in part because the law requires Community Services to protect certain third-party information, such as the names of people who make child-at-risk reports.

Six applications for internal reviews were lodged during the year.

People who have been in out-of-home care are also able to access documents about their time in care. During the year, 126 applications were processed from people who live outside NSW and had been in out-of-home care. Care leavers who live in NSW can obtain this service from their local community services centre.

Housing NSW

During the year, 227 FOI applications were received for processing, including 219 new applications and eight applications that had been brought forward from the previous financial year. Of these, 211 applications were completed and there were three internal reviews.

There were 44 written inquiries in relation to the *Freedom of Information Act 1989*, which did not eventuate into formal applications, 62 requests from the Salvation Army Family Tracing Service, and a further 10 written requests for information from various government agencies.

Of the 211 applications processed and completed, one was refused in full and 22 discontinued. When appropriate, Housing NSW provides a document with only the exempt material deleted. Of the 211 processed and completed applications, 126 applications contained partial exemptions, meaning partial disclosure was granted in accordance with the Act.

The most frequent exemptions claimed under the Act were for documents affecting another individual's personal affairs or documents containing confidential material.

On 105 occasions (compared with 103 occasions in 2008/09), fees were reduced due to financial hardship of applicants and fees were waived on three occasions. In total \$8,280 in FOI fees was received during 2009/10, compared with \$5,320 for 2008/09.

Juvenile Justice

In 2009/10, 40 FOI applications were received for processing, including 39 new applications and one application that had been brought forward from the previous year. Of these, 35 applications were completed.

Records are held dating from 1991 when the Juvenile Justice was established. Records of juvenile offenders prior to that time may be accessed through Community Services. Applications for the medical, psychological and psychiatric records of juvenile offenders

must now be accessed through the FOI Officer at Justice Health.

Juvenile Justice maintains client files, administrative files, policy and procedural documents including operational manuals for both custodial and community services, and computerised records of clients, personnel, purchasing and financial management; and finalised juvenile court matters.

Substantive documents which have been provided to FOI applicants are generally published on the agency's website.

Section A – New FOI applications

	Number					
	Personal		Other		Total	
	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
A1 New	771	807	80	106	851	913
A2 Brought forward	61	50	18	10	79	60
A3 Total to be processed	832	857	98	116	930	973
A4 Completed	702	688	66	72	768	760
A5 Discontinued	80	104	21	36	101	140
A6 Total processed	782	792	87	108	869	900
A7 Unfinished (carried forward)	5	14	3	2	8	16

Section B – Discontinued FOI applications

B1 Request transferred out to another agency (section 20)	2	1	0	3	2	4
B2 Applicant withdrew request	77	103	15	14	92	117
B3 Applicant failed to pay advance deposit (section 22)	1	0	5	11	6	11
B4 Applicant failed to amend a request that would have been an unreasonable diversion of resources to complete (section 25(1)(a1))	0	0	1	8	1	8
B5 Total discontinued	80	104	21	36	101	140

10. Freedom of information continued

Section C – Completed FOI applications

	Number					
	Personal		Other		Total	
	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
C1 Granted or otherwise available in full	72	76	26	41	98	117
C2 Granted or otherwise available in part	527	523	18	18	545	541
C3 Refused	12	22	14	4	26	26
C4 No documents held	91	67	8	9	99	76
C5 Total completed	702	688	66	72	768	760

Section D – FOI applications granted or otherwise available in full

All documents were:

D1 Provided to the applicant	72	76	26	41	98	117
D2 Provided to the applicant's medical practitioner	0	0	0	0	0	0
D3 Available for inspection	0	0	0	0	0	0
D4 Available for purchase	0	0	0	0	0	0
D5 Library material	0	0	0	0	0	0
D6 Subject to deferred access	0	0	0	0	0	0
D7 Availability by a combination of any of the reasons listed in D1–D6 above	0	0	0	0	0	0
D8 Total granted or otherwise available in full	72	76	26	41	98	117

Section E – FOI applications granted or otherwise available in part

Documents made available were:

E1 Provided to the applicant	527	523	18	18	545	541
E2 Provided to the applicant's medical practitioner	0	0	0	0	0	0
E3 Available for inspection	0	0	0	0	0	0
E4 Available for purchase	0	0	0	0	0	0
E5 Library material	0	0	0	0	0	0
E6 Subject to deferred access	0	0	0	0	0	0
E7 Availability by a combination of any of the reasons listed in E1–E6 above	0	0	0	0	0	0
E8 Total granted or otherwise available in full	527	523	18	18	545	541

Section F – Refused FOI applications

F1 Exempt	12	22	13	4	25	26
F2 Deemed refused	0	0	1	0	1	0
F3 Total refused	12	22	14	4	26	26

Section G – Exempt documents

Number					
Personal		Other		Total	
2008/09	2009/10	2008/09	2009/10	2008/09	2009/10

Restricted documents:

G1 Cabinet documents (Clause 1)	0	0	4	2	4	2
G2 Executive Council documents (Clause 2)	0	0	0	0	0	0
G3 Documents affecting law enforcement and public safety (Clause 4)	336	352	2	4	338	356
G4 Documents affecting counter-terrorism measures (Clause 4A)	0	0	0	0	0	0

Documents requiring consultation:

G5 Documents affecting intergovernmental relations (Clause 5)	0	0	0	0	0	0
G6 Documents affecting personal affairs (Clause 6)	194	183	4	11	198	194
G7 Documents affecting business affairs (Clause 7)	4	0	10	5	14	5
G8 Documents affecting the conduct of research (Clause 8)	0	0	0	0	0	0

Documents otherwise exempt:

G9 Schedule 2 exempt agency	0	0	1	0	1	0
G10 Documents containing information confidential to Olympic Committees (Clause 22)	0	0	0	0	0	0
G11 Documents relating to threatened species, Aboriginal objects or Aboriginal places (Clause 23)	0	0	0	0	0	0
G12 Documents relating to threatened species conservation (Clause 24)	0	0	0	0	0	0
G13 Plans of management containing information of Aboriginal significance (Clause 25)	0	0	0	0	0	0
G14 Private documents in public library collections (Clause 19)	0	0	0	0	0	0
G15 Documents relating to judicial functions (Clause 11)	0	0	0	0	0	0
G16 Documents subject to contempt (Clause 17)	0	0	0	0	0	0
G17 Documents arising out of companies and securities legislation (Clause 18)	0	0	0	0	0	0
G18 Exempt documents under interstate FOI legislation (Clause 21)	0	0	0	0	0	0
G19 Documents subject to legal professional privilege (Clause 10)	0	1	0	0	0	1
G20 Documents containing confidential material (Clause 13)	3	2	7	2	10	4
G21 Documents subject to secrecy provisions (Clause 12)	0	2	0	0	0	2
G22 Documents affecting the economy of the State (Clause 14)	0	0	0	1	0	1
G23 Documents affecting financial or property interests of the State or an agency (Clause 15)	0	0	0	0	0	0
G24 Documents concerning operations of agencies (Clause 16)	0	0	0	0	0	0
G25 Internal working documents (Clause 9)	0	2	1	1	1	3
G26 Other exemptions (e.g. Clauses 20, 22A and 26)	1	3	0	0	1	3
G27 Total applications including exempt documents	538	545	29	26	567	571

10. Freedom of information continued

	Number	
	2008/09	2009/10
Section H – Ministerial Certificates (Section 59)		
H1 Ministerial Certificates issued	0	0

Section I – Formal consultations		
I1 Number of applications requiring formal consultation	46	46
I2 Number of persons formally consulted	48	47

Section J – Amendment of personal records		
J1 Agreed in full	0	0
J2 Agreed in part	0	1
J3 Refused	1	11
J4 Total	1	12

Section K – Notation of personal records (section 46)		
K1 Applications for notation	1	8

	Assessed costs		Fees received	
	2008/09	2009/10	2008/09	2009/10
Section L – Fees and costs				
L1 All completed applications	\$58,498	\$34,633	\$19,380	\$22,815

	Number			
	Personal		Other	
	2008/09	2009/10	2008/09	2009/10
Section M – Fee discounts				
M1 Processing fees waived in full	47	33	6	0
M2 Public interest discount	1	0	1	0
M3 Financial hardship discount – pensioner or child	270	365	1	3
M4 Financial hardship discount – non-profit organisation	0	0	0	0
M5 Total	318	398	8	3

	Number	
	2008/09	2009/10
Section N – Fee refunds		
N1 Number of fee refunds granted as a result of significant correction of personal records	0	0

Section O – Days taken to complete request

	Number					
	Personal		Other		Total	
	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
O1 0–21 days – statutory determination period	423	416	44	48	467	464
O2 22–35 days – extended statutory determination period for consultation or retrieval of archived records (section 59B)	138	140	5	2	143	142
O3 Over 21 days – deemed refusal where no extended determination period applies	115	103	11	16	126	119
O4 Over 35 days – deemed refusal where extended determination period applies	24	29	7	6	31	35
O5 Total	700	688	67	72	767	760

Section P – Processing time: Hours

P1 0–10 hours	247	413	41	42	288	455
P2 11–20 hours	427	256	16	11	443	267
P3 21–40 hours	25	16	4	13	29	29
P4 Over 40 hours	3	2	5	7	8	9
P5 Total	702	687	66	73	768	760

Section Q – Number of reviews

	Number	
	2008/09	2009/10
Q1 Internal reviews	14	11
Q2 Ombudsman reviews	1	1
Q3 ADT reviews	0	1

Section R – Results of internal reviews

Section R – Results of internal reviews

	Number					
	Personal		Other		Total	
	Original Agency Decision					
	Upheld	Varied	Upheld	Varied	Upheld	Varied
Grounds on which the internal review was requested:						
R1 Access refused	7	0	2	0	9	0
R2 Access deferred	0	0	0	0	0	0
R3 Exempt matter deleted from documents	2	0	0	0	2	0
R4 Unreasonable charges	0	0	0	0	0	0
R5 Failure to consult with third parties	0	0	0	0	0	0
R6 Third parties views disregarded	0	0	0	0	0	0
R7 Amendment of personal records refused	1	0	0	0	1	0
R8 Total	10	0	2	0	12	0

11. Privacy and personal information

All agencies of the Department of Human Services maintain privacy management plans in accordance with the *Privacy and Personal Information Protection Act 1998* (PPIPA).

The following internal reviews were conducted under PPIPA in 2009/10:

- Ageing, Disability and Home Care – one application was received and was not finalised as at 30 June 2010
- Community Services – six internal reviews were completed.

12. Consumer response

Aboriginal Affairs

No complaints were received.

Aboriginal Housing Office

Customer complaints relating to tenancy management matters are directed to Housing NSW. The Aboriginal Housing Office received one customer complaint, under the *Anti-Discrimination Act 1977*, which was resolved to the mutual satisfaction of both parties.

Ageing, Disability and Home Care

ADHC responds to requests for information and accepts feedback and complaints about all aspects of our business. We seek to respond to complaints in a timely manner and handle all complaints in a fair, transparent and professional way. Wherever possible, issues are resolved at a local level in an effort to preserve the relationship between staff, the client and the client's representatives. Fact sheets about our complaints handling policy are available from regional staff, central office and at www.dadhc.nsw.gov.au.

Clients can make a complaint in person, by telephone or by completing a form available on our website.

The Public Accountability Branch monitors the handling of complaints raised in correspondence to the Minister and the Chief Executive. This correspondence may be from external agencies such as the NSW Ombudsman, Members of Parliament on behalf of their constituents, or clients and their families. The branch also accepts complaints received through the DHS website and from the National Disability Abuse and Neglect Hotline and allocates these to appropriate sections of ADHC for action and response.

This year saw the release of a revised policy for complaints handling including revised processes for the handling of privacy complaints, improvements to reporting and the availability of resources to assist local complaint handling.

Complaints are monitored by the Governance and Assurance Directorate with work commenced this year to establish systems to allow more in-depth analysis of complaints in terms of emerging issues and trends.

There was an overall minimal reduction in registered complaints. This should also be viewed in terms of the growth in services from the previous year, thereby representing a more significant reduction in real terms.

A total of 2,328 complaints were registered this year, compared with 2,362 in 2008/09. This year, 2,057 complaints were received by regions and 271 by central office. Most of the issues related to service delivery, service access, policies or staff.

These figures reflect an overall reduction in registered complaints, and continue last year's trend in the reduction in the Corporate Communications branch figures, down from 75 in 2008/09 to 35 in 2009/10.

Complaints recorded concerning Regional Home Care increased from 1,353 in 2008/09 to 1,513 this year. This increase is partially attributable to Southern region where processes were improved to better record Home Care complaints received. Complaints recorded for Home Care overall are broadly in line with those received in 2008/09 and represent a 21 percent reduction in Home Care complaints compared to the 2,165 complaints received in 2007/08.

The reduced number of complaints received by the Home Care Service continues the prior year's trend and reflects service delivery improvements following the streamlining of a number of Home Care processes.

Ageing, Disability and Home Care – summary of complaints by type

Location	Business stream	Complaint type				
		Service delivery	Service access	Policy	Staff	Total
Central office	Community Access	0	1	0	0	1
	Corporate Communications	8	4	23	0	35
	Home Care	142	32	0	20	194
	Large Residences and Specialist Supported Living	10	0	0	1	11
	Strategic Policy and Planning (now directorates of Community Care and Sector Development)	11	11	8	0	30
Western	Accommodation and Respite	0	1	1	2	4
	Home Care	168	4	4	72	248
	Planning and Access	5	0	0	1	6
Northern	Accommodation and Respite	13	2	0	0	15
	Home Care	45	1	2	15	63
	Planning and Access	8	5	1	7	21
Metro South	Accommodation and Respite	178	4	7	35	224
	Home Care	134	28	21	100	283
	Planning and Access	14	4	0	1	19
Metro North	Accommodation and Respite	25	3	1	7	36
	Home Care	167	29	5	95	296
	Service Delivery and Planning	14	8	0	0	22
	Community Access	2	50	0	5	57
Hunter	Accommodation and Respite	14	1	0	8	23
	Home Care	14	7	1	10	32
	Service Delivery and Planning	4	11	2	0	17
	Community Access	1	10	2	1	14
Southern	Accommodation and Respite	39	3	3	7	52
	Home Care	359	114	32	86	591
	Service Delivery and Planning	8	2	1	3	14
	Community Access	4	12	0	4	20
Total		1,387	347	114	480	2,328

12. Consumer response continued

Businesslink

To fulfil recommendations from a Deloitte review of stakeholder and complaints management, a formal complaints procedure was developed and implemented in 2008. This included the development of a feedback policy, escalation procedures, development of customer feedback mechanisms and regular reporting on feedback outcomes.

During the year, 37 formal complaints and 72 compliments were registered. The main cause for the complaints was found to be procedural gaps (51 percent) resulting in new or reviewed procedures. Compliments were mainly attributable to the Business Services Centre (89 percent).

Feedback by DHS agency – Businesslink NSW

Agency	Complaints	%	Compliments	%
Ageing, Disability and Home Care	18	48.7	12	16.7
Community Services	9	24.3	16	22.2
DHS central office	0	0	1	1.4
Housing NSW	5	13.5	18	25
Juvenile Justice	2	5.4	0	0
Businesslink	3	8.1	25	34.7
Total	37	100	72	100

Customer feedback main issues – Businesslink NSW

Reason	Complaints	%	Compliments	%
Service	11	29.7	60	83.3
Quality	10	27	7	9.7
Response	16	43.3	5	7
Total	37	100	72	100

Customer feedback main reasons – Businesslink NSW

Cause	Complaints	%	Compliments	%
Knowledge gap on the part of Businesslink	1	2.7		
Knowledge gap on the part of client	5	13.5		
Policy – action taken in accordance with policy (Businesslink or client)	4	10.8		
Breakdown in procedure or process	18	48.7		
Vendor issue	6	16.2		
Action taken by an employee	3	8.1	72	100
Total	37	100	72	100

Community Services

Community Services Complaints Unit provides a centralised system for handling complaints and enquiries. People can make complaints directly or are referred from other areas of the agency. Effective handling of complaints encourages Community Services staff to find ways to improve services.

In 2009/10, the Complaints Unit received 1,759 inquiries and complaints, a decrease of 25 percent on the previous year. Out-of-home care matters and child protection issues accounted for 66 percent of the complaints and inquiries for the year.

Housing NSW

Client feedback

The Client Feedback Unit aims to provide equal access for all clients, accurate information, prompt and efficient service and an avenue for clients' concerns to be resolved. Clients can contact the unit by using the 1300 HOUSING (1300 468 746) number 24-hours-a-day, seven days-a-week. Clients can also send written feedback by post, facsimile or by email via the website.

Public housing appeals – first tier

If a public housing applicant or tenant is not satisfied with a decision made by a client service officer regarding eligibility for assistance, allocation of housing, tenancy management issues or other matters, they may request that Housing NSW's decision be reviewed. A senior manager within the relevant housing services division reviews the original decision. This is called a first-tier appeal. In 2009/10, 2,540 first-tier appeals were lodged. This is a decrease of 323 appeals from the 2,863 first-tier appeals lodged in 2008/09. During the year, 2,436 appeals were considered.

Public housing appeals – second tier

The Housing Appeals Committee has jurisdiction of the external appeals process for all social housing clients in NSW. During 2009/10, the Housing Appeals Committee received 468 appeals, of which 21 were from community housing clients. Of the 375 cases heard, 362 were Housing NSW matters and 13 concerned community housing. Ninety-three appeals did not proceed to a hearing as some

were not within jurisdiction or had not yet completed the required internal review with their housing provider. As at 30 June 2010, 14 cases were waiting to have their internal appeal finalised. A number of cases were also resolved prior to the main hearing.

Community housing appeals

Of the community housing appeals heard, 11 were from metropolitan Sydney, one from northern NSW and one from southern NSW.

Client feedback statistics

Category	2008/09		2009/10	
	Number	%	Number	%
Aboriginal Housing Office complaint	33	0.06	1	0.002
Aboriginal Housing Office compliment	4	0.01	0	0
Aboriginal Housing Office inquiry	481	0.85	113	0.2
Aboriginal Housing Office suggestion	3	0.01	0	0
Complaint	5,836	10.36	4,731	8.5
Compliment	315	0.56	357	0.64
Contractor feedback	111	0.2	1,971	3.55
Chief Executive call	57	0.1	0	0
General inquiry	49,414	87.73	48,156	86.89
Suggestion	74	0.13	90	0.16
Total	56,328	100	55,419	100

Note: Figures have been rounded up.

Category	2008/09	2009/10
Results of first-tier appeals		
Appeals declined (i.e. original decision not overturned)	1,351	1,243
Appeals upheld (i.e. original decision overturned)	690	767
Appeals upheld with additional information	164	177
Appeals withdrawn	114	106
Appeals resolved	296	143
Total	2,615	2,436

Second-tier appeals (Housing NSW) hearing results

Declined	198
Recommended a change in decision	154
Resolved prior to the hearing	3
Approved by Housing NSW following adjournment	7
Total	362

Second-tier appeals (Housing NSW) final outcomes

Recommendations supported by Housing NSW	123
Recommendations not supported by Housing NSW	1
Resolved	6
Total	130

Community housing appeals

Hearing results	2009/10
Declined appeals heard	4
Housing Appeal Committee recommended a change in decision	9
Total	13

Final outcomes	2009/10
Recommendations supported by community housing	7
Recommendation not supported	0
Pending final outcome	2

Juvenile Justice

In 2009/10, 92 complaints were received. Sixty-seven percent of these complaints were made directly by a Juvenile Justice client. Fifteen percent were made by a client's family member or carer. The remainder consisted of complaints

made by staff members, other people or agencies on behalf of a client, or were made or investigated by the NSW Ombudsman. Twenty-six percent of these complaints were resolved within 48 hours. Forty-one percent were resolved within three weeks.

Complaints – Juvenile Justice

Nature of complaints	Number	%
Complaint against staff	51	56
Complaint about food/diet in centres	2	2
Complaint against rules/point system in centres	9	10
Complaint relating to welfare of client	2	2
Complaint about medical care	2	2
Complaint about transfer between centres	2	2
Complaint about appointments and interviews	1	1
Complaint alleging bias/discrimination	1	1
Complaint about confidentiality/privacy	3	3
Complaint about other client behaviour	3	3
Other (including property, police, visitor bus, case management, complaint referred to Department of Education)	16	18
TOTAL	92	100

13. Land disposal

No individual land disposals greater than \$5 million were made in 2009/10.

14. Credit card certification

It is certified that credit card use by officers of the Department of Human Services was in accordance with government guidelines.

15. Disclosure of controlled entities

In 2008/09, in accordance with the amendments arising from the *Public Sector Employment Legislation Amendment Act 2006*, the Aboriginal Housing Office exercised effective control over the legal entity known as the Aboriginal Housing Group of Staff (AHGOS). Separate annual financial statements were prepared for both entities.

In 2009/10, in accordance with Public Sector Employment and Management (Departmental Amalgamations) Order 2009, AHGOS was abolished and replaced by the Aboriginal Housing Office, Department of Human Services. The new entity is controlled by the Department of Human Services and provides personnel services to the Aboriginal Housing Office.

Apart from the Aboriginal Housing Office, Department of Human Services agencies do not have controlling interest in other entities.

16. Environmental sustainability

DHS is committed to applying environmentally sustainable practices throughout the department and continues to look at ways to reduce waste and increase recycling in each agency. Our work in this area is influenced by the NSW Waste Reduction and Purchasing Policy (WRAPP) which requires government departments to implement WRAPP plans.

Aboriginal Affairs

Aboriginal Affairs continued to follow Waste Reduction and Purchasing Policy (WRAPP) principles by encouraging staff to use recycled-paper boxes and bins located throughout the agency's central office. All paper purchased for the agency's use had some recycled content and total reclaimed paper equalled 4,580 kg. Regional offices were encouraged to use kerbside recycling bins provided by the local council. The agency purchased rebuilt toner cartridges and 100 percent of these were further recycled. Mixed rubbish sorted off-site was 4,950 kg, most of which was recycled.

Aboriginal Housing Office

The Aboriginal Housing Office continues to promote waste reduction through the re-use and recycling of resources.

Suppliers are chosen who use recycled content in their merchandise (paper, cardboard and toner cartridges). All photocopy paper purchased has recycled content and local not-for-profit organisations are used for re-use and recycling of office resources.

The agency continues to report on electricity consumption and remains within the government's energy management guidelines for decreasing its carbon footprint.

Two hybrid fleet vehicles are used, bringing the green score across the fleet to over 14, above the government's target of 13.5.

Ageing, Disability and Home Care

Environmental performance and practice in property and motor vehicle fleet asset management are used to support the NSW Government Sustainability Policy. This sets targets in the areas of greenhouse gas

emissions from building energy use, water, environmental performance of buildings, cleaner government fleet, and waste, recycling and purchasing.

Strategies to reduce consumption of electricity, water and motor vehicle fuel all contribute to reduce energy use and carbon output. Total potable water consumption is being reduced in residences by installing rainwater tanks, upgrading their water efficiency and then benchmarking the upgrades using the Building Sustainability Index (BASIX) tool.

The State Property Authority was engaged to obtain National Australian Built Environment Rating System ratings for all office accommodation over 1,000 m² and to develop strategies to ensure that ratings of 4.5 stars will be achieved by July 2011 and maintained.

Ethanol-blended fuel (E10) is used where practicable, available and cost effective in accordance with the *Premier's Memorandum M2007-16 Biofuels and Other Alternative Fuels – NSW Government Commitments*. E10 represented 42 percent of fuel purchases as at May 2010. Work continues to meet the government target 'environmental performance score' average of 13.5/20 by 30 June 2010 using the NSW Clean Car Benchmarks by including more efficient vehicles including petrol/hybrid fleet vehicles.

A WRAPP plan includes strategies to reduce waste and increase the purchase of recycled content materials in key areas. A 2007–09 WRAPP progress report was provided to the Department of Environment, Climate Change and Water in November 2009 advising progress on strategy implementation, achievements and areas for improvement. The WRAPP progress report identified strategies to improve collection and reporting of WRAPP information including data from construction waste.

A waste minimisation and recycling program in the central office includes the removal of non-recyclable waste bins from each work station and the provision of specific bins to promote recycling, as well as centrally located bins for

both commingled recyclable waste and non-recyclable waste. Desk recyclable bins include paper and cardboard, while centralised recyclable bins include toner cartridges, plastics, aluminium and glass. This significantly reduced central office's non-recyclable waste from going to landfill by 52 percent.

The government target of 85 percent of copy paper purchased containing recycled content is set to be achieved by 2014. The use of office products with recycled material is promoted through a broad selection of 'earth saver' products which can be purchased by electronic procurement. The use of the Minimum Energy Performance Standards (MEPS) rating system is encouraged when purchasing relevant electrical products and appliances for group homes.

Businesslink

Electricity consumption reduced by two percent, a total increase over the last two years of three percent.

Businesslink sites consumed 3,854,681 KWh/hr of electricity and 4,071,161 MJ of gas – an increase of nine percent from the previous year. From 1 July 2009, Businesslink has increased its use of green power from six to 10 percent through the State Government Contract.

The total cost of energy usage (electricity and gas) for Businesslink, across all its sites was \$418,470 (ex-GST), an increase of \$30,965 on the previous year. Combined Businesslink sites consumed 3,854,681 KWh/hr of electricity and 4,071,161 MJ of gas.

Waste reduction and environmentally sustainable initiatives include:

- a preferred supplier agreement, resulting in the supply of office paper containing 50 percent recycled content
- recycling of all print cartridges
- recycling of redundant computer-related equipment through an external vendor whereby components are stripped and used to rebuild or repair other equipment
- recycling of cardboard and paper products.

16. Environmental sustainability continued

Community Services

Community Services continues to adopt responsible management practices aimed at reducing the quantity of its waste and increasing re-use or recycling of paper and office equipment. Offices are equipped with recycling bins for paper materials and staff members are encouraged to recycle.

Office equipment waste, particularly toner cartridges, is recycled until it becomes unusable. Recycled plain paper is purchased for use in facsimile machines, photocopiers and laser printers.

An Energy Management Policy and Strategy helps to ensure compliance with whole-of-government reporting and energy management improvement. Australian Building Greenhouse Ratings have been sought for all office accommodation over 1,000 m².

The cost of electricity and gas usage increased from \$2.131 million in 2008/09 to \$2.312 million in 2009/10. This is due to Consumer Price Index charge increases and additional accommodation acquired during the year.

Electricity	Gas
\$2,283,870	\$28,334

Housing NSW

Paper consumption decreased in 2009/10 to 7,310 A4 sheets per staff member, a reduction of 84 A4 sheets per employee.

In 2010/11, all offices over 1,000 m² will have paper and cardboard recycling, and secure document destruction and recycling, making it easier for staff to reduce waste at work.

For 2009/10, usage of Green Power was 607,840 kWh for office buildings and 2,404,163 kWh for common areas, which represents 10 percent of total electricity consumption.

Juvenile Justice

Juvenile Justice has an Environmental Management Plan which aims to promote, develop and implement environmentally positive and ecologically sustainable practices. In addition to financial considerations, projects and purchasing decisions are made with regard to sustainable procurement, waste minimisation, recycling, end-of-life and disposal, and new construction.

Paper, Post-its®, letterhead and toner cartridges contain part recycled content. A closed-loop recycling scheme is in place for toners where used toners are recycled and the remanufactured toners are procured for use.

Work continues with suppliers and contractors to identify more sustainable options and products containing recycled content. Stationery contracts identify recycling content products by a green marking system and the selection is limited for staff to encourage purchasing of recycled content items.

Efforts are also being made to improve the sustainability of facilities by reducing water consumption. A web-based monitoring system was installed on the main meters at each juvenile justice centre to assess usage patterns and levels of leakage.

Purchasing and recycling – Community Services

Reams of virgin paper purchased	Amount	Reams of recycled paper purchased	Amount	Amount of paper sent for recycling (tonne)
50,484	\$229,347	26,973	\$138,686.25	15.46

New printer cartridges purchased	Amount	Re-manufactured cartridges purchased	Amount	Amount of toner cartridges sent for recycling (tonne)
967	\$234,175	1,383	\$232,386.41	2,421

Please note: 2.36 tonnes of commingled containers recycled; 7.77 tonnes of cardboard recycled.

17. Risk management and insurance

The NSW Treasury Internal Audit and Risk Management Policy (TPP 09-05) provides a comprehensive and rigorous framework for the operation of Audit and Risk Management for the NSW Public Sector.

The Department of Human Services achieved compliance with the core requirements of the policy as required by 30 June 2010.

An Audit and Risk Committee for the department has been established. The membership of this committee comprises the independent chairs of Ageing, Disability and Home Care, Community Services, and the Joint Land and Housing Corporation, and Aboriginal Housing Office Audit and Risk Committees, together with the Chief Executives of Juvenile Justice and Aboriginal Affairs.

In line with the DHS Audit and Risk Committee Charter, at an agency level, Chief Executives are responsible for ensuring their agency follows Treasury policy and implements its requirements to ensure risks are identified, documented and mitigation strategies are employed.

Additionally, an Enterprise Risk Management Framework has been developed to guide management of risk across the department, outlining governance and risk escalation processes. This framework complements existing risk management frameworks in place for each of the DHS agencies.

DHS has in place the necessary foundations and organisational arrangements for managing the risks associated with the department's role in facilitating the delivery of services to vulnerable and/or disadvantaged members of the NSW community in order to improve their quality of life.

DHS' risk management approach has been specifically designed to focus attention on risks that present a significant and real impact upon the department's ability to successfully achieve corporate, business and project outcomes and associated key performance indicators and its ability to fulfil legal obligations.

Aboriginal Affairs

An Audit and Risk Committee was established in compliance with Treasury Internal Audit and Risk Management Policy (TPP09-05).

The committee's responsibilities with regard to risk management are to:

- review whether management has in place a current and appropriate 'enterprise risk management' process, and associated procedures for effective identification and management of financial and business risks, including fraud and corruption
- review whether a sound and effective approach has been followed in developing strategic risk management plans for major projects or undertakings
- review the impact of risk management process on its control environment and insurance arrangements
- review whether a sound and effective approach has been followed in establishing business continuity planning arrangements, including whether disaster recovery plans have been tested periodically.

Aboriginal Affairs is a member of the NSW Treasury Managed Fund self-insurance arrangement established by the government. Coverage is maintained for workers' compensation, motor vehicle, liability, property and miscellaneous lines of business. Workers' compensation and motor vehicle claims during 2009/10 were within acceptable public sector targets.

Aboriginal Housing Office

An Audit and Risk Committee was established in compliance with the NSW Treasury Internal Audit and Risk Management Policy (TPP09-05).

No risk management issues were experienced by the Aboriginal Housing Office in 2009/10.

The Treasury Managed Fund (TMF), through Allianz, provides coverage for most government agencies' business operations. TMF covers the Aboriginal Housing Office, the Board, Head Office and regional operations, but does not insure risks relating to the Aboriginal Housing Office's property portfolio.

The Aboriginal Housing Office self-insures its property portfolio for fire damage, vehicle impact and tempest. Based on past experience, and from research, this remains more economical than buying insurance. Funds continue to be set aside for self-insurance purposes.

Internal Audit and Risk Management Attestation

For the 2009/10 financial year for
Department of Human Services



**Human
Services**

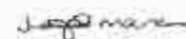
Internal Audit and Risk Management Attestation for the 2009-2010 Financial Year for Department of Human Services

I, Jennifer Mason, Director-General, Department of Human Services am of the opinion that the Department of Human Services has internal audit and risk management processes in place that are, in all material respects, compliant with the core requirements set out in Treasury Circular NSW TC 09/08 Internal Audit and Risk Management Policy. These processes provide a level of assurance that enables the senior management of the Department of Human Services to understand, manage and satisfactorily control risk exposures.

I, Jennifer Mason, Director-General, Department of Human Services am of the opinion that the Audit and Risk Committee of the Department of Human Services is constituted and operates in accordance with the independence and governance requirements of Treasury Circular NSW TC 09/08. The Chair and Members of the Audit and Risk Committee are:

- Alexander Smith, Independent Chair (term of appointment up to four (4) years)
- Terry Barnes, Independent member 2 (term of appointment up to four (4) years)
- Carol Holley, Independent Member 1 (term of appointment up to four (4) years)
- James Christian, Chief Executive, Aboriginal Affairs, internal member 1
- Peter Muir, Chief Executive, Juvenile Justice, internal member 2.

These processes provide a level of assurance that enables the senior management of the Department of Human Services to understand, manage and satisfactorily control risk exposures.


(Sign & Date) 30 AUG 2010

Jennifer Mason
Director-General

{26094241 (CDD 100288400)}

Internal Audit and Risk Management Attestation

For the 2009/10 financial year for
Aboriginal Housing Office



**Human
Services**

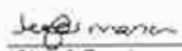
Internal Audit and Risk Management Statement for the 2009-2010 Financial Year for Aboriginal Housing Office

I, Jennifer Mason, Director General, Department of Human Services am of the opinion that the Aboriginal Housing Office has internal audit and risk management processes in place that are, in all material respects, compliant with the core requirements set out in Treasury Circular NSW TC 09/08 Internal Audit and Risk Management Policy. These processes provide a level of assurance that enables the senior management of Aboriginal Housing Office to understand, manage and satisfactorily control risk exposures.

I, Jennifer Mason, Director General, Department of Human Services, am of the opinion that the Audit and Risk Committee for the New South Wales Land and Housing Corporation and the Aboriginal Housing Office is constituted and operates in accordance with the independence and governance requirements of Treasury Circular NSW TC 09/08. The Chair and Members of the Audit and Risk Committee are:

- Carol Holley independent Chair (term of appointment up to four (4) years)
- Peter Housden, independent Member 1 (term of appointment up to four (4) years).
- Peter Lucas, independent Member 2 (term of appointment up to four (4) years).
- Leonie King, Executive Director, Community Housing, non-independent Member 1.
- Ivan Simon, Acting Deputy Chief Executive, Aboriginal Housing Office, non-independent Member 2.

These processes provide a level of assurance that enables the senior management of Aboriginal Housing Office to understand, manage and satisfactorily control risk exposures.


(Sign & Date)
Jennifer Mason, Director General
Department of Human Services

30 AUG 2010

(20094241 \ RXL \ 00280385)

Internal Audit and Risk Management Attestation

For the 2009/10 financial year for
New South Wales and Housing Corporation




Internal Audit and Risk Management Attestation for the 2009-2010 Financial Year for New South Wales Land and Housing Corporation

I, Jennifer Mason, Director General, Department of Human Services, am of the opinion that the New South Wales Land and Housing Corporation has internal audit and risk management processes in place that are, in all material respects, compliant with the core requirements set out in Treasury Circular NSW TC 09/08 Internal Audit and Risk Management Policy. These processes provide a level of assurance that enables the senior management of the New South Wales Land and Housing Corporation to understand, manage and satisfactorily control risk exposures.

I, Jennifer Mason, Director General, Department of Human Services, am of the opinion that the Audit and Risk Committee for the New South Wales Land and Housing Corporation and the Aboriginal Housing Office is constituted and operates in accordance with the independence and governance requirements of Treasury Circular NSW TC 09/08. The Chair and Members of the Audit and Risk Committee are:

- Carol Holley independent Chair (term of appointment up to four (4) years)
- Peter Housden, independent Member 1 (term of appointment up to four (4) years).
- Peter Lucas, independent Member 2 (term of appointment up to four (4) years).
- Leonie King, Executive Director, Community Housing, non-independent Member 1.
- Ivan Simon, Acting Deputy Chief Executive, Aboriginal Housing Office, non-independent Member 2.

These processes provide a level of assurance that enables the senior management of the New South Wales Land and Housing Corporation to understand, manage and satisfactorily control risk exposures

 30 Aug 2010
(Sign & Date)
Jennifer Mason, Director General
Department of Human Services

(20094241 \ RXL \ 00286387)

17. Risk management and insurance continued

Ageing, Disability and Home Care

ADHC recognises that risk management is a fundamental element of good governance and management practice. The nature of our operations and the services we deliver elevate the importance of effective risk management because our employees work with vulnerable clients, in people's homes and other sensitive environments, and client and employee welfare needs to be protected.

This year we focused on:

- completing the Risk Management Policy, further integration of risk management and business planning, and improved risk reporting
- updating business impact assessments of key business processes to define the scope of business continuity plans
- publishing a revised Business Continuity Management Policy, Crisis Management Plan and Pandemic Strategy and providing business continuity planning training to 165 staff in 22 locations
- undertaking annual compliance certification. Our compliance register contains 98 legislative instruments that ADHC either administers or with which it is required to comply. This year the register was upgraded to include an extra 75 regulatory or reporting requirements
- reinforcing and testing compliance with key elements of ADHC corporate policy via our Support Services Governance Program E-tool which was rolled out in August 2009 and February 2010 to 27 business units and 450 staff. It was supported by training to over 200 staff. ADHC achieved an overall compliance rate of 97 percent. Improvements to systems capability, question and verification processes, and supporting policy and systems were also explored
- monitoring high and emerging risks to inform our corporate risk profile and risk register, strategic directions and planning priorities, and priorities for the 2010/11 Internal Audit Plan.

An agency-wide fraud risk assessment was also completed to identify fraud and corruption risks and mitigation strategies and release of the ADHC Fraud and Corruption Prevention Policy and Plan.

In 2009/10, ADHC's Audit and Risk Committee met six times. Four meetings considered regular business including financial policies governance, progress against the internal audit program, the status of implementation of audit recommendations (305 critical/high and 44 moderate/low recommendations), the Risk Management and Compliance Frameworks, the Support Services Governance Program, fraud and disciplinary matters, and progress with major projects undertaken across ADHC.

The committee also monitored ADHC's implementation of NSW Treasury's Internal Audit and Risk Management Policy (TPP09-05). Significant achievements included enhanced risk management processes, finalisation of the Internal Audit Manual and improved processes for performance review of the audit and risk committee and internal audit function.

Twenty-four internal audits and performance reviews were endorsed by the Audit Committee during 2009/10. Significant risk exposures addressed included:

- Fraud and Corruption Prevention Policy and Plan
- Business Continuity Management Policy and Plan including pandemic management
- Risk Management Policy, Procedures and Reporting Framework
- Compliance with Child Welfare and Reporting legislation

17. Risk management and insurance continued

- Phased project review of design of Funding Management System – replacement system for grants management
- Compliance with Privacy legislation
- Policy Governance Framework – to support improved accountability for policy development, implementation and compliance linked to risk management, compliance and performance frameworks.

Effective fraud and corruption prevention is an important part of our risk framework to ensure a high-quality service to all clients. ADHC is committed to minimising the risk of fraud and corruption and as part of this commitment we:

- adopted a 'zero tolerance' position with respect to fraud and corruption
- vigorously investigated all matters concerning suspected fraud and corruption
- provided avenues by which concerns of suspected fraud and corruption can be reported anonymously and handled professionally
- ensured all matters are handled in accordance with procedural fairness.

A comprehensive insurance program covers workers' compensation, public liability, motor vehicle, property and miscellaneous liability.

An Audit and Risk Committee was established in compliance with the NSW Treasury Internal Audit and Risk Management Policy (TPP09–05).

Businesslink

An Audit and Risk Committee was established in compliance with the NSW Treasury Internal Audit and Risk Management Policy (TPP09–05).

NSW Businesslink participates in the NSW Treasury Managed Fund, a self-insurance scheme which provides workers' compensation, legal liability, motor vehicles, property and miscellaneous cover. One of the conditions of this insurance coverage is a requirement to place a high priority on the implementation of sound risk management practices.

To assist managers to identify, administer and control both corporate and operational risk, Businesslink has implemented a future-focused risk framework that is consistent with AS/NZS 4360:2004 and ISO 31000. Businesslink's risk management plan integrates with the internal audit plan, business continuity management and information security management systems.

Community Services

In 2009/10, Community Services finalised business continuity plans for head office and a legislative compliance framework will support the enterprise risk management approach and form components of our governance framework.

A fraud control plan is in place to raise awareness of fraud at work and help staff and other people who deal with Community Services to prevent, detect and report suspected fraud. The plan includes the *Guide to Fraud Risk Assessment and Fraud Risk Assessment for Service Providers*. A useful document for service providers is *Responding to Fraud in Community Services Funded Services*. These are available on the Community Services website.

A comprehensive insurance program covers workers' compensation, public liability, motor vehicle, property and miscellaneous liability.

An Audit and Risk Committee was established in compliance with the NSW Treasury Internal Audit and Risk Management Policy (TPP09–05).

Housing NSW

In 2009/10, Housing NSW demonstrated to the commercial insurance market risk management advances which enabled potential insurers to compete with existing underwriters for participation. The commercial insurance program continues to provide appropriate and cost-effective coverage for insurable risk.

The total cost of insurance premiums, including all charges and fees, for 2009/10 was \$7.898 million. Excluding construction risks and asbestos premium, which incorporated Nation Building Economic Stimulus Plan works in 2009/10, this was a gross saving of 20 percent from 2008/09.

Housing NSW is self-insured for the first \$5 million of any property loss and the first \$250,000 of any public liability claim due to its negligence. Against a declared asset value of \$27 billion there has been no increase in property premium. There has been a 38 percent reduction in liability premium and a 90 percent reduction in workers' compensation premium arising from Housing NSW's admission into the new Workcover Retro-paid Loss Premium Scheme.

18. Research and development

Juvenile Justice

Responsibility for effective risk management rests with the Executive Committee with oversight provided through the independent Audit and Risk Management Committee which was established in compliance with the NSW Treasury Internal Audit and Risk Management Policy (TPP09-05). A Chief Audit Executive reports to this committee and oversees the operation of the internal audit function. A separate Fraud and Corruption Prevention Committee provides regular reports to the Audit and Risk Management Committee.

The risk management framework continues to be updated to align with Standard AS/NZ ISO 31000:2009 Risk Management – Principles and guidelines. A risk management policy was issued as a statement of commitment to enterprise risk management. A risk register is also maintained, including strategic, safety, operational, financial/governance, and information risks which strengthen the monitoring, treating and reporting of risk. The draft Risk Management Plan 2010–12, which is partially based on the results of a gap analysis between the standard and the agency's existing framework, will guide its continuous improvement.

An Executive Safety Committee continued to oversee the operation and performance of the agency's safety management system. The Working Together Strategy 2010–12 Implementation Plan was issued to drive achievement of targets.

Financial risk is managed by the Executive Finance Committee.

A comprehensive insurance program covers workers' compensation, public liability, motor vehicle, property and miscellaneous liability.

Aboriginal Affairs

Population projections for Aboriginal people for the period 2006–31 were undertaken to assist in local-level planning. Community Portraits were produced for over 40 locations to inform government and local Aboriginal communities about their community. Work also commenced on Regional Indicators Reports to assist government and stakeholders in regional activity associated with the State Plan, and Closing the Gap. Several program-specific evaluations were also started to further inform the evidence base as to 'what works'.

Aboriginal Housing Office

Effective policy-oriented research is necessary in the development of strategies and priorities that improve and sustain the Aboriginal housing sector. For example, the collection of Aboriginal demographic and housing and household data and analysis has been crucial in strategic planning, policy and program development and bilateral housing agreement negotiations with the Commonwealth Government.

During 2009/10, work included:

- research and analysis of Aboriginal households and social housing eligibility for the a long term asset plan for the Aboriginal housing sector
- modelling of Commonwealth Rental

Assistance imputed rent and financial viability of Aboriginal community housing providers in very remote, remote and outer regional NSW which will be completed in 2010/11

- research on Aboriginal overcrowding and homelessness in western NSW, in partnership with Housing NSW and an external consultant
- development of Small Area Housing Assistance Needs (SAHAN) data sets in conjunction with Housing NSW to assist research, modelling, planning and estimating of housing assistance needed for the Aboriginal housing sector at the local government area level.

This data and research informed planning and policy development, including the Build and Grow Aboriginal Community Housing Strategy, capital programs and bilateral housing negotiations. For example, SAHAN provided information that guided the transfer of approximately 325 Housing NSW dwellings to the Aboriginal Housing Office as part of the Nation Building Economic Stimulus Plan. It also informed NSW submissions as part of the Remote Indigenous Housing National Partnership implementation plan negotiations and capital works program planning.

18. Research and development continued

Ageing, Disability and Home Care

Research projects

Project	Target client group	Source of funds	Funding
Acquired brain injury research project	People with an acquired brain injury	Priority Projects Fund	\$75,000
Active engagement of older people in the community: Mapping and developing the caring networks of older people receiving ADHC and home hospice services	Home and Community Care (HACC) clients	ADHC Research Grants 2008/09	\$89,073
Ageing in place	People with disability and their carers	Accommodation Policy and Development	\$400,000
Analysis of Home and Community Care (HACC) minimum data set	HACC clients aged over 45	HACC 2009/10	\$45,816
An investigation into the demographic profiles and projected support needs of persons with multiple and complex disability	Ageing people with a disability and complex healthcare needs, complex behaviour and support needs	Service Planning Budget	\$26,070
Applied research grants	a) Older people participating in volunteer work b) IT application	Office for Ageing Grants Program	\$250,000
Assessment of the health care needs of clients in ADHC-operated supported accommodation review	The Nucleus Group	Accommodation Policy and Development	\$50,000
Barriers and enablers to the use of evidence-based practice by speech pathologists in ADHC	Speech pathologists	ADHC Research Grants 2008/09	\$126,000
Best practice models for aged care supported accommodation	General community and Aged Care Services	Service Planning Budget	\$26,400
Bullying/dignity and respect	ADHC staff	Learning and Development Support for thesis	n/a
Clinician's diagnostic and clinical reasoning processes in intellectual disability	Young people with intellectual disabilities	Support for PhD study	n/a
Co-located review	The Nucleus Group	Accommodation Policy and Development	\$49,960
Community transport improvement project	Socioeconomically disadvantaged people in remote area	Western region	\$150,000
Core skills and development	ADHC frontline staff and managers	ADHC Learning and Development	\$378,000
Effective assessment of social isolation	Older people, people with disabilities and people living alone	ADHC Research Grants 2008/09	\$93,161
Environmental and built factors for maintaining independence in older age	Older people in the community	ADHC Research Grants 2008/09	\$99,400
Emergency Response Program: Costing and Business Process Analysis	The Nucleus Group	Accommodation Policy and Development	\$30,000
Face and facial expression processing in autism	Children with Autism	Support for PhD study	n/a

This table details research projects undertaken during 2009/10. Some of these projects will continue into 2010/11.

Project	Target client group	Source of funds	Funding
HACC future growth areas project-20	Future growth in demand areas for HACC services	Western region	\$150,000
HACC service usage and preferred models or approaches by older men	Elderly men	ADHC Research Grants 2007/08	\$117,488
Health promotion and early ageing in people with intellectual disability: implications for health service planning	People with intellectual disability who are ageing	ADHC Research Grants 2008/09	\$87,273
Home Maintenance and Modifications Clearinghouse and Research	HACC clients	HACC	\$70,566
Integrated Services Program for clients with challenging behaviour (ISP)	Clients with significant challenging behaviour	Office of the Senior Practitioner	\$150,000
Intellectual and other cognitive disability in the criminal justice system	People with intellectual disability	ADHC Research Grants 2008/09	\$21,671
Intensive behaviour services study	ADHC clients with significant challenging behaviours	Office of the Senior Practitioner	\$30,000
Linking HACC data, 45 and Up Study and Inpatient Data	HACC clients	ADHC Research Grants 2007/08	\$111,950
Local Government and Ageing: Towards 2030 planning for an ageing population	Local government and older people in the community	ADHC Research Grants 2008/09	\$64,964
Measuring outcomes in community care: an exploratory study	Older people and people with disability	ADHC Research Grants 2008/09	\$87,094
Mediation System	People with a disability	Prevention and Pathways	\$30,000
Non-government community services workforce	Workforce	Sector Development	\$149,987
Pilot Study: Minimum Data Set for disability, health and mental health services	HACC and NSW Health clients	Office of the Senior Practitioner	\$149,800
Research and development project on acquired brain injury – specialised assessment and intervention	NSW specialist practitioners and specialist services	Attendant Care Program	\$75,000
Review of Community Living In-home and Drop-In accommodation support services in NSW	People with disability	Accommodation Policy and Development	\$225,500
Review of future flexibility of the accommodation models in the ADHC Innovative Accommodation Framework	People with disability	Accommodation Policy and Development	\$17,600
Study Partner in the 45 and Up Study (coordinated by The Sax Institute)	Men and women aged 45 and over across NSW	Community Care	\$300,000
The efficacy of the sensory protocol	Children and young people with disability	Support for PhD study	\$12,472
Transformations of Care: Living the consequences of changing public policies in Australia	Community Care workforce	ADHC Research Grants 2008/09	\$89,430
Where are teachers' voices?	Students with multiple severe disability, and speech pathologists	Support for PhD study	n/a
Wobbly hub and double spokes model	Clients of therapy services in rural and remote areas	NHMRC Grant ADHC in-kind contribution \$536,000 (total project – \$1.6m)	\$321,000
Young carers: life-course impacts of the caring responsibilities of children and young adults	Young carers	Australian Research Council (ARC) linkage grant	\$45,000

Data source: Business Improvement Directorate.

18. Research and development continued

Businesslink

Businesslink did not undertake any research and development in 2009/10.

Community Services

Community Services started the Australian-first, five-year Pathways of Care study to collect detailed information about the life course development and experiences of children and young people placed in out-of-home care in NSW. The study will recruit up to 1,000 children and young people who are entering care for the first time for a minimum of six months.

Community Services is conducting the Brighter Futures Aboriginal Families Study to provide evidence of the benefits of participating in the Brighter Futures early intervention program for Aboriginal families. It also strives to determine the most effective ways to help Aboriginal families to engage with the program and achieve intended program results. Results from the study will guide improvements to the program to better meet the needs of Aboriginal families.

Feedback from program and community stakeholders has aided the research design and implementation approach. Further details and a full list of research objectives and questions are available on the Community Services website.

An Intensive Outcomes Study was completed as part of the Brighter Futures evaluation in conjunction with the Social Policy Research Centre (SPRC) at the University of NSW. Community Services researchers interviewed more than 100 families on three separate occasions to examine the extent to which child development, parenting skills and family functioning have improved and why. The results of the study will be incorporated into the final evaluation report by SPRC in September 2010.

Community Services supported a number of external research projects including commissioned research and collaborative projects. These are listed in the research report on the Community Services website.

The Research to Practice Program delivered five seminars by leading national and international child welfare experts and produced regular Research to Practice updates on the latest research.

Housing NSW

The Australian Housing and Urban Research Institute (AHURI) conducts research in housing and urban research and policy. AHURI is jointly funded by the Australian Government and state and territory housing agencies under the Commonwealth State Housing Agreement and under the National Affordable Housing Agreement from 1 January 2009.

Housing NSW has a role in setting AHURI's research priorities and helps select new projects to be funded. In 2009/10, Housing NSW contributed \$491,250 to fund these projects. Sixteen research projects were selected to be undertaken in 2010, covering a range of topics, including social inclusion, housing regeneration, social housing stigmatisation, homelessness, housing affordability and older people and housing.

The output from AHURI research is used by Housing NSW to assist development and evaluation of policy and programs. Housing NSW has participated in user groups for individual research projects as well as in the ongoing assessment, review and dissemination of research.

Juvenile Justice

Research projects

Project	Description
Youth Level of Service/Case Management Inventory – Australian Adaptation	This ongoing, long-term research partnership between Juvenile Justice and Charles Sturt University involves updating the norms for the project in order to assess the veracity of the current cut-off scores for the risk levels.
People with Mental Health Disorders and Cognitive Disabilities in the Criminal Justice System	Led by Dr Eileen Baldry (Department of Social Work, University of NSW) through an Australian Research Council linkage grant investigating the pathways of people with a mental health disorder and/or cognitive disability through the criminal justice system. Juvenile Justice is a collaborating organisation in this project.
Analysis of supervision skills used by Juvenile Justice workers	Dr Chris Trotter from Monash University is currently evaluating the use of pro-social modelling techniques by Juvenile Justice officers and counsellors during supervision sessions with young people serving community-based orders.
2009 NSW Young People in Custody Health Survey	Juvenile Justice, in partnership with Justice Health, is in the process of replicating the successful 2003 Young People in Custody Health Survey. Revision of the previous instruments used was completed to improve the information collated. Funding is provided by Juvenile Justice and NSW Health.
Three-year research program with the NSW Bureau of Crime Statistics and Research	Juvenile Justice is funding this research program to investigate the following areas: <ul style="list-style-type: none"> - juveniles on remand: causes and effects - police and youth justice conferencing - desistance from offending - cautions and reoffending - simulation model of the juvenile justice system.
Exploring the relationship between cannabis use and criminal offending among adults and adolescents	Melanie Simpson from the National Cannabis Prevention and Information Centre at the University of NSW recently completed the data collection phase.
Sentencing young offenders – policy and practice in three states	Dr Max Travers from the University of Tasmania was approved to extend into NSW his Criminology Research Council grant supported research regarding the work of professionals involved in the sentencing of young offenders.
Indigenous interactions with the justice system – a focus on reoffence and desistance	This research aims to understand the process of desistance from crime among Aboriginal people in NSW in order to identify pathways and possible intervention points with data collected from Juvenile Justice staff in February 2010.
Reoffending on bail supervision	This is part of an ongoing internal research project on remand and bail which looks at reoffending rates of young people on bail supervision in comparison with young people who did not receive bail supervision.
Breach of bail conditions	Part of an ongoing internal research project on remand and bail, this project is designed to collect data on young people entering custody on remand from the police to ascertain if they have breached bail conditions only and what condition or conditions were breached.
Longitudinal study of the biological and social/cognitive factors that lead to antisocial behaviour in adolescence	The School of Psychology, University of Wollongong continues its longitudinal project to identify the social, cognitive and psychological factors related to antisocial behaviour which also examines the presence of protective or resilience factors within the cohort. The study presently involves 30 Catholic schools across NSW and in Cairns, involving more than 3,000 students and will provide early intervention tools for young people who are inclined to take part in risky or antisocial behaviour.

19. Payment of accounts

The payment of accounts is closely monitored across each agency to ensure accounts are paid in accordance with NSW Treasury directions.

Businesslink information on payment of accounts has been published separately in the NSW Businesslink Annual Report 2009/10. Annual Report available at www.bizlink.nsw.gov.au

Aboriginal Affairs

During 2009/10 there were no instances where penalty interest was paid in accordance with section 18 of the Public Finance and Audit (General) Regulation 1995. There were no significant events that affected payment performance during the reporting period.

Aged analysis of accounts payable at the end of each quarter – Aboriginal Affairs

Quarter	Current (within due date)	< 30 days overdue	30 – 60 days overdue	60 – 90 days overdue	> 90 days overdue
	\$	\$	\$	\$	\$
September 2009	358,901	0	0	0	0
December 2009	50,695	0	0	0	0
March 2010	110,982	0	0	0	0
June 2010	604	0	0	0	0

Accounts paid on time within each quarter – Aboriginal Affairs

Quarter	Total accounts paid on time			Total amount paid (\$)
	Target %	Actual %	\$	
September 2009	88	83	1,908,404	2,018,779
December 2009	88	83	2,159,079	3,418,746
March 2010	88	77	3,551,564	3,819,361
June 2010	88	80	9,951,748	11,975,947

Aged analysis of accounts payable at the end of each quarter – Aboriginal Housing Office

Quarter	Current (within due date)	< 30 days overdue	30 – 60 days overdue	60 – 90 days overdue	> 90 days overdue
	\$	\$	\$	\$	\$
September	26,662,000	0	0	0	0
December	15,537,000	0	0	0	0
March	55,108,000	0	4,884,000	0	0
June	0	0	0	0	0

Aboriginal Housing Office

During 2009/10, AHO continued to use the Service First accounts payment service. All accounts were paid within the time stipulated by suppliers. There were no instances of penalty interest, in accordance with section 18 of the Public Finance and Audit (General) Regulation 1995. There were no significant events that affected payment performance during 2009/10.

The actual payment performance for the year averaged 95.6 percent, exceeding the payment target of 94 percent. For 2010/11 the AHO has set a target of 95 percent. Increased use of credit cards is also planned to reduce time spent processing small payments.

To achieve this revised payment target, the AHO will work with its suppliers, and its new financial services provider (NSW Businesslink Pty Ltd), to improve the level of electronic funds transfer payments from the actual 83.9 percent achieved in 2009/10, to a target of 90 percent for 2010/11.

Ageing, Disability and Home Care

ADHC paid penalties totalling \$660 for late payment of accounts. Process improvements continue to be targeted to improve payment on time performance.

Aged analysis of accounts payable at the end of each quarter (ADHC)

Quarter	Current (within due date)	< 30 days overdue	30 – 60 days overdue	60 – 90 days overdue	> 90 days overdue
	\$	\$	\$	\$	\$
September 2009	2,051,000	0	1,653,000	(21,000)	(22,000)
December 2009	330,000	0	17,000	1,000	(24,000)
March 2010	1,151,000	0	33,000	0	(17,000)
June 2010	5,607,000	0	6,000	2,000	7,000

Data Source: ADHC Strategic Finance Directorate.

Accounts paid on time within each quarter (ADHC)

Quarter	Total Accounts Paid on time			Total amount paid \$
	Target %	Actual %	\$	
September 2009	95	97	480,585,000	494,116,000
December 2009	95	96	449,588,000	468,695,000
March 2010	95	94	441,297,000	469,613,000
June 2010	95	94	672,517,000	717,613,000
Total year	95	95	2,043,987,000	2,150,037,000

Data Source: ADHC Strategic Finance Directorate.

Aged analysis of accounts payable at the end of each quarter (Home Care Service)

Quarter	Current (within due date)	< 30 days overdue	30 – 60 days overdue	60 – 90 days overdue	> 90 days overdue
	\$	\$	\$	\$	\$
September 2009	305,000	0	2,000	1,000	1,000
December 2009	19,000	0	0	0	1,000
March 2010	147,000	0	1,000	0	1,000
June 2010	279,000	0	0	0	1,000

Data Source: ADHC Strategic Finance Directorate.

Accounts paid on time within each quarter (Home Care Service)

Quarter	Total Accounts Paid on time			Total amount paid \$
	Target %	Actual %	\$	
September 2009	95	94	26,326,000	27,964,000
December 2009	95	89	10,589,000	11,948,000
March 2010	95	85	11,809,000	13,856,000
June 2010	95	92	25,033,000	27,211,000
Total year	95	91	73,757,000	80,979,000

Data Source: ADHC Strategic Finance Directorate.

The Home Care Service paid penalties totalling \$205 for late payment of accounts. Process improvements continue to be targeted to improve payment on time performance.

19. Payment of accounts continued

Community Services

Aged analysis of accounts payable at the end of each quarter

Quarter	Current (within due date)	< 30 days overdue	30 – 60 days overdue	60 – 90 days overdue	> 90 days overdue
	\$	\$	\$	\$	\$
September 2009	309,589,180	18,713,662	1,545,849	744,283	1,164,621
December 2009	503,568,436	8,651,693	1,755,001	760,591	1,290,173
March 2010	140,085,835	7,277,309	2,734,210	1,044,797	4,914,096
June 2010	362,010,670	5,699,764	2,233,006	1,377,759	2,180,549

Accounts paid on time within each quarter – Community Services

Quarter	Target %	Actual %	Payments processed on time \$	Total amount paid \$
September 2009	90	97	144,842	149,695
December 2009	90	97	159,116	163,252
March 2010	90	96	135,341	141,252
June 2010	90	96	162,015	168,090

Community Services paid penalties totalling approximately \$6,000 for late payment of accounts.

Housing NSW

Ageing analysis of accounts payable at the end of each quarter – Housing NSW

Quarter	Current (within due date)	<30 days overdue	30-60 days overdue	60- 90 days overdue	> 90 days overdue
	\$	\$	\$	\$	\$
September quarter	2,818,401	35,010	0	3,051	27,888
December quarter	17,385,007	0	5,795	1,028	12,934
March quarter	17,989,026	0	62,685	8,256	44,725
June quarter	11,314,274	101	0	848	90,891

Accounts paid on time within each quarter – Housing NSW

Quarter	Target %	Amount Actual %	Total paid on time \$	Amount paid \$
September quarter	95	98	969,364,691	986,071,409
December quarter	95	98	874,765,632	889,911,559
March quarter	95	98	763,039,589	779,524,309
June quarter	95	97	1,197,181,047	1,232,701,552

Juvenile Justice

Aged analysis of payments at the end of each quarter – Juvenile Justice

Quarter	Current (within due date)	< 30 days overdue	30 – 60 days overdue	60 – 90 days overdue	> 90 days overdue
	\$	\$	\$	\$	\$
September 2009	27,696,803	432,164	39,688	14,358	35,622
December 2009	24,425,862	750,548	214,845	80,552	65,128
March 2010	21,577,648	320,358	33,184	7,649	110,531
June 2010	36,344,154	1,384,573	81,584	8,078	105,609

Accounts paid on time within each quarter – Juvenile Justice

Quarter	Total accounts paid on time			Total amount paid (\$)
	Target %	Actual %	\$	
September 2009	95	98.15	27,696,803	28,218,635
December 2009	95	95.65	24,425,862	25,536,935
March 2010	95	97.86	21,577,648	22,049,370
June 2010	95	95.83	36,344,154	37,923,998

10.

Financial Statements

Department of Human Services

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Independent Auditor's Report

For the year ended 30 June 2010



GPO BOX 12
Sydney NSW 2001

INDEPENDENT AUDITOR'S REPORT

Department of Human Services

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the Department of Human Services (the Department), which comprises the statement of financial position as at 30 June 2010, the statement of comprehensive income, statement of changes in equity, statement of cash flows, service group statements and summary of compliance with financial directives for the year then ended, a summary of significant accounting policies and other explanatory notes for both the Department and the consolidated entity. The consolidated entity comprises the Department and the entities it controlled at the year's end or from time to time during the financial year.

Auditor's Opinion

In my opinion, the financial statements:

- present fairly, in all material respects, the financial position of the Department and the consolidated entity as at 30 June 2010, and of the financial performance for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- are in accordance with section 45E of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010

My opinion should be read in conjunction with the rest of this report.

Department Head's Responsibility for the Financial Statements

The Department Head is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Department Head, as well as evaluating the overall presentation of the financial statements.

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

My opinion does *not* provide assurance:

- about the future viability of the Department or the consolidated entity
- that they have carried out their activities effectively, efficiently and economically
- about the effectiveness of their internal controls
- on the assumptions used in formulating the budget figures disclosed in the financial statements.

Independence

In conducting this audit, the Audit Office of New South Wales has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.



M T Spriggins
Director, Financial Audit Services

20 October 2010
SYDNEY

Certification of Accounts

Department of Human Services

Department of Human Services

Certification of Accounts

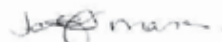
Pursuant to section 45(F) of the Public Finance and Audit Act 1983 (the Act), we state that:

- (i) The financial statements of the Department of Human Services (parent entity) and the consolidated entity comprising the department and its controlled entities' activities for the year ended 30 June 2010 have been prepared in accordance with the requirements of applicable Australian Accounting Standards (which include Australian Accounting Interpretations), the requirements of the *Public Finance and Audit Act 1983* (the Act), and its regulations and Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer under section 9(2)(n) of the Act.
- (ii) The financial statements present fairly the financial position and transactions of the department and its controlled entities.
- (iii) There are no circumstances which would render any particulars in the accounts to be misleading or inaccurate.

Mark Craig

Chief Financial Officer

19 October 2010



Jennifer Mason

Director-General

19 October 2010

Statement of Comprehensive Income

For the year ended 30 June 2010

	Notes	Parent		Consolidated	
		Actual 2010 \$'000	Budget 2010 \$'000	Actual 2010 \$'000	Budget 2010 \$'000
Expenses excluding losses					
Operating expenses					
Employee related	2(a)	1,450,740	1,140,165	1,609,415	1,304,018
Other operating expenses	2(b)	366,507	358,050	413,270	399,595
Depreciation and amortisation	2(c)	66,006	62,579	68,722	64,282
Grants and subsidies	2(d)	2,437,846	2,470,462	2,258,577	2,470,462
Finance Costs	2(e)	162	-	185	-
Total expenses excluding losses		4,321,261	4,031,256	4,350,169	4,238,357
Revenue					
Sale of goods and services	3(a)	323,927	42,955	353,444	72,160
Investment revenue	3(b)	14,047	6,362	17,324	8,522
Grants and contributions	3(c)	12,065	16,678	17,919	191,910
Other revenue	3(d)	28,116	3,912	37,789	4,117
Total Revenue		378,155	69,907	426,476	276,709
Gain/(loss) on disposal	4	(6,387)	(1,057)	(5,649)	(1,057)
Other gains/(losses)	5	(51,727)	(362)	(55,200)	(569)
Net Cost of Services	26	4,001,220	3,962,768	3,984,542	3,963,274
Government Contributions					
Recurrent appropriation (net of transfer payments)	7	3,865,197	3,865,537	3,865,197	3,865,537
Capital appropriation	7	184,244	195,285	184,244	195,285
(Asset sale proceeds transferred to the Crown Entity)		(3,678)	-	(3,678)	-
Acceptance by the Crown Entity of employee benefits and other liabilities	8	50,370	21,523	50,370	21,523
Total Government Contributions		4,096,133	4,082,345	4,096,133	4,082,345
SURPLUS / (DEFICIT) FOR THE YEAR		94,913	119,577	111,591	119,071
Other comprehensive income					
Net increase/(decrease) in property, plant and equipment asset revaluation reserve		-	-	-	-
Available for sale financial assets					
- Valuation gains/(losses)		-	-	-	-
- Transferred to surplus/(deficit) on disposal		-	-	-	-
- Actuarial gains/(losses) on superannuation funds		(29,323)	-	(32,571)	-
Net change in the asset revaluation reserve arising from a change in the restoration liability		-	-	-	-
Other comprehensive income for the year		(29,323)	-	(32,571)	-
Total comprehensive income for the year		65,590	119,577	79,020	119,071

The accompanying notes form part of these statements.

Statement of Changes in Equity

For the year ended 30 June 2010

Parent	Notes	Accumulated Funds \$'000	Asset Revaluation Reserve \$'000	Other Reserves	Total \$'000
Balance at 1 July 2009		-	-	-	-
Changes in accounting policy		-	-	-	-
Correction of errors		-	-	-	-
Restated total equity at 1 July 2009		-	-	-	-
Surplus/(Deficit) for the Year		94,913	-	-	94,913
Other comprehensive income:					
Actuarial gains/(losses) on superannuation funds		(29,323)	-	-	(29,323)
Total other comprehensive income		(29,323)	-	-	(29,323)
Total comprehensive income for the year		65,590	-	-	65,590
Transactions with owners in their capacity as owners					
Transfer on reorganisation	21	947,699	-	-	947,699
Increase/(decrease) in net assets from equity transfers	22	(452)	-	-	(452)
Balance as at 30 June 2010		1,012,837	-	-	1,012,837

Consolidated	Notes	Accumulated Funds \$'000	Asset Revaluation Reserve \$'000	Other Reserves	Total \$'000
Balance at 1 July 2009		-	-	-	-
Changes in accounting policy		-	-	-	-
Correction of errors		-	-	-	-
Restated total equity at 1 July 2009		-	-	-	-
Surplus/(Deficit) for the Year		111,591	-	-	111,591
Other comprehensive income:					
Actuarial gains/(losses) on superannuation funds		(32,571)	-	-	(32,571)
Total other comprehensive income		(32,571)	-	-	(32,571)
Total comprehensive income for the year		79,020	-	-	79,020
Transactions with owners in their capacity as owners					
Transfer on reorganisation	21	967,379	-	-	967,379
Increase/(decrease) in net assets from equity transfers	22	11,401	-	-	11,401
Balance as at 30 June 2010		1,057,800	-	-	1,057,800

The accompanying notes form part of these statements.

Statement of Financial Position

As at 30 June 2010

		Parent		Consolidated	
	Notes	Actual 2010 \$'000	Budget 2010 \$'000	Actual 2010 \$'000	Budget 2010 \$'000
ASSETS					
Current Assets					
Cash and cash equivalents	10	105,183	117,437	147,616	154,449
Receivables	11	198,546	46,146	219,556	50,632
Inventories	12	306	335	306	335
		304,035	163,918	367,478	205,416
Non-current assets held for sale	14	1,511	702	1,511	702
Total Current Assets		305,546	164,620	368,989	206,118
Non-Current Assets					
Receivables	11	30	-	30	-
Financial assets at fair value	13	-	-	15,247	13,837
Property, plant and equipment					
Land and buildings	15	896,564	932,913	902,030	933,399
Plant and equipment	15	138,777	138,591	145,428	144,981
Total Property, plant and equipment		1,035,341	1,071,504	1,047,458	1,078,380
Intangible assets	16	37,208	50,463	37,208	50,463
Total Non-Current Assets		1,072,579	1,121,967	1,099,943	1,142,680
Total Assets		1,378,125	1,286,587	1,468,932	1,348,798
LIABILITIES					
Current Liabilities					
Payables	18	106,915	83,446	115,897	92,227
Provisions	19	207,485	111,026	232,407	136,422
Other	20	1,403	7,050	1,403	7,050
Total Current Liabilities		315,803	201,522	349,707	235,699
Non-Current Liabilities					
Payables	18	-	100	-	100
Provisions	19	48,411	6,700	60,351	15,560
Other	20	1,074	8,012	1,074	8,012
Total Non-Current Liabilities		49,485	14,812	61,425	23,672
Total Liabilities		365,288	216,334	411,132	259,371
Net Assets		1,012,837	1,070,253	1,057,800	1,089,427
EQUITY					
Reserves		-	178,453	-	178,932
Accumulated funds		1,012,837	889,850	1,057,800	908,545
Amounts recognised in equity relating to assets held for sale		-	1,950	-	1,950
Total Equity		1,012,837	1,070,253	1,057,800	1,089,427

The accompanying notes form part of these statements.

Statement of Cash Flows

For the year ended 30 June 2010

	Notes	Parent		Consolidated	
		Actual	Budget	Actual	Budget
		2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES					
Payments					
Employee related		(1,410,395)	(1,091,768)	(1,568,214)	(1,255,621)
Grants and subsidies		(4,625,417)	(2,470,462)	(4,445,285)	(2,470,462)
Finance costs		-	-	-	-
Other		(412,612)	(534,642)	(484,014)	(594,563)
Total Payments		(6,448,424)	(4,096,872)	(6,497,513)	(4,320,646)
Receipts					
Sale of goods and services		332,378	42,784	364,879	71,782
Retained taxes, fees and fines		-	-	-	-
Interest received		6,124	6,233	7,990	8,393
GST Recoveries		263,475	57,801	263,475	57,801
Other		28,636	138,835	23,467	138,835
Total Receipts		630,613	245,653	659,811	276,811
Cash Flows from Government					
Recurrent appropriation		3,860,573	3,865,537	3,860,573	3,865,537
Capital appropriation		184,723	195,285	184,723	195,285
Other government grants		1,960,301	-	1,985,960	193,804
Cash reimbursements from the Crown Entity		-	-	-	-
Cash transfers to Consolidated Fund		(4,746)	(2,000)	(4,746)	(2,000)
Net Cash Flows from Government		6,000,851	4,058,822	6,026,510	4,252,626
NET CASH FLOWS FROM OPERATING ACTIVITIES	26	183,040	207,603	188,808	208,791
Proceeds from sale of land and buildings and plant and equipment		11,805	7,367	14,397	8,739
Proceeds from sale of investments		-	-	-	-
Advance repayments received		-	-	-	-
Purchases of land and buildings and plant and equipment		(186,414)	(179,432)	(190,488)	(182,432)
Purchases of investments		-	-	-	-
Advances made		-	-	-	-
Other		-	(14,513)	-	(14,513)
NET CASH FLOWS FROM INVESTING ACTIVITIES		(174,609)	(186,578)	(176,091)	(188,206)
CASH FLOWS FROM FINANCING ACTIVITIES					
Proceeds from borrowings and advances		-	-	-	-
Repaymenty of borrowings and advances		-	-	-	-
NET CASH FLOWS FROM FINANCING ACTIVITIES		-	-	-	-
NET INCREASE/(DECREASE) IN CASH		8,431	21,025	12,717	20,585
Opening cash and cash equivalents		-	96,412	-	133,864
Cash transferred in (out) as a result of reorganisation	21	96,752	-	134,204	
Cash transferred in (out) as a result of administrative restructuring	22	-	-	695	-
CLOSING CASH AND CASH EQUIVALENTS	10	105,183	117,437	147,616	154,449

The accompanying notes form part of these statements.

Consolidated Services Group Statement

For the year ended 30 June 2010

Supplementary Financial Statements

	Community Services	Ageing and Disability	Juvenile Justice	Aboriginal Affairs	Aboriginal Housing Office Group of Staff *	Housing NSW *	NSW Businesslink *	Home Care *	Home Care Service Group *	John Williams Trust *	Eliminations	Total
	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income												
Expenses excluding losses												
Operating expenses												
Employee related	400,355	627,156	132,003	11,612	6,683	212,495	60,676	147,223	158,676	-	(147,464)	1,609,415
Other operating expenses	154,357	176,794	29,934	6,093	-	8	40	52,501	-	-	(6,457)	413,270
Depreciation and amortisation	26,766	27,179	11,754	306	-	-	-	2,448	-	268	1	68,722
Grants and subsidies	974,527	1,447,116	7,394	13,092	-	-	-	-	-	-	(183,552)	2,258,577
Finance Costs	-	124	38	-	-	-	-	23	-	-	-	185
Total Expenses excluding losses	1,556,005	2,278,369	181,123	31,103	6,683	212,503	60,716	202,195	158,676	268	(337,472)	4,350,169
Revenue												
Sales of goods and services	3,083	37,467	-	-	7,564	212,503	63,941	29,517	147,224	-	(147,855)	353,444
Investment revenue	2,051	11,405	459	108	-	-	24	3,186	-	90	1	17,324
Grants and contributions	2,867	740	4,104	4,592	-	-	3,182	185,124	-	-	(182,690)	17,919
Other revenue	7,168	18,768	3,259	61	-	-	52	596	14,814	-	(6,929)	37,789
Total Revenue	15,169	68,380	7,822	4,761	7,564	212,503	67,199	218,423	162,038	90	(337,473)	426,476
(Gain)/loss on disposal of non-current assets	6,709	(428)	105	-	-	-	-	(754)	-	16	1	5,649
Other (Gains)/Losses	-	103	-	-	-	-	-	(64)	114	-	55,047	55,200
Net Cost of Services	1,547,545	2,209,664	173,406	26,342	(881)	-	(6,483)	(17,046)	(3,248)	194	55,049	3,984,542
Government contributions	1,542,689	2,348,936	179,038	25,469							1	4,096,133
SURPLUS/(DEFICIT) FOR THE YEAR	(4,856)	139,272	5,632	(873)	881	-	6,483	17,046	3,248	(194)	(55,049)	111,591
Other Comprehensive Income												
Increase/(decrease) in asset revaluation reserve	221	(57,012)	5,167	-	-	-	-	-	-	(3,422)	55,046	-
Actuarial gains/(losses) on superannuation funds	-	-	-	-	(881)	(21,959)	(6,483)	-	(3,248)	-	-	(32,571)
Other (specify)	-	-	-	-	-	-	-	-	-	-	-	-
Total Other Comprehensive Income	221	(57,012)	5,167	-	(881)	(21,959)	(6,483)	-	(3,248)	(3,422)	55,046	(32,571)
TOTAL COMPREHENSIVE INCOME	(4,635)	82,260	10,799	(873)	-	(21,959)	-	17,046	-	(3,616)	(3)	79,020

*As these agencies are not budget dependent agencies they do not have individual program statements.

Consolidated Services Group Statement

For the year ended 30 June 2010 (continued)

Supplementary Financial Statements

Agency's Assets and Liabilities	Community Services	Ageing and Disability	Juvenile Justice	Aboriginal Affairs	Aboriginal Housing Office Group of Staff *	Housing NSW *	NSW Businesslink *	Home Care *	Home Care Service Group *	John Williams Trust *	Eliminations	Total
	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Current Assets												
Cash and cash equivalents	21,980	66,016	13,733	2,898	-	-	555	39,573	-	2,861		147,616
Receivables	14,294	40,425	2,587	1,110	5,810	88,870	45,449	20,897	38,977	70	(38,933)	219,556
Inventories	-	306	-	-	-	-	-	-	-	-		306
Financial assets at fair value	-	-	-	-	-	-	-	-	-	-		-
	36,274	106,747	16,320	4,008	5,810	88,870	46,004	60,470	38,977	2,931	(38,933)	367,478
Non-current assets held for sale	-	1,511	-	-	-	-	-	-	-	-	-	1,511
Total Current Assets	36,274	108,258	16,320	4,008	5,810	88,870	46,004	60,470	38,977	2,931	(38,933)	368,989
Non-Current Assets												
Receivables	-	-	30	-	-	-	-	-	-	-		30
Financial assets at fair value	-	-	-	-	-	-	-	15,247	-	-		15,247
Property, plant and equipment	-											
Land and buildings	25,239	640,455	230,872	-	-	-	-	457	-	5,010	(3)	902,030
Plant and equipment	65,591	62,084	10,718	382	-	-	-	6,357	-	296		145,428
Total property, plant and equipment	90,830	702,539	241,590	382	-	-	-	6,814	-	5,306	(3)	1,047,458
Intangible assets	14,055	16,795	6,306	52	-	-	-	-	-	-		37,208
Total Non-Current Assets	104,885	719,334	247,926	434	-	-	-	22,061	-	5,306	(3)	1,099,943
Total Assets	141,159	827,592	264,246	4,442	5,810	88,870	46,004	82,531	38,977	8,237	(38,936)	1,468,932
Current Liabilities												
Payables	33,355	33,492	7,083	1,311	98	30,289	1,277	44,475	3,444	-	(38,927)	115,897
Borrowings	-	-	-	-	-	-	-	-	-	-		-
Provisions	44,204	57,107	12,056	1,496	1,732	70,752	20,141	514	24,407	-	(2)	232,407
Other	473	738	130	63	-	-	-	-	-	-	(1)	1,403
Total Current Liabilities	78,032	91,337	19,269	2,870	1,830	101,041	21,418	44,989	27,851	-	(38,930)	349,707
Non-Current Liabilities												
Payables	-	-	-	-	-	-	-	-	-	-	-	-
Borrowings	-	-	-	-	-	-	-	-	-	-		-
Provisions	3,389	5,824	840	6	3,980	9,787	24,586	816	11,126	-	(3)	60,351
Other	-	1,061	-	13	-	-	-	-	-	-	-	1,074
Total Non-Current Liabilities	3,389	6,885	840	19	3,980	9,787	24,586	816	11,126	-	(3)	61,425
Total Liabilities	81,421	98,222	20,109	2,889	5,810	110,828	46,004	45,805	38,977	-	(38,933)	411,132
Net Assets	59,738	729,370	244,137	1,553	-	(21,958)	-	36,726	-	8,237	(3)	1,057,800

*As these agencies are not budget dependent agencies they do not have individual program statements.

Community Services Service Group Statements

For the year ended 30 June 2010

Supplementary Financial Statements

	Service Group 1 2010 \$'000	Service Group 2 2010 \$'000	Service Group 3 2010 \$'000	Service Group 4 2010 \$'000	Not Attributable 2010 \$'000	Total 2010 \$'000
Income						
Expenses excluding losses						
Operating expenses						
Employee related	8,728	64,898	216,992	109,737		400,355
Other operating expenses	3,365	25,021	83,661	42,310		154,357
Depreciation and amortisation	583	4,339	14,506	7,338		26,766
Grants and subsidies	182,609	220,126	88,788	483,004		974,527
Total Expenses excluding losses	195,285	314,384	403,947	642,389	-	1,556,005
Revenue						
Sales of goods and services	989	1,548	363	183		3,083
Investment revenue	45	332	1,112	562		2,051
Grants and contributions	1,806	326	511	224		2,867
Other revenue	103	773	4,395	1,897		7,168
Total Revenue	2,943	2,979	6,381	2,866	-	15,169
(Gain)/loss on disposal of non-current assets	146	1,088	3,636	1,839		6,709
Other (Gains)/Losses						-
Net Cost of Services	192,488	312,493	401,202	641,362	-	1,547,545
Government contributions					1,542,689	1,542,689
SURPLUS/(DEFICIT) FOR THE YEAR	(192,488)	(312,493)	(401,202)	(641,362)	1,542,689	(4,856)
Other Comprehensive Income						
Increase/(decrease) in asset revaluation reserve	5	36	120	60		221
Other (specify)						
Total Other Comprehensive Income	5	36	120	60	-	221
TOTAL COMPREHENSIVE INCOME	(192,483)	(312,457)	(401,082)	(641,302)	1,542,689	(4,635)

Community Services Service Group Statements

For the year ended 30 June 2010 (continued)

Supplementary Financial Statements

	Service Group 1 2010 \$'000	Service Group 2 2010 \$'000	Service Group 3 2010 \$'000	Service Group 4 2010 \$'000	Not Attributable 2010 \$'000	Total 2010 \$'000
Liabilities						
Current Assets						
Cash and cash equivalents	-	-	-	-	21,980	21,980
Receivables	2,748	3,530	3,266	4,750	-	14,294
Inventories	-	-	-	-	-	-
Financial assets at fair value	-	-	-	-	-	-
Total Current Assets	2,748	3,530	3,266	4,750	21,980	36,274
Non-Current Assets						
Receivables	-	-	-	-	-	-
Financial assets at fair value	-	-	-	-	-	-
Property, plant and equipment						
Land and buildings	550	4,091	13,680	6,918	-	25,239
Plant and equipment	1,430	10,633	35,549	17,979	-	65,591
Total property, plant and equipment	1,980	14,724	49,229	24,897	-	90,830
Intangible assets	306	2,278	7,619	3,852	-	14,055
Total Non-Current Assets	2,286	17,002	56,848	28,749	-	104,885
Total Assets	5,034	20,532	60,114	33,499	21,980	141,159
Current Liabilities						
Payables	467	3,475	11,621	17,792	-	33,355
Borrowings	-	-	-	-	-	-
Provisions	964	7,165	23,959	12,116	-	44,204
Other	10	77	256	130	-	473
	1,441	10,717	35,836	30,038	-	78,032
Liabilities associated with assets held for sale	-	-	-	-	-	-
Total Current Liabilities	1,441	10,717	35,836	30,038	-	78,032
Non-Current Liabilities						
Payables	-	-	-	-	-	-
Borrowings	-	-	-	-	-	-
Provisions	74	550	1,837	928	-	3,389
Total Non-Current Liabilities	74	550	1,837	928	-	3,389
Total Liabilities	1,515	11,267	37,673	30,966	-	81,421
Net Assets	3,519	9,265	22,441	2,533	21,980	59,738

Ageing, Disability and Home Care Service Group Statements

For the year ended 30 June 2010

Supplementary Financial Statements

	Service Group 1 2010 \$'000	Service Group 2 2010 \$'000	Service Group 3 2010 \$'000	Service Group 4 2010 \$'000	Not Attributable 2010 \$'000	Total 2010 \$'000
Income						
Expenses excluding losses						
Operating expenses						
Employee related	71,741	106,715	448,700			627,156
Other operating expenses	32,732	24,881	119,305			176,918
Depreciation and amortisation	5,663	1,573	19,943			27,179
Grants and subsidies	762,281	167,233	517,602			1,447,116
Total Expenses excluding losses	872,417	300,402	1,105,550	-	-	2,278,369
Revenue						
Sales of goods and services	366	-	37,101			37,467
Investment revenue	4,099	2,752	4,554			11,405
Grants and contributions	560	-	180			740
Other revenue	9,131	1,110	8,527			18,768
Total Revenue	14,156	3,862	50,362	-	-	68,380
(Gain)/loss on disposal of non-current assets	-	-	(428)			(428)
Other (Gains)/Losses	-	-	103			103
Net Cost of Services	858,261	296,540	1,054,863	-	-	2,209,664
Government contributions					2,348,936	2,348,936
SURPLUS / (DEFICIT) FOR THE YEAR	(858,261)	(296,540)	(1,054,863)	-	2,348,936	139,272
Other Comprehensive Income						
Increase/(decrease) in asset revaluation reserve	(9,122)	(2,280)	(45,610)	-	-	(57,012)
Other (specify)	-	-	-			
Total Other Comprehensive Income	(9,122)	(2,280)	(45,610)	-	-	(57,012)
TOTAL COMPREHENSIVE INCOME	(867,383)	(298,820)	(1,100,473)	-	2,348,936	82,260

Ageing, Disability and Home Care Service Group Statements

For the year ended 30 June 2010 (continued)

Supplementary Financial Statements

Agency's Assets and Liabilities	Service Group 1 2010 \$'000	Service Group 2 2010 \$'000	Service Group 3 2010 \$'000	Service Group 4 2010 \$'000	Not Attributable 2010 \$'000	Total 2010 \$'000
Current Assets						
Cash and cash equivalents	25,642	8,859	31,515	-	-	66,016
Receivables	16,165	3,383	20,877	-	-	40,425
Inventories	-	-	306	-	-	306
Financial assets at fair value	-	-	-	-	-	-
	41,807	12,242	52,698	-	-	106,747
Non-current assets held for sale	-	-	1,511	-	-	1,511
Total Current Assets	41,807	12,242	54,209	-	-	108,258
Non-Current Assets						
Receivables	-	-	-	-	-	-
Financial assets at fair value	-	-	-	-	-	-
Property, plant and equipment						
Land and buildings	102,473	25,618	512,364	-	-	640,455
Plant and equipment	9,934	2,483	49,667	-	-	62,084
Total property, plant and equipment	112,407	28,101	562,031	-	-	702,539
Intangible assets	8,817	2,939	5,039	-	-	16,795
Total Non-Current Assets	121,224	31,040	567,070	-	-	719,334
Total Assets	163,031	43,282	621,279	-	-	827,592
Current Liabilities						
Payables	5,667	4,932	22,893	-	-	33,492
Borrowings	-	-	-	-	-	-
Provisions	6,668	9,866	40,573	-	-	57,107
Other	320	202	216	-	-	738
Total Current Liabilities	12,655	15,000	63,682	-	-	91,337
Non-Current Liabilities						
Payables	-	-	-	-	-	-
Borrowings	-	-	-	-	-	-
Provisions	1,514	1,919	2,391	-	-	5,824
Other	295	370	396	-	-	1,061
Total Non-Current Liabilities	1,809	2,289	2,787	-	-	6,885
Total Liabilities	14,464	17,289	66,469	-	-	98,222
Net Assets	148,567	25,993	554,810	-	-	729,370

Juvenile Justice Service Group Statements

For the year ended 30 June 2010

Supplementary Financial Statements

	Service Group 1 2010 \$'000	Service Group 2 2010 \$'000	Service Group 3 2010 \$'000	Service Group 4 2010 \$'000	Not Attributable 2010 \$'000	Total 2010 \$'000
Income						
Expenses excluding losses						
Operating expenses						
Employee related	3,960	36,829	91,214	-	-	132,003
Other operating expenses	898	8,352	20,684	-	-	29,934
Depreciation and amortisation	158	1,007	10,589	-	-	11,754
Grants and subsidies	-	6,581	813	-	-	7,394
Finance Costs	-	-	-	-	38	38
Total Expenses excluding losses	5,016	52,769	123,300	-	38	181,123
Revenue						
Sales of goods and services	-	-	-	-	-	-
Investment revenue	-	-	-	-	459	459
Grants and contributions	-	3,653	451	-	-	4,104
Other revenue	38	152	704	-	2,365	3,259
Total Revenue	38	3,805	1,155	-	2,824	7,822
(Gain)/loss on disposal of non-current assets	-	-	105	-	-	105
Other (Gains)/Losses	-	-	-	-	-	-
Net Cost of Services	4,978	48,964	122,250	-	(2,786)	173,406
Government contributions					179,038	179,038
SURPLUS/(DEFICIT) FOR THE YEAR	(4,978)	(48,964)	(122,250)	-	181,824	5,632
Other Comprehensive Income						
Increase/(decrease) in asset revaluation reserve	-	-	5,167	-	-	5,167
Other (specify)						
Total Other Comprehensive Income	-	-	5,167	-	-	5,167
TOTAL COMPREHENSIVE INCOME	(4,978)	(48,964)	(117,083)	-	181,824	10,799

Juvenile Justice Service Group Statements

For the year ended 30 June 2010 (continued)

Supplementary Financial Statements

Agency's Assets and Liabilities	Service Group 1 2010 \$'000	Service Group 2 2010 \$'000	Service Group 3 2010 \$'000	Service Group 4 2010 \$'000	Not Attributable 2010 \$'000	Total 2010 \$'000
Current Assets						
Cash and cash equivalents	-	-	-	-	13,733	13,733
Receivables	2	7	181	-	2,397	2,587
Inventories	-	-	-	-	-	-
Financial assets at fair value	-	-	-	-	-	-
Total Current Assets	2	7	181	-	16,130	16,320
Non-Current Assets						
Receivables	-	-	-	-	30	30
Financial assets at fair value	-	-	-	-	-	-
Property, plant and equipment	-	-	-	-	-	-
Land and buildings	-	-	191,398	-	39,474	230,872
Plant and equipment	1,506	14,004	34,682	-	(39,474)	10,718
Total property, plant and equipment	1,506	14,004	226,080	-	-	241,590
Intangible assets	287	1,858	4,161	-	-	6,306
Total Non-Current Assets	1,793	15,862	230,241	-	30	247,926
Total Assets	1,795	15,869	230,422	-	16,160	264,246
Current Liabilities						
Payables	201	1,874	5,008	-	-	7,083
Borrowings	-	-	-	-	-	-
Provisions	347	3,228	7,996	-	485	12,056
Other	-	-	-	-	130	130
	548	5,102	13,004	-	615	19,269
Liabilities associated with assets held for sale	-	-	-	-	-	-
Total Current Liabilities	548	5,102	13,004	-	615	19,269
Non-Current Liabilities						
Payables	-	-	-	-	-	-
Borrowings	-	-	-	-	-	-
Provisions	3	25	62	-	750	840
Total Non-Current Liabilities	3	25	62	-	750	840
Total Liabilities	551	5,127	13,066	-	1,365	20,109
Net Assets	1,244	10,742	217,356	-	14,795	244,137

Aboriginal Affairs Service Group Statements

For the year ended 30 June 2010

Supplementary Financial Statements

	Service Group 1 2010 \$'000	Service Group 2 2010 \$'000	Service Group 3 2010 \$'000	Service Group 4 2010 \$'000	Not Attributable 2010 \$'000	Total 2010 \$'000
Income						
Expenses excluding losses						
Operating expenses						
Employee related	5,234	6,378				11,612
Other operating expenses	2,716	3,377				6,093
Depreciation and amortisation	306	-				306
Grants and subsidies	1,810	11,282				13,092
Total Expenses excluding losses	10,066	21,037	-	-	-	31,103
Revenue						
Sales of goods and services						-
Investment revenue	43	65				108
Grants and contributions	-	4,592				4,592
Other revenue	29	32				61
Total Revenue	72	4,689	-	-	-	4,761
(Gain) / loss on disposal of						
non-current assets						-
Other (Gains) / Losses						-
Net Cost of Services	9,994	16,348	-	-	-	26,342
Government contributions					25,469	25,469
SURPLUS/(DEFICIT) FOR THE YEAR	(9,994)	(16,348)			25,469	(873)
Other Comprehensive Income						
Increase/(decrease) in asset revaluation reserve						
Other (specify)						
Total Other Comprehensive Income	-	-	-	-	-	-
TOTAL COMPREHENSIVE INCOME	(9,994)	(16,348)	-	-	25,469	(873)

Aboriginal Affairs

Service Group Statements

For the year ended 30 June 2010 (continued)

Supplementary Financial Statements

Agency's Assets and Liabilities	Service Group 1 2010 \$'000	Service Group 2 2010 \$'000	Service Group 3 2010 \$'000	Service Group 4 2010 \$'000	Not Attributable 2010 \$'000	Total 2010 \$'000
Current Assets						
Cash and cash equivalents	-	-	-	-	2,898	2,898
Receivables	339	771	-	-	-	1,110
Inventories	-	-	-	-	-	-
Financial assets at fair value	-	-	-	-	-	-
Total Current Assets	339	771	-	-	2,898	4,008
Non-Current Assets						
Receivables	-	-	-	-	-	-
Financial assets at fair value	-	-	-	-	-	-
Property, plant and equipment						
Land and buildings	-	-	-	-	-	-
Plant and equipment	382	-	-	-	-	382
Total property, plant and equipment	382	-	-	-	-	382
Intangible assets	52	-	-	-	-	52
Total Non-Current Assets	434	-	-	-	-	434
Total Assets	773	771	-	-	2,898	4,442
Current Liabilities						
Payables	449	862	-	-	-	1,311
Borrowings	-	-	-	-	-	-
Provisions	668	828	-	-	-	1,496
Other	15	23	-	-	25	63
	1,132	1,713	-	-	25	2,870
Liabilities associated with assets held for sale	-	-	-	-	-	-
Total Current Liabilities	1,132	1,713	-	-	25	2,870
Non-Current Liabilities						
Payables	-	-	-	-	-	-
Borrowings	-	-	-	-	-	-
Provisions	3	3	-	-	-	6
Other	5	8	-	-	-	13
Total Non-Current Liabilities	8	11	-	-	-	19
Total Liabilities	1,140	1,724	-	-	25	2,889
Net Assets	(367)	(953)	-	-	2,873	1,553

Department of Human Services

Summary of Compliance with Financial Directives

Supplementary Financial Statements

	Parent				Consolidated			
	Recurrent Appropriation	Expenditure/ Net Claim on Consolidated Fund	Capital Appropriation	Expenditure/ Net Claim on Consolidated Fund	Recurrent Appropriation	Expenditure/ Net Claim on Consolidated Fund	Capital Appropriation	Expenditure/ Net Claim on Consolidated Fund
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
ORIGINAL BUDGET APPROPRIATION/EXPENDITURE								
- Appropriation Act	-	-	-	-	-	-	-	-
- Additional Appropriations	4,362	3,768	250	250	4,362	3,768	250	250
- S21A PF&AA - special appropriation	238	238	-	-	238	238	-	-
- S24 PF&AA - transfer of functions between Departments	5,818,268	5,803,614	195,285	186,634	5,818,268	5,803,614	195,285	186,634
- S26 PF&AA - Commonwealth Specific Purpose Payments	6,731	6,473	-	-	6,731	6,473	-	-
	5,829,599	5,814,093	195,535	186,884	5,829,599	5,814,093	195,535	186,884
OTHER APPROPRIATIONS/ EXPENDITURE								
- Treasurer's Advance	3,858	3,858	(2,069)	(2,069)	3,858	3,858	(2,069)	(2,069)
- Section 28 Appropriation Act - transfers from another agency	-	-	-	-	-	-	-	-
- Transfers to/from another Agency (s31 of the Appropriation Act)	36,323	20,899	-	-	36,323	20,899	-	-
- Other adjustments	(13,373)	(13,352)	-	-	(13,373)	(13,352)	-	-
	26,808	11,405	(2,069)	(2,069)	26,808	11,405	(2,069)	(2,069)
Total Appropriations/ Expenditure/Net Claim on Consolidated Fund (includes transfer payments)	5,856,407	5,825,498	193,466	184,815	5,856,407	5,825,498	193,466	184,815
Amount drawn down against Appropriation	-	5,825,657	-	184,872	-	5,825,657	-	184,872
Liability to Consolidated Fund *	-	159	-	628	-	159	-	628

*The Liability to Consolidated Fund represents the difference between the "Amount drawn down against Appropriation" and the "Total Expenditure/Net claim on Consolidated Fund".

The summary of compliance is based on the assumption that Consolidated Fund monies are spent first (except where otherwise identified or prescribed).

Notes to the Financial Statements

For the year ended 30 June 2010

Note 1: Summary of Significant Accounting Policies

a) Administrative restructure

On 1 July 2009, the Department of Human Services (DHS) was created as a result of the *Public Sector Employment and Management (Departmental Amalgamations) Order 2009* from the following former departments:

- Department of Aboriginal Affairs
- Aboriginal Housing Office Group of Staff
- Department of Ageing, Disability and Home Care
- Department of Community Services
- Housing NSW
- Department of Juvenile Justice

In addition, Department of Service, Technology and Administration employees who provided employee related services to NSWbusinesslink were transferred DHS.

The comparative statements of comprehensive income and details of assets and liabilities transferred from these former departments are provided in Note 21. Other than these, no other comparative information is provided as this is the first financial year for the DHS.

This administrative restructure is considered to be a contribution by owners and therefore brought to account as an adjustment to Accumulated Funds. The transfers are recognised at the amount at which the assets and liabilities were recognised by the former departments prior to the restructure. The transferred amounts approximate fair value.

b) Reporting entity

DHS, as a reporting entity, comprises all entities under its control, namely the Home Care Service of NSW (HCS), which administers and comes under the *Home Care Service Act (1988)* and the *John Williams Memorial Charitable Trust*.

In the process of preparing the consolidated financial statements for the economic entity consisting of the controlling and controlled entity, all inter-entity transactions and balances have been eliminated.

DHS is a NSW government department. DHS is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

The consolidated financial statements for the year ended 30 June 2010 have been authorised for issue by the Director-General, on 12 October, 2010.

c) Basis of preparation

DHS' financial statements are general purpose financial statements which have been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations) and other authoritative pronouncements of the Australian Accounting Standards Board.;
- the requirements of *Public Finance and Audit Act 1983* and Regulation; and
- the Financial Reporting Directions published in the Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer.

Property, plant and equipment, investment properties, assets (or disposal groups) held for sale and financial assets at "fair value through profit and loss" are measured at fair value. Other financial statement items are prepared under the historical cost convention.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian dollars.

d) Principles of consolidation

The parent entity's financial statements have been prepared by aggregating the transactions and balances of all the divisions that comprise DHS, being the Department of Human Services. Where applicable, inter-entity transactions have been eliminated at the parent entity level.

The consolidated entity's financial statements have been prepared by consolidating the parent entity's results plus the results of each controlled entity from the date DHS obtains control and until such time as it ceases to control the entity

All inter-entity balances and transactions are eliminated.

The Parent Entity contains the following divisions (former departments):

- Aboriginal Affairs, NSW
- Aboriginal Housing Office Group of Staff
- Ageing, Disability and Home Care NSW
- Community Services, NSW
- Housing NSW
- Juvenile Justice NSW
- NSWbusinesslink NSW

The Consolidated Entity contains the following entities:

- Parent entity
- Home Care Services NSW
- Home Care Service Division
- John Williams Trust

e) Statement of Compliance

The consolidated and parent entity financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

f) Insurance

DHS' insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The premium, which is expensed, is determined by the Fund Manager based on past claim experience.

g) Accounting for the Goods and Services Tax (GST)

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

- i) the GST incurred by DHS as a purchaser, which is not recoverable from the Australian Taxation Office (ATO), is recognised as part of the asset acquisition cost or as additional cost of an expense item;
- ii) receivables and payables are reported at the GST inclusive amounts.

Cash flows are reported in the Statement of Cash Flows on a GST inclusive basis under the appropriate cash flow category. However, GST receivable from or payable to the ATO relating to cash flows arising from investing and financing activities is classified as operating cash flows.

h) Income recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Accounting policies on recognition of specific types of income are discussed below:

i) Parliamentary appropriations, grants and contributions

Except as specified below, parliamentary appropriations, grants and contributions from other bodies are recognised as income when DHS obtains control over the assets comprising the appropriations, grants or contributions. Control is normally obtained when cash is received.

- Unspent Consolidated Fund appropriations are recognised as liabilities rather than income. The authority to spend the appropriation received lapses and any unspent amount must be repaid to Consolidated Fund.

This liability to Consolidated Fund is disclosed in Note 20 "Current liabilities – other" and will be extinguished during the next financial year by repaying the amount to Consolidated Fund.

ii) Sale of goods

Proceeds from the sale of goods are recognised as revenue when DHS transfers significant risks and rewards of ownership of the goods sold to the purchaser.

iii) Rendering of services

Revenue is recognised when DHS completes the rendering of services. When services are rendered in stages, revenue equivalent to the value of the services rendered based on labour hours spent, is recognised progressively as each stage is completed.

Income arising from the provision of personnel services is recognised when the services are provided and only to the extent that the associated recoverable expenses recognised.

iv) Investment revenue

- *Interest*
Interest is recognised as revenue as it accrues, using the effective interest method as set out in *AASB 139 Financial Instruments: Recognition and Measurement*.
- *Rent*
Rent is recognised as revenue on a straight line basis over the term of the lease and in accordance with *AASB 117 Leases*.

i) Assets

i) Acquisition of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by DHS. Cost is the amount of cash or cash equivalents paid or the fair value of other consideration given to acquire the assets at the time they are acquired or constructed, or where applicable, the amount attributed to the assets when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition. Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

As a result of the administrative restructure effective 1 July 2009 (see Note 1 (a)), the net assets of former departments which were abolished, were transferred to DHS. These transfers are considered equity transfers and are brought to account in accordance with the accounting policy on "Equity Transfers" (see Note (1) (k)).

Where the payment for an asset is deferred beyond normal credit terms, the cost of the asset is the cash price equivalent. The deferred payment amount is effectively discounted at an asset-specific rate.

Notes to the Financial Statements

For the year ended 30 June 2010

ii) Capitalisation thresholds

Property, plant and equipment and intangible assets costing \$5,000 or more individually are capitalised.

When property, plant and equipment and intangible assets form part of a network, the cost of individual assets comprising the network are aggregated when applying the capitalisation threshold of \$5,000 or more. Once the \$5,000 capitalisation threshold is reached, further asset acquisitions that form part of the network are capitalised regardless of the amount.

iii) Revaluation of Property, Plant and Equipment

Physical non-current assets are valued in accordance with NSW Treasury's Policy Paper TPP 07 – 1 *Valuation of Physical Non-Current Assets at Fair Value*. This policy adopts fair value in accordance with AASB 116 *Property, Plant and Equipment*.

Where there are no feasible alternative uses for property, plant and equipment in the existing natural, legal, financial and socio-political environment, these assets are measured on an existing use basis. However, in limited circumstances where there are feasible alternative uses, property, plant and equipment is valued at their highest and best use.

Fair value of property, plant and equipment is determined based on the best available market evidence, including current market selling prices for the same or similar assets. Where there is no available market evidence, fair value is measured at the asset's buying price, the best indicator of which is depreciated replacement cost.

DHS revalues each class of property, plant and equipment at least every five years or with sufficient regularity to ensure that the carrying amount of every asset in each asset class does not materially differ from its fair value at reporting date. The last revaluation was completed 30 June 2010 and was based on an independent assessment.

Non-specialised assets with short useful lives are measured at depreciated historical cost, as a surrogate for fair value.

When revaluing property, plant and equipment by reference to the current price for an asset newer than that being revalued (adjusted to reflect present condition of the asset); the gross amount and the related accumulated depreciation of the asset are separately restated. Otherwise, the accumulated depreciation balance at the date of revaluation is credited to the related asset account. The resulting net balance in the asset account is increased or decreased by recognising a revaluation increment or decrement.

As DHS is a not-for-profit entity, the revaluation increment or decrement relating to individual assets within an asset class are offset against one another within that asset class, but not against assets in a different asset class.

The revaluation decrement relating to an asset class is first offset against the existing credit balance in the Asset Revaluation Reserve account for that asset class. The remaining balance is recognised as an expense in the surplus/(deficit) reported in the Statement of Comprehensive Income.

The revaluation increment relating to an asset class where a revaluation decrement has been recognised as an expense in prior years, is first used to reverse the previously recognised expense by recognising a revenue in the surplus/(deficit) reported in the Statement of Comprehensive Income. The remaining balance is directly credited to the Asset Revaluation Reserve account.

When a previously revalued asset is disposed of, any remaining balance in the asset revaluation reserve pertaining to that asset is transferred to Accumulated Funds.

iv) Impairment of property, plant and equipment

As a not-for-profit entity with no cash generating units, DHS is effectively exempted from AASB 136 *Impairment of Assets* and impairment testing. This is because AASB 136 modifies the recoverable amount test to the higher of fair value less cost to sell and depreciated replacement cost. This means that for an asset already measured at fair value, impairment can only arise if selling costs are material. Selling costs are regarded as immaterial.

v) Depreciation

Property, plant and equipment, other than land and certain heritage assets are depreciated on a straight line basis, so as to write off the depreciable amount of each asset over its useful life.

The policy not to depreciate heritage assets is reviewed annually on the basis that heritage assets may not have limited useful lives because appropriate curatorial and preservation policies are adopted by DHS.

All material separately identifiable components of assets are depreciated over their shorter useful lives.

The estimated useful lives of DHS' depreciable assets are:

Asset Class	Estimated Useful Life
Buildings and infrastructure	40 years
Motor vehicles	4 to 7 years
Plant, furniture and equipment – general and commercial	4 to 7 years
Plant, furniture and equipment – industrial	20 years
Leasehold improvements	Shorter of estimated useful life of improvements and term of the lease

vi) Major inspection costs

The labour cost of performing major inspection for faults is recognised in the carrying amount of an asset as a replacement of a part, when the recognition criteria are satisfied.

vii) Restoration costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of the asset, to the extent that it is recognised as a liability by DHS. A liability is recognised when DHS has a legal or constructive obligation to restore the asset.

viii) Maintenance

Day-to-day servicing and maintenance costs are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated.

ix) Leased assets

A distinction is made between finance leases, which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

DHS has not entered into any finance lease arrangements.

Operating lease payments are recognised in the surplus/(deficit) reported in the Statement of Comprehensive Income in the periods in which they are incurred.

x) Intangible assets

DHS recognises intangible assets only if it is probable that future economic benefits will flow to DHS and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at acquisition date.

All research costs are expensed. Development costs are only capitalised when certain criteria are met.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for DHS' intangible assets, they are carried at cost less accumulated amortisation.

The useful lives of intangible assets are assessed to be finite. DHS' intangible assets are amortised using the straight line method over a period of four to seven years.

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than the intangible asset's carrying amount, the carrying amount is reduced to the recoverable amount. The reduction in value is recognised as an impairment loss.

Notes to the Financial Statements

For the year ended 30 June 2010

xi) Receivables

Receivables are non-derivative financial assets with fixed or determinable payments which are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the cost or the face value of the underlying transaction. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of the receivables.

Short term receivables with no stated interest rate are measured at the original amount charged as the effect of discounting is considered to be immaterial.

An allowance for impairment of receivables is established when there is objective evidence that DHS will not be able to collect all amounts due. Changes in the value of receivables are recognised in the surplus/(deficit) reported in the Statement of Comprehensive Income, during the period in which the impairment is recognised or derecognised.

Uncollectible amounts are recognised as bad debts and written off when the following requirements of Treasurer's Directions 450.05 *Recovery of Debts to the State* are met:

- a) the debtor cannot be located;
- a) it is uneconomic to finalise recovery action due to the relatively small value of the debt;
- a) the medical, financial or domestic circumstances of a particular debtor do not warrant the taking of further recovery action; or
- a) legal proceedings through the courts have proved, or legal advice indicates that recovery action would prove unsuccessful.

xii) Inventories

Inventories held for distribution are stated at cost, adjusted when applicable, for any loss of service potential. A loss of service potential arises when existing current replacement costs are lower than the carrying amount of the inventories. Current replacement cost is the cost DHS would incur to acquire the asset.

Cost is calculated using the weighted average or "first-in first-out" method.

The cost of inventories acquired at no cost or for nominal consideration is the current replacement cost at the date of acquisition.

xiii) Investments

Investments are initially recognised at fair value. In the case of investments not at fair value through profit or loss, fair value includes transaction costs. DHS determines classification of its financial assets after initial recognition and when allowed and appropriate, re-evaluates this at each financial year end.

The TCorp Hour-Glass Investment Facilities are designated "at fair value through profit or loss" using the second leg of the fair value option. These financial assets are managed and their performance is evaluated on a fair value basis by DHS' Budget and Finance Committee on a continual basis. Information about the performance of these assets, including performance against industry benchmarks for each class of investment is provided internally on a monthly basis to the DHS key management personnel including the Budget and Finance Committee for their endorsement of the investment strategy. Gains or losses on these assets are recognised in the Statement of Comprehensive Income.

The movement in the fair value of the Hour-Glass Investment Facilities incorporates distributions received as well as unrealised movements in fair value and is recognised in the surplus/(deficit) reported in the Statement of Comprehensive Income as "Investment Revenue".

xiv) Impairment of financial assets

All financial assets, except those measured at fair value through profit and loss, are subject to an annual review for impairment. An allowance for impairment is established when there is objective evidence that DHS will not be able to collect all amounts due.

For financial assets carried at amortised cost, the amount of the allowance is the difference between the asset's carrying amount and the present value of the estimated future cash flows, discounted at the effective interest rate. The amount of impairment loss is recognised in the surplus/(deficit) reported in the Statement of Comprehensive Income. Where there is objective evidence, reversals of previously recognised impairment losses are reversed in the surplus/(deficit) for the year. Reversals of impairment losses on financial assets carried at amortised cost cannot result in a carrying amount that exceeds what the carrying amount would have been had there not been an impairment loss.

xv) De-recognition of financial assets and financial liabilities

Financial assets are de-recognised when the contractual rights to the cash flows from the financial assets expire; or if DHS transfers the financial assets:

- where substantially all the risks and rewards have been transferred or
- where DHS has not transferred substantially all the risks and rewards, but control has not been retained

Where DHS has neither transferred or retained substantially all the risks and rewards or transferred control, financial assets are recognised only to the extent of DHS' involvement in the financial assets.

Financial liabilities are de-recognised when the obligations specified in the contract are discharged, cancelled or expire.

xvi) Non-current assets held for sale

DHS has certain non-current assets classified as held for sale, where their carrying amount will be recovered principally through a sale transaction, not through continuing use. Non-current assets held for sale are recognised at the lower of carrying amount and fair value less costs to sell.

These assets are not depreciated while they are classified as held for sale.

xviii) Trust funds

DHS receives monies in a trustee capacity for various Trusts as set out in Note 27. As the Department performs only a custodial role in respect of these monies and because the monies cannot be used for the achievement of DHS' own objectives, these funds are not recognised in the financial statements.

xix) Other assets

Other assets are recognised on a cost basis.

j) Liabilities**i) Payables**

Payables represent liabilities for goods and services provided to DHS and are recognised initially at fair value, usually based on the cost or face value of the underlying transaction. Subsequent measurement is at amortised cost using the effective interest method. Short term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

ii) Employee benefits and other provisions**a) Salaries and wages, annual leave, sick leave and on-costs**

Liabilities for salaries and wages (including non-monetary benefits), annual leave and paid sick leave that are due within 12 months after the end of the period in which the employees render the service, are recognised and measured in respect

of employees' services up to the reporting date, at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Long-term annual leave that is not expected to be paid within 12 months from reporting date is measured at present value in accordance with *AASB 119 Employee Benefits*. Market yield on government bonds of 4.61% is used to discount long-term annual leave.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

Outstanding payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

b) Long service leave and superannuation

Except for HCS Division, NSWbusinesslink, Department of Human Services and Aboriginal Housing Office, Group of Staff, Department of Human Services (see note below), the Department's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. The Department accounts for the liability as having been extinguished, resulting in the amount assumed being accounted for as non-monetary revenue and reported as a revenue line item described as "Acceptance by the Crown Entity of employee benefits and other liabilities".

Long service leave is measured at present value in accordance with *AASB 119 Employee Benefits*. This is based on the application of certain factors (specified in *NSWTC 09/04 Accounting for Long Service Leave and Annual Leave*) to

employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

The superannuation expense for the financial year is determined by applying formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e., Basic Benefit and First State Super) is calculated as a percentage of employees' salaries. For other superannuation schemes (i.e., State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

HCS Division, NSWbusinesslink, Department of Human Services and Aboriginal Housing, Department of Human Services

- Long service leave

Long service leave entitlements are recognised as expenses and provisions when the obligations arise, which is usually through the rendering of service by the employees.

Long service leave is measured at present value in accordance with *AASB 119 Employee Benefits*. This is based on the application of certain factors (specified in *NSWTC 09/04 Accounting for Long Service Leave and Annual Leave*) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review undertaken in 2010, to approximate present value. In accordance with guidance provided by the actuarial review, the factors applied in 2010 have been used in valuing long service leave entitlements as at 30 June 2010. This is because the long service leave rules have not changed since the actuarial review, the government bond rate has changed by 2.15% and the composition of employees is relatively consistent with that used in the 2007 actuarial review.

Statement of Cash Flows

For the year ended 30 June 2010

- Superannuation

i) *Defined contribution plan*

A defined contribution plan is a post-employment benefit plan under which an entity pays fixed contributions into a separate entity and will have no legal or constructive obligation to pay further amounts. Obligations for contributions to defined contribution plans are recognised as expense when they are due. Prepaid contributions are recognised as an asset, to the extent that a cash refund or reduction in future payments is available.

ii) *Defined benefit plan*

A defined plan is a post-employment benefit plan other than a defined contribution plan. An actuarial assessment of the defined benefit is undertaken before each reporting date. The assessment uses the Projected Unit Credit Method and reflects estimated future salary increases and the benefits set out in the terms of the plan.

A liability or an asset in respect of the defined benefit superannuation plan is recognised in the Statement of Financial Position and is measured as the present value of the defined benefit obligation as at reporting date. Any unrecognised past service costs and the fair value of any plan assets are deducted. The discount rate is the market yield rate on government bonds of similar maturity to those obligations.

The amount recognised in the surplus/(deficit) for superannuation is the net total of current service cost, interest cost and the expected return on plan assets. Actuarial gains and losses are charged directly to Equity in the year they occur.

c) *Other provisions*

Other provisions exist when:

- (i) DHS has a present legal or constructive obligation as a result of a past event;
- (ii) it is probable that an outflow of resources will be required to settle the obligation; and
- (iii) the amount of the obligation can be reliably estimated.

Any provision for restructuring is recognised only when DHS has a detailed formal plan and has raised a valid expectation in those affected by the restructuring that a restructure will be carried out because DHS is starting to implement the plan or has announced the main features to those affected.

Provisions include restoration costs on leased office premises. In the majority of cases the provision is calculated by using the make good rate per square metre implicit in each lease agreement, which is then discounted to present value using the government bond rate. The provisions are established by individual lease and amortised over the term of the lease. The unamortised value of the obligation is recorded as an asset.

If the effect of the time value of money is material, provisions are discounted at a pre-tax rate that reflects the current market assessments of the time value of money and the risks specific to the liability.

k) *Equity and reserves*

i) *Asset revaluation reserve*

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets. This accords with DHS' revaluation of property, plant and equipment as discussed in note 1(i)(iii).

ii) *Accumulated funds*

Accumulated funds include all current and prior period retained funds.

iii) *Other reserves*

Other reserve accounts are recognised in the financial statements only if such accounts are required by specific legislation or Australian Accounting Standards (such as foreign currency translation reserve).

l) *Equity transfers*

The transfer of net assets between agencies as a result of an administrative restructure, transfers of programs, functions or parts thereof between NSW public sector agencies and equity appropriations to for-profit entities are designated as contributions by owners and recognised as adjustments to Accumulated Funds. This treatment is consistent with *AASB1004 Contributions and Australian Interpretation1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities*.

Transfers involving not-for-profit and for-profit government departments are recognised at the amount at which the assets and liabilities were recognised by the transferor immediately prior to the restructure. In most instances, this will approximate fair value.

All other equity transfers are recognised at fair value except for intangibles. Where an intangible has been recognised at amortised cost by the transferor because there is no active market, DHS recognises the asset at the transferor's carrying amount. Where the transferor is prohibited from recognising internally generated intangibles, DHS does not recognise that asset.

m) Budgeted amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year, adjusted for the effects of any additional appropriations, s 21A, s 24 and/or s 26 of the *Public Finance and Audit Act 1983*.

The budgeted amounts in the Statement of Comprehensive Income and the Statement of Cash Flows are generally based on amounts disclosed in the NSW Budget Papers, adjusted for items described above. However, in the Statement of Financial Position, the amounts vary from the Budget Papers as the opening balances of the budgeted amounts are based on carried forward audited actual amounts rather than carried forward estimates.

n) Early Adoption of Australian Accounting Standards

The following standards and amendments, applicable to DHS, were available for early adoption but have not been applied by DHS in these financial statements in accordance with Treasury's mandate in Treasury Circular TC 10/08:

AASB 9 and AASB 2009-11 regarding financial instruments	Effective for annual reporting periods beginning on or after 1 January 2013
AASB 2009-5 regarding annual improvements	Effective for annual reporting periods beginning on or after 1 January 2010
AASB 2009-8 regarding share based payments	Effective for annual reporting periods beginning on or after 1 January 2010
AASB 2009-9 regarding first time adoption	Effective for annual reporting periods beginning on or after 1 July 2010
AASB 2009-10 regarding classification of rights	Effective for annual reporting periods beginning on or after 1 February 2010
AASB 124 and AASB 2009-12 regarding related party transactions	Effective for annual reporting periods beginning on or after 1 January 2012
Interpretation 19 and AASB 2009-13 regarding extinguishing financial liability with equity instruments	Effective for annual reporting periods beginning on or after 1 July 2010
AASB 2009-14 regarding prepayments of a minimum funding requirement	Effective for annual reporting periods beginning on or after 1 January 2011
AASB 2010-1 regarding AASB 7 comparatives for first time adopters	Effective for annual reporting periods beginning on or after 1 July 2010

The majority of the standards above are not applicable to DHS and where they are applicable they will not have a material impact on DHS.

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year, adjusted for the effects of additional appropriations.

o) Change in accounting policy

There has been no change in the DHS' accounting policy.

p) Rounding of amounts

Amounts in the financial statements have been rounded off to the nearest thousand dollars, or in certain cases, the nearest dollar.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 2: Expenses Excluding Losses

	Parent 2010 \$'000	Consolidated 2010 \$'000
a) Employee related expenses		
Salaries and wages (including recreation leave) (i)	1,193,032	1,328,080
Superannuation – defined contribution plans	90,469	101,289
Superannuation – defined benefit plans	7,477	8,636
Long service leave	42,213	45,664
Workers' compensation insurance (ii)	32,916	41,038
Payroll tax and fringe benefit tax	77,428	77,503
Redundancy payments	6,752	6,752
Other	453	453
	1,450,740	1,609,415

(i) Employee related costs capitalised in fixed asset accounts are excluded from the above totalled \$2.483m.

(ii) The Treasury Managed Fund calculates a workers compensation hindsight adjustment premium each year. Included in the above are two payments totalling \$1.596m.

	Parent 2010 \$'000	Consolidated 2010 \$'000
b) Other operating expenses		
Auditor's remuneration - audit of the financial statements	568	713
Internal Auditor's remuneration - other services	2,067	2,217
Advertising	1,893	2,134
Bad and doubtful debts	47	47
Cleaning	6,677	6,901
Computer maintenance, software licences and other related expenditure	17,273	17,295
Consultants	2,203	2,203
Contract services	7,524	7,524
Contractors and short term staff	2,091	2,091
Corporate shared services fees	94,455	105,691
Equipment	4,347	4,555
Fee for services rendered	15,567	15,567
Groceries	13,111	13,111
Insurance	2,653	2,929
Legal costs	9,313	9,404
Maintenance (i)	18,524	18,595
Management and other fees	4,304	16,565
Medical support services	2,751	2,751
Motor vehicle running costs	30,622	31,461
Operating lease rental expense-minimum lease payments	55,830	59,722
Telecommunications	6,568	7,204
Printing, postage and stationery	8,880	9,946
Staff development	16,691	18,271
Travelling, removal and subsistence	9,199	20,085
Utilities	10,322	10,589
Catering Juveniles	2,851	2,851
Other	20,176	22,848
	366,507	413,270
(i) Reconciliation - Total Maintenance		
Maintenance expense - contractor labour and other	18,524	18,595
Employee related maintenance expense included in Note 2(a)	3,143	3,143
Total maintenance expenses included in Note 2(a) and 2(b)	21,667	21,738

Notes to the Financial Statements

For the year ended 30 June 2010

	Parent 2010 \$'000	Consolidated 2010 \$'000
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c) Depreciation and amortisation expense

Depreciation

Buildings	15,659	15,860
Computer equipment	7,666	7,920
Infrastructure systems	1,449	1,449
Motor vehicles	32	1,516
Furniture and equipment	6,962	7,084
Plant and equipment	4,642	4,710
	36,410	38,539

Amortisation

Intangibles	7,454	7,454
Leasehold improvements	22,142	22,729
	29,596	30,183
	66,006	68,722

d) Grants and subsidies

Aboriginal communities development program	10,059	10,059
Ageing program	5,463	5,463
Community services program	49,155	49,155
Disability services program	897,726	888,244
Disaster welfare	993	993
Home and community care program	536,747	366,960
Other grants and subsidies	16,083	16,083
Out of home care	482,247	482,247
Prevention and early Intervention	219,679	219,679
Refuges for men and women	132,401	132,401
Statutory child protection service	87,292	87,292
	2,437,846	2,258,577

ADHC received \$7.9m from service providers in 2009-10 representing a return of unspent grants under the following programs: \$1.5m for the Disability Services program and \$6.4m for the Home and Community Care program. As cash recoveries relating to grants are considered Consolidated Fund monies, receipts are remitted to the Crown Entity on a regular basis.

In May 1998 the Minister announced a seven year \$200 million Aboriginal Communities Development Program (ACDP). The ACDP is a capital construction and upgrade program to raise the health and living standards of Aboriginal Communities with urgent environmental health needs. The Program includes many of the functions of the former Aboriginal Environmental Health Infrastructure Forum. The ACDP has now developed into a twelve year \$240 million program.

e) Finance costs

Other	162	185
	162	185

Note 3: Revenues

	Parent 2010 \$'000	Consolidated 2010 \$'000
a) Sale of goods and services		
Community Options program fees	-	45
Corporate client fees	-	3,951
Fee for Personnel Services	284,007	284,007
Home and Community Care	-	15,652
Rendering of services	38,906	38,906
Rendering of services - ADHC	40	40
Rendering of services - Disaster Welfare	974	974
Veterans' Home Care fees	-	8,538
Other fees	-	1,331
	323,927	353,444
b) Investment revenue		
Interest received	6,886	10,163
Rents	7,161	7,161
	14,047	17,324
c) Grants and contributions		
Commonwealth		
Other Commonwealth Government grants	1,023	1,023
	1,023	1,023
State		
Aboriginal Communities Development program	5,559	5,559
Community options projects	-	3,326
Illicit Drug Strategy	2,516	2,516
Other State Government grants	2,967	5,495
	11,042	16,896
Total Grants and Contributions	12,065	17,919
d) Other revenue		
Assets recognised for the first time	1,929	1,929
TMF Hindsight adjustment	11,793	26,608
Joint Investigation Response Team revenue	1,807	1,807
Overseas adoptions	587	587
Home Care administration fee	5,738	-
Other revenue	6,262	6,858
	28,116	37,789

Notes to the Financial Statements

For the year ended 30 June 2010

Note 4: Loss on disposal

	Parent 2010 \$'000	Consolidated 2010 \$'000
(i) Loss on disposal		
Loss on disposal of non-current assets held for sale:		
Proceeds from disposal (net of selling expenses)	(2,670)	(2,670)
Written down value of assets disposed	(3,195)	(3,195)
Net gain/(loss) on disposal of non-current assets held for sale	(525)	(525)
Loss on disposal of land and buildings:		
Proceeds from disposal (net of selling expenses)	(9,136)	(9,681)
Written down value of assets disposed	(8,147)	(8,709)
Net gain/(loss) on disposal of land and buildings	989	972
Loss on disposal of plant and equipment:		
Proceeds from disposal (net of selling expenses)	-	(2,117)
Written down value of assets disposed	(146)	(1,508)
Net gain/(loss) on disposal of land and buildings, plant and equipment	(146)	609
(ii) Assets written off		
Property, plant and equipment	(1,468)	(1,468)
Intangibles	(5,237)	(5,237)
	(6,705)	(6,705)
Total net gain/(loss) on disposal	(6,387)	(5,649)

Note 5: Other Gains/(Losses)

	Parent 2010 \$'000	Consolidated 2010 \$'000
Impairment loss on carrying value of land and buildings	(51,624)	(55,046)
Gain/(loss) on impairment of receivables	(103)	(154)
	(51,727)	(55,200)

Note 6: Conditions on contributions

As at 30 June 10 the Department held \$1.113M in cash at bank representing unspent contributions with conditions from Commonwealth and State agencies. The unspent contributions with conditions were: \$0.429M Keep Them Safe Training, \$0.344m Rekindling the Spirit, \$0.150M Stay Home Leave Violence, \$0.109M for the Office of Protective Commissioner's Resident Amenities Fund, \$0.045M Forgotten Australians, \$0.024M National Youth Week and \$0.012M from Disability Service Commission for DPRWG Secretariat.

Note 7: Appropriations

	Parent 2010 \$'000	Consolidated 2010 \$'000
Recurrent appropriations		
Total recurrent drawdowns from NSW Treasury (per Summary of Compliance)	5,825,657	5,825,657
Less: Liability to Consolidated Fund (per Summary of Compliance)	159	159
	5,825,498	5,825,498
Comprising:		
Recurrent appropriations (per Statement of comprehensive income)	3,865,197	3,865,197
Transfer payments	1,960,301	1,960,301
	5,825,498	5,825,498
Capital appropriations		
Total capital drawdowns from NSW Treasury (per Summary of Compliance)	184,872	184,872
Less: Liability to Consolidated Fund (per Summary of Compliance)	628	628
	184,244	184,244
Comprising:		
Capital appropriations (per Statement of comprehensive income)	184,244	184,244
	184,244	184,244

Note 8: Acceptance by the Crown Entity of Employee Benefits and Other Liabilities

The following liabilities and/or expenses have been assumed by the Crown Entity or other government agencies:

	Parent 2010 \$'000	Consolidated 2010 \$'000
Superannuation – defined benefit	15,545	15,545
Long service leave	22,193	22,193
Payroll tax	12,632	12,632
	50,370	50,370

Notes to the Financial Statements

For the year ended 30 June 2010

Note 9: Service Groups

The service group's under the control of the Department of Human Services include:

Community Services

1 Community Services

Objectives: To strengthen communities and to support individual clients to overcome crises and/or resume self-sufficient living.

2 Prevention and Early Intervention Services

Objectives: To strengthen families and communities and manage demand for child protection services, by providing services that promote the safety and wellbeing of children and young people (prevention) and that give more intensive support to families where children may be at risk (early intervention).

3 Statutory Child Protection

Objectives: To respond to reports of child abuse and neglect to ensure that children and young people are protected from further risk of harm.

4 Out-of-Home Care and Adoption Services

Objectives: To provide children and young people with a safe, stable, culturally appropriate environment in which they can develop optimally when they cannot live at home. To restore them successfully to their homes where this option is viable.

Ageing Disability and Home Care

1 Ongoing Community Support

Objectives: To assist older people and people with disabilities to live in their own environment and to participate in the community with some ongoing support.

2 Short-Term Interventions

Objectives: To cover assistance to older people and people with a disability to develop skills and abilities to live in the community with minimal support.

3 Supported Accommodation

Objectives: To cover adequate alternate support arrangements for people with disability to assist them to live in suitable accommodation and to participate in the community.

Juvenile Justice

1 Youth Justice Conferencing

Objectives: This service group contributes to a reduction in juvenile re-offending and provides an effective community-based alternative to formal court orders by working towards a range of intermediate results that include the following:

- eligible youth offenders are referred to conferences and
- young offenders complete their conference outcome plans

2 Community Based Services

Objectives: This service group contributes to a reduction in juvenile re-offending and effective management of young offenders to complete their sentences by working towards a range of intermediate results that include the following:

- young offenders in the community and those sentenced to custody have a reduced risk of re-offending
- young offenders in the community are effectively supervised and complete their orders and
- detainees and community-based young offenders are assessed and receive the most appropriate interventions and programs

3 Custodial Services

Objectives: This service group contributes to a reduction in juvenile re-offending and effective management of young offenders to complete their sentences by working towards a range of intermediate results that include the following:

- detainees are supervised in a safe, humane and secure environment and
- detainees and community-based young offenders are assessed and receive the most appropriate interventions and programs

Aboriginal Affairs

1 Support and Promote Culture and Community Resilience

Objectives: This service group covers strategies to build communities and strengthen Aboriginal culture and heritage. This comprises regional support programs, administration of the *Aboriginal Land Rights Act 1983*, community engagement strategies and language services.

2 Support and Build Prosperous and Safe Communities and Lead Government Policy

Objectives: This service group covers coordinating and monitoring the government's indigenous policy objectives through Two Ways Together and delivering the Aboriginal Communities Development program (ACDP).

Note 10: Current Assets – Cash and Cash Equivalents

	Parent 2010 \$'000	Consolidated 2010 \$'000
Cash at bank and on hand	105,183	123,118
TCorp Short-term deposits	-	24,498
Total cash and cash equivalents	105,183	147,616

For the purposes of the statement of cash flows, cash and cash equivalents includes cash on hand, cash at bank and short term deposits.

Cash and cash equivalent assets recognised in the statement of financial position are reconciled at the end of financial year to the Statement of Cash Flows as follows:

Cash and Cash equivalents (per statement of financial position)	105,183	147,616
Closing cash and cash equivalents (per statement of cash flows)	105,183	147,616

Cash at bank includes \$0.984 million owed to Consolidated Fund that is a restricted asset.

Cash at bank includes \$0.042 million owed to the Aboriginal Assistance Fund.

Cash at bank includes \$0.155 million owed to the Housing for Aborigines Scheme.

The Department has the following banking facilities as at 30 June 2010.

- Cheque cashing authority of \$2.018 million which is the total amount of encashment facility provided to regions to enable recoupment of urgent and minor expenses.
- Payroll agreement of \$5.520 million which is the total for payroll processing.
- Mastercard facility of \$4.482 million which is the total of the credit limit for all issued credit cards.
- Tape negotiation authority of \$368.0 million. This facility authorises the Bank to debit the Department's operating bank account up to the above limit when processing the electronic payroll and accounts payable.

Refer Note 28 for details regarding credit risk, liquidity risk and market risk arising from financial instruments.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 11: Current/Non-current Assets – Receivables

	Parent 2010 \$'000	Consolidated 2010 \$'000
Current		
Client Fees	1,025	1,025
Less: Allowance for impairment	(656)	(656)
	369	369
Sundry receivables	19,532	41,952
Less : Allowance for impairment	(1,677)	(3,087)
	17,855	38,865
Amounts due from other government agencies	130,765	130,765
Prepayments - Superannuation	10,688	10,688
Prepayments - Other	1,637	1,637
Interest receivable	3,258	3,258
GST receivable (net)	33,974	33,974
	198,546	219,556
Non-current		
Sundry receivables	86	86
Less: Allowance for impairment	(86)	(86)
	-	-
Prepayments - Other	30	30
	30	30
Total Receivables	198,576	219,586
Movement in the allowance for impairment		
Balance at 1 July	-	-
Transfer on reorganisation	(2,514)	(4,408)
Amounts written off during the year	195	672
Amounts recovered during the year	574	1,274
Increase/(decrease) in allowance recognised in profit or loss	(674)	(1,367)
Balance at 30 June	(2,419)	(3,829)

Details regarding credit risk, liquidity risk and market risk, including financial assets that are either past due or impaired, are disclosed in Note 28.

Parent Entity 2010	Note	SASS 30-Jun-10	SANCS 30-Jun-10	SSS 30-Jun-10	TOTAL 30-Jun-10
Member Numbers					
Contributors		323	566	243	1,132
Deferred benefits		-	-	36	36
Pensioners		1	-	532	533
Pensions fully commuted		-	-	248	248
Superannuation Position for AASB 119 purposes		\$'000	\$'000	\$'000	\$'000
Accrued liability		84,634	24,595	424,897	534,126
Estimated reserve account balance		(77,154)	(22,150)	(410,904)	(510,208)
		7,480	2,445	13,993	23,918
Future Service Liability (Note 1)		(19,028)	(8,942)	(20,760)	(48,730)
Surplus in excess of recovery available from schemes		-	-	-	-
Net (asset)/liability to be recognised in Statement of financial position		7,480	2,445	13,993	23,918
Add					
Housing NSW SSS fund balance	11	-	-	10,688	10,688
Revised Net (asset)/liability to be recognised in Statement of financial position	19	7,480	2,445	24,681	34,606

Consolidated Entity 2010	Note	SASS 30-Jun-10	SANC 30-Jun-10	SSS 30-Jun-10	TOTAL 30-Jun-10
Member Numbers					
Contributors		668	912	244	1,824
Deferred benefits		-	-	36	36
Pensioners		1	-	535	536
Pensions fully commuted		-	-	248	248
Superannuation Position for AASB 119 purposes		\$'000	\$'000	\$'000	\$'000
Accrued liability		130,821	31,367	426,994	589,182
Estimated reserve account balance		(116,111)	(27,335)	(412,406)	(555,852)
		14,710	4,032	14,588	33,330
Future Service Liability (Note 1)		(26,227)	(10,559)	(20,817)	(57,603)
Surplus in excess of recovery available from schemes		-	-	-	-
Net (asset)/liability to be recognised in Statement of financial position		14,710	4,032	14,588	33,330
Add					
Housing NSW SSS fund balance	11	-	-	10,688	10,688
Revised Net (asset)/liability to be recognised in Statement of financial position	19	14,710	4,032	25,276	44,018

Notes to the Financial Statements

For the year ended 30 June 2010

The Future Service Liability (FSL) does not have to be recognised by an employer. It is only used to determine if an asset ceiling limit should be imposed (AASB 119, para 58). Under AASB 119, any prepaid superannuation asset recognised cannot exceed the total of any unrecognised past service cost and the present value of any economic benefits that may be available in the form of refunds from the plan or reductions in future contributions to the plan. Where the “surplus in excess of recovery” is zero, no asset ceiling limit is imposed.

Disclosures required under paragraph 120A of AASB 119 *Employee Benefits* are provided below.

(i) Accounting Policy

In 2008/09, NSW Treasury mandated a change in policy for all NSW public sector agencies to recognise actuarial gains and losses immediately outside the statement of comprehensive income in the year in which they occur. Previously actuarial gains and losses were recognised in profit or loss. This change in policy must be applied retrospectively, as advised in NSW Treasury Circular NSWTC 09/01.C148.

(ii) Fund information

The Pooled Fund holds in trust the investments of the closed NSW public sector superannuation schemes:

- State Authorities Superannuation Scheme (SASS)
- State Superannuation Scheme (SSS)
- State Authorities Non-contributory Superannuation Scheme (SANCS).

These schemes are all defined benefit schemes – at least a component of the final benefit is derived from a multiple of member salary and years of membership.

All the Schemes are closed to new members.

(iii) Reconciliation of the present value of the defined benefit obligation

Parent Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Present value of partly funded defined benefit obligation at beginning of the year – recognised on administrative restructure	76,194	22,020	381,873	480,087
Current service cost	3,208	1,045	2,918	7,171
Interest cost	4,142	1,188	20,948	26,278
Contributions by Fund participants	1,660	-	2,485	4,145
Actuarial (gains)/losses	4,653	2,037	27,787	34,477
Benefits paid	(5,223)	(1,695)	(11,116)	(18,034)
Past service cost	-	-	-	-
Curtailments	-	-	-	-
Settlements	-	-	-	-
Business Combinations	-	-	-	-
Exchange rate changes	-	-	-	-
Present value of partly funded defined benefit obligation at end of the year	84,634	24,595	424,895	534,124

Consolidated Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Present value of partly funded defined benefit obligation at beginning of the year – recognised on administrative restructure	119,959	28,484	383,831	532,274
Current service cost	5,006	1,343	2,941	9,290
Interest cost	6,454	1,527	21,056	29,037
Contributions by Fund participants	2,597	-	2,502	5,099
Actuarial (gains)/losses	7,776	2,568	27,690	38,034
Benefits paid	(10,971)	(2,555)	(11,026)	(24,552)
Past service cost	-	-	-	-
Curtailments	-	-	-	-
Settlements	-	-	-	-
Business Combinations	-	-	-	-
Exchange rate changes	-	-	-	-
Present value of partly funded defined benefit obligation at end of the year	130,821	31,367	426,994	589,182

(iv) Reconciliation of fair value of Fund Assets

Parent Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Fair value of Fund assets at beginning of the year – recognised on administrative restructure	73,185	21,595	381,708	476,488
Expected return on Fund assets	6,146	1,804	32,246	40,196
Actuarial gains/(losses)	517	138	4,500	5,155
Employer contributions	869	307	1,082	2,258
Contributions by Fund participants	1,660	-	2,485	4,145
Benefits paid	(5,223)	(1,695)	(11,116)	(18,034)
Settlements	-	-	-	-
Business combinations	-	-	-	-
Exchange rate changes	-	-	-	-
Fair value of fund assets at end of the year	77,154	22,149	410,905	510,208

Consolidated Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Fair value of Fund assets at beginning of the year – recognised on administrative restructure	111,517	26,834	383,146	521,497
Expected return on Fund assets	9,311	2,235	32,369	43,915
Actuarial gains/(losses)	964	176	4,323	5,463
Employer contributions	2,693	645	1,092	4,430
Contributions by Fund participants	2,597	-	2,502	5,099
Benefits paid	(10,971)	(2,555)	(11,026)	(24,552)
Settlements	-	-	-	-
Business combinations	-	-	-	-
Exchange rate changes	-	-	-	-
Fair value of fund assets at end of the year	116,111	27,335	412,406	555,852

Notes to the Financial Statements

For the year ended 30 June 2010

(v) Reconciliation of assets and liabilities recognised in the Statement of Financial Position

Parent Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Present value of partly funded defined benefit obligation at end of year	84,634	24,595	424,897	534,126
Fair value of Fund assets at end of year	(77,154)	(22,150)	(410,904)	(510,208)
Sub-total	7,480	2,445	13,993	23,918
Unrecognised past service cost	-	-	-	-
Unrecognised gain/(loss)	-	-	-	-
Adjustment for limitation on net asset	-	-	-	-
Net Liability/(Asset) recognised in statement of financial position at end of year	7,480	2,445	13,993	23,918

Consolidated Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Present value of partly funded defined benefit obligation at end of year	130,821	31,367	426,994	589,182
Fair value of Fund assets at end of year	(116,111)	(27,335)	(412,406)	(555,852)
Sub-total	14,710	4,032	14,588	33,330
Unrecognised past service cost	-	-	-	-
Unrecognised gain/(loss)	-	-	-	-
Adjustment for limitation on net asset	-	-	-	-
Net Liability/(Asset) recognised in statement of financial position at end of year	14,710	4,032	14,588	33,330

(vi) Expense recognised in Statement of Comprehensive Income

Parent Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Current service cost	3,208	1,045	2,918	7,171
Interest cost	4,142	1,188	20,948	26,278
Expected return on Fund assets (net of expenses)	(6,146)	(1,804)	(32,246)	(40,196)
Actuarial losses/(gains) recognised in year	-	-	-	-
Past service cost	-	-	-	-
Movement in adjustment for limitation on net asset	-	-	-	-
Curtailment or settlement (gain)/loss	-	-	-	-
Expense/(income) recognised	1,204	429	(8,380)	(6,747)

Consolidated Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Current service cost	5,006	1,343	2,941	9,290
Interest cost	6,454	1,527	21,056	29,037
Expected return on Fund assets (net of expenses)	(9,311)	(2,235)	(32,369)	(43,915)
Actuarial losses/(gains) recognised in year	-	-	-	-
Past service cost	-	-	-	-
Movement in adjustment for limitation on net asset	-	-	-	-
Curtailment or settlement (gain)/loss	-	-	-	-
Expense/(income) recognised	2,149	635	(8,372)	(5,588)

(vii) Amounts recognised in the Statement of Changes in Equity

Parent Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Actuarial (gains)/losses	4,137	1,898	23,288	29,323
Adjustment for limit on net asset	-	-	-	-

Consolidated Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Actuarial (gains)/losses	6,813	2,391	23,367	32,571
Adjustment for limit on net asset	-	-	-	-

(viii) Cumulative amounts recognised in the Statement of Changes in Equity

Parent Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Cumulative amount of actuarial (gains)/losses	4,137	1,898	23,288	29,323
Cumulative adjustment for limitation on net asset	-	-	-	-

Consolidated Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Cumulative amount of actuarial (gains)/losses	6,813	2,391	23,367	32,571
Cumulative adjustment for limitation on net asset	-	-	-	-

Notes to the Financial Statements

For the year ended 30 June 2010

(ix) Fund Assets

The percentage invested in each asset class at the balance date:

	30-Jun-10
Australian equities	31.0%
Overseas equities	26.8%
Australian fixed interest securities	6.1%
Overseas fixed interest securities	4.3%
Property	9.5%
Cash	9.6%
Other	12.7%

(x) Fair value of Fund assets

All Fund assets are invested by STC at arm's length through independent fund managers.

(xi) Expected rate of return on assets

The expected return on assets assumption is determined by weighting the expected long-term return for each asset class by the target allocation of assets to each class. The returns used for each class are net of investment tax and investment fees.

(xii) Actual Return on Fund Assets

Parent Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Actual return on Fund assets	6,783	1,942	34,698	43,423

Consolidated Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Actual return on Fund assets	10,341	2,410	34,835	47,586

(xiii) Valuation method and principal actuarial assumptions at the balance date

a) Valuation Method

The Projected Unit Credit (PUC) valuation method was used to determine the present value of the defined benefit obligations and the related current service costs. This method sees each period of service as giving rise to an additional unit of benefit entitlement and measures each unit separately to build up the final obligation.

b) Economic Assumptions

	30-Jun-10
Salary increase rate (excluding promotional increases)	3.5% pa
Rate of CPI Increase	2.5% pa
Expected rate of return on asset	8.6%
Discount rate	5.17%

c) Demographic Assumptions

The demographic assumptions at 30 June 2010 are those that will be used in the 2009 triennial actuarial valuation. The triennial review report is available from the NSW Treasury website.

(xiv) Historical information

Parent Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Present value of defined benefit obligation	84,634	24,595	424,897	534,126
Fair value of Fund assets	(77,154)	(22,150)	(410,904)	(510,208)
(Surplus)/Deficit in Fund	7,480	2,445	13,993	23,918
Experience adjustments – Fund liabilities	4,653	2,037	27,787	34,477
Experience adjustments – Fund assets	(517)	(138)	(4,500)	(5,155)

Consolidated Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Present value of defined benefit obligation	130,821	31,367	426,994	589,182
Fair value of Fund assets	(116,111)	(27,335)	(412,406)	(555,852)
(Surplus)/Deficit in Fund	14,710	4,032	14,588	33,330
Experience adjustments – Fund liabilities	7,776	2,568	27,690	38,034
Experience adjustments – Fund assets	(964)	(176)	(4,323)	(5,463)

(xv) Expected contributions

Parent Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Expected employer contributions to be paid in the next reporting period	842	305	963	2,110

Consolidated Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Expected employer contributions to be paid in the next reporting period	2,622	643	990	4,255

Notes to the Financial Statements

For the year ended 30 June 2010

(xvi) Funding Arrangements for Employer Contributions

(a) Surplus/deficit

The following is a summary of the 30 June 2010 financial position of the Fund calculated in accordance with AAS 25 "Financial Reporting by Superannuation Plans":

Parent Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Accrued benefits	78,144	22,058	295,276	395,478
Net market value of Fund assets	(77,154)	(22,150)	(410,904)	(510,208)
Net (surplus)/deficit	990	(92)	(115,628)	(114,730)

Consolidated Entity 2010	SASS 2010 \$'000	SANCS 2010 \$'000	SSS 2010 \$'000	TOTAL 2010 \$'000
Accrued benefits	122,436	28,366	296,712	447,514
Net market value of Fund assets	(116,111)	(27,335)	(412,406)	(555,852)
Net (surplus)/deficit	6,325	1,031	(115,694)	(108,338)

(b) Contribution recommendations

	Rate
Recommended contribution rates for the entity are:	
SASS – Multiple of member contributions	1.90
SANCS – Percentage of members' salary	2.50
SSS – Multiple of member contributions	0.93-1.6

Housing NSW currently are not required to make contributions to these funds.

(c) Funding method

Contribution rates are set after discussions between the employer, STC and NSW Treasury.

(d) Economic assumptions

The economic assumptions adopted for the 2009 actuarial review of the Fund are:

Weighted-Average Assumptions	
Expected rate of return on Fund assets backing current pension liabilities	8.3% pa
Expected rate of return on Fund assets backing other liabilities	7.3% pa
Expected salary increase rate	4.0% pa
Expected rate of CPI increase	2.5% pa

(xvii) Nature of Asset/Liability

If a surplus exists in the employer's interest in the Fund, the employer may be able to take advantage of it in the form of a reduction in the required contribution rate, depending on the advice of the Fund's actuary.

Where a deficiency exists, the employer is responsible for any difference between the employer's share of Fund assets and the defined benefit obligation.

Note 12: Current Assets – Inventories

	Parent 2010 \$'000	Consolidated 2010 \$'000
Held for distribution		
Residence supplies - at cost	306	306
	306	306

Note 13: Current/Non-current – Other Financial Assets at Fair Value

	Parent 2010 \$'000	Consolidated 2010 \$'000
Non-current		
TCorp – Hour-Glass Investment Facilities		
– Medium-term Growth Facility Trust	-	6,380
– Long-term Growth Facility Trust	-	8,867
Total Non-current financial assets at fair value	-	15,247

Note 14: Non-Current Assets Held for Sale

	Parent 2010 \$'000	Consolidated 2010 \$'000
Land and buildings	1,511	1,511
	1,511	1,511

Properties classified under this category are expected to be sold in the following financial year through a number of disposal options, including auctioning the properties.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 15: Non-current Assets – Property, Plant and Equipment

Parent	Land and Buildings \$'000	Plant and Equipment \$'000	Motor Vehicles \$'000	Infrastructure Systems \$'000	Computer Equipment \$'000	Furniture and Equipment \$'000	Leasehold Improvements \$'000	Total \$'000
At 30 June 2010 - fair value								
Gross carrying amount	1,028,972	37,714	345	58,741	41,616	44,066	163,535	1,374,989
Accumulated depreciation and impairment	(171,882)	(21,231)	(247)	(19,267)	(27,686)	(29,443)	(69,892)	(339,648)
Net Carrying Amount	857,090	16,483	98	39,474	13,930	14,623	93,643	1,035,341

For land and buildings, Fair Value was based on an independent assessment as at 30 June 2010.

Where land and buildings have been revalued during the year, any balances of accumulated depreciation at the revaluation date in respect of those assets have been credited to the assets accounts to which they relate.

Works in Progress totalling \$213.6m are included in property plant and equipment.

This is comprised of: Land and Buildings \$188.7m, Plant and Equipment \$2.5m, Computer Equipment \$0.6m and Leasehold Improvements \$21.8m.

Reconciliations

Reconciliations of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current financial year are set out below:

Parent	Land and Buildings \$'000	Plant and Equipment \$'000	Motor Vehicles \$'000	Infrastructure Systems \$'000	Computer Equipment \$'000	Furniture and Equipment \$'000	Leasehold Improvements \$'000	Total \$'000
Amounts transferred in as part of administrative restructure	792,099	19,455	104	39,634	18,623	15,489	86,151	971,555
Additions	140,976	1,670	1	467	2,974	6,222	25,996	178,306
Assets recognised for the first time	1,865	40	25	-	-	-	-	1,930
Make good	63	-	-	-	-	-	3,747	3,810
Assets held for resale	-	-	-	-	-	-	-	-
Disposals	(9,485)	(115)	-	-	-	(51)	(110)	(9,761)
Impairment losses	(52,317)	-	-	822	-	-	-	(51,495)
Increase/(decrease) in net assets from administrative restructuring	(452)	-	-	-	-	-	-	(452)
Net revaluation increment less revaluation decrements	-	-	-	-	-	-	-	-
Depreciation expense	(15,659)	(4,567)	(32)	(1,449)	(7,667)	(7,037)	(22,141)	(58,552)
Net Carrying Amount at end of year	857,090	16,483	98	39,474	13,930	14,623	93,643	1,035,341

Consolidated	Land and Buildings \$'000	Plant and Equipment \$'000	Motor Vehicles \$'000	Infrastructure Systems \$'000	Computer Equipment \$'000	Furniture and Equipment \$'000	Leasehold Improvements \$'000	Total \$'000
At 30 June 2010 – fair value								
Gross carrying amount	1,034,487	38,530	5,928	58,741	43,054	44,261	167,452	1,392,453
Accumulated depreciation and impairment	(171,931)	(21,713)	(1,842)	(19,267)	(28,805)	(29,514)	(71,923)	(344,995)
Net Carrying Amount	862,556	16,817	4,086	39,474	14,249	14,747	95,529	1,047,458

For land and buildings, Fair Value was based on an independent assessment as at 30 June 2010.

Where land and buildings have been revalued during the year, any balances of accumulated depreciation at the revaluation date in respect of those assets have been credited to the assets accounts to which they relate.

Works in Progress totalling \$214.6m are included in property plant and equipment.

This is comprised of: Land and Buildings \$188.7m, Plant and Equipment \$2.6m, Computer Equipment \$0.6m and Leasehold Improvements \$22.7m.

Reconciliations

Reconciliations of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current financial year are set out below:

Consolidated	Land and Buildings \$'000	Plant and Equipment \$'000	Motor Vehicles \$'000	Infrastructure Systems \$'000	Computer Equipment \$'000	Furniture and Equipment \$'000	Leasehold Improvements \$'000	Total \$'000
Amounts transferred in as part of administrative restructure	801,752	19,968	4,335	39,634	19,120	15,598	87,655	988,062
Additions	140,977	1,662	2,584	467	3,063	6,291	26,965	182,009
Assets recognised for the first time	1,865	40	25	-	-	-	-	1,930
Make good	63	-	-	-	-	-	3,747	3,810
Assets held for resale	-	-	-	-	-	-	-	-
Disposals	(10,047)	(114)	(1,342)	-	(13)	(59)	(110)	(11,685)
Impairment losses	(55,742)	(28)	-	822	-	-	-	(54,948)
Increase/(decrease) in net assets from administrative restructuring	(452)	-	-	-	-	-	-	(452)
Net revaluation increment less revaluation decrements	-	-	-	-	-	-	-	-
Depreciation expense	(15,860)	(4,711)	(1,516)	(1,449)	(7,921)	(7,083)	(22,728)	(61,268)
Net Carrying Amount at end of year	862,556	16,817	4,086	39,474	14,249	14,747	95,529	1,047,458

Notes to the Financial Statements

For the year ended 30 June 2010

Note 16: Intangible Assets

	Parent Entity		
	Software \$'000	Software under construction \$'000	Total \$'000
At 30 June 2010			
Cost (gross carrying amount)	79,379	6,651	86,030
Accumulated amortisation and impairment	(48,822)	-	(48,822)
Net Carrying Amount	30,557	6,651	37,208

Reconciliations

Reconciliations of the carrying amounts of each class of intangibles are set out below.

	Software \$'000	Software under construction \$'000	Total \$'000
Year ended 30 June 2010			
Amounts transferred in as part of administrative restructure	22,180	19,614	41,794
Additions	6,609	1,496	8,105
Transfer between classes	9,222	(9,222)	-
Disposals	-	(5,237)	(5,237)
Amortisation expense	(7,454)	-	(7,454)
	30,557	6,651	37,208

A review of intangibles was undertaken and there has been no change in amortisation expense to be reported for 2010.

	Consolidated Entity		
	Software \$'000	Software under construction \$'000	Total \$'000
At 30 June 2010			
Cost (gross carrying amount)	79,379	6,651	86,030
Accumulated amortisation and impairment	(48,822)	-	(48,822)
Net Carrying Amount	30,557	6,651	37,208

Reconciliations

Reconciliations of the carrying amounts of each class of intangibles are set out below.

	Software \$'000	Software under construction \$'000	Total \$'000
Year ended 30 June 2010			
Amounts transferred in as part of administrative restructure	22,180	19,614	41,794
Additions	6,609	1,496	8,105
Transfer between classes	9,222	(9,222)	-
Disposals	-	(5,237)	(5,237)
Amortisation expense	(7,454)	-	(7,454)
	30,557	6,651	37,208

A review of intangibles was undertaken and there has been no change in amortisation expense to be reported for 2010.

Note 17: Restricted Assets

	Parent 2010 \$'000	Consolidated 2010 \$'000
Current		
Aboriginal Assistance Fund (Housing for Aborigines Scheme)	42	42
Housing for Aborigines Scheme	155	155
	197	197

The Department's financial statements include the following balances that are restricted by externally imposed conditions e.g. Terms of bequest or legislated fund. These balances are held in cash deposits.

Aboriginal Assistance Fund Conditions imposed: Bequests and Aboriginal Land Rights Act 1983.

Housing for Aborigines Scheme Conditions imposed: Unexpended NSW Treasury Funding.

Note 18: Current/Non-current Liabilities – Payables

	Parent 2010 \$'000	Consolidated 2010 \$'000
Current Liabilities - Payables		
Accrued salaries, wages and on-costs	19,900	23,343
Creditors	9,489	9,768
Accrued operating expenditure	50,821	52,675
Unearned Revenue	369	369
GST payable	-	3,372
Amounts owing to other government agencies	26,228	26,228
Other creditors	108	142
	106,915	115,897

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above payables are included in Note 28.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 19: Current/Non-current Liabilities – Provisions

	Parent 2010 \$'000	Consolidated 2010 \$'000
Current		
Employee benefits and related on-costs		
Recreation leave	118,671	130,175
Payroll tax	11,534	11,534
Long service leave on-costs	71,076	83,980
Workers' compensation	3,859	3,859
	205,140	229,548
Other Provisions		
Restoration costs	2,345	2,859
Total current provisions	207,485	232,407
Non-current		
Employee benefits and related on-costs		
Payroll tax	508	508
Long service leave on-costs	4,161	5,873
Workers' compensation	110	110
Superannuation	34,606	44,018
	39,385	50,509
Other Provisions		
Restoration costs	9,026	9,842
Total non-current provisions	48,411	60,351
Total Provisions	255,896	292,758
Aggregate employee benefits and related on-costs		
Provisions – current	205,140	229,548
Provisions – non-current	39,385	50,509
Accrued salaries, wages and on-costs (Note 18)	19,900	23,343
	264,425	303,400

The current provision includes \$105.323 million of annual leave entitlements accrued but not expected to be taken within 12 months.

Restoration costs provision is the present value of the department's obligation to make-good leased premises at the reporting date. The assumed settlement is based on contractual lease term. The amount and timing of each estimate is reassessed annually.

Movement in provisions (other than employee benefits)

Parent 2010	Restoration Costs \$'000	Total \$'000
Amounts transferred in as part of administrative restructure	7,140	7,140
Additional provision recognised	4,140	4,140
Amounts used	(26)	(26)
Unused amounts reversed	(45)	(45)
Change in discount rate	162	162
Carrying amount at the end of the financial year	11,371	11,371

Consolidated 2010	Restoration Costs \$'000	Total \$'000
Amounts transferred in as part of administrative restructure	8,447	8,447
Additional provision recognised	4,140	4,140
Amounts used	(26)	(26)
Unused amounts reversed	(45)	(45)
Change in discount rate	185	185
Carrying amount at the end of the financial year	12,701	12,701

Note 20: Current Liabilities - Other

	Parent 2010 \$'000	Consolidated 2010 \$'000
Current		
Liability to Consolidated Fund		
– Recurrent	159	159
– Capital	628	628
Lease incentives	616	616
	1,403	1,403
Non-current		
Lease incentives	1,074	1,074
	1,074	1,074

Notes to the Financial Statements

For the year ended 30 June 2010

Note 21: Increase/Decrease in Net Assets from Equity Transfers

Statements of comprehensive income for former Departments for the year ended 30 June 2009

	NSW Department of Community Services	NSW Department of Ageing, Disability and Home Care	NSW Department of Juvenile Justice	NSWbusineslink	Aboriginal Housing Group of Staff	Housing NSW	NSW Department of Aboriginal Affairs	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses excluding losses								
Operating expenses								
Employee related	394,289	760,298	133,456	57,017	6,449	205,796	8,591	1,565,896
Other operating expenses	150,986	207,332	31,771	60	-	-	6,077	396,226
Depreciation and amortisation	23,265	27,805	10,294	-	-	-	405	61,769
Grants and subsidies	857,607	1,151,552	7,954	-	-	-	16,332	2,033,445
Finance Costs	-	-	77	-	-	-	-	-
Total expenses excluding losses	1,426,147	2,146,987	183,552	57,077	6,449	205,796	31,405	4,057,336
Revenue								
Sale of goods and services	2,216	64,096	-	75,002	7,958	229,218	165	378,655
Investment revenue	1,878	6,733	664	-	-	-	6,921	16,196
Grants and contributions	3,468	13,879	2,350	3,209	-	-	53	22,959
Other revenue	7,623	16,484	1,713	17	-	-	62	25,899
Total Revenue	15,185	101,192	4,727	78,228	7,958	229,218	7,201	443,709
Gain/(loss) on disposal	5,240	(3,526)	(353)	-	-	-	(1)	1,360
Other gains/(losses)	42	(1,429)	(5,308)	-	-	-	-	(6,695)
Net Cost of Services	1,416,244	2,050,750	184,486	(21,151)	(1,509)	(23,422)	24,205	3,618,962
Government contributions								
Recurrent appropriation	1,372,636	2,012,943	163,199	-	-	-	23,941	3,572,719
Capital appropriation	27,258	113,541	16,772	-	-	-	80	157,651
(Asset sale proceeds transferred to Crown Entity)	-	(596)	-	-	-	-	-	(596)
Acceptance by the Crown Entity of employee	-	-	-	-	-	-	-	-
Benefits and other liabilities	19,579	25,444	4,835	-	-	-	250	50,108
Total Government Contributions	1,419,473	2,151,332	184,806	-	-	-	24,271	3,779,882
SURPLUS/(DEFICIT) FOR THE YEAR	3,229	100,582	320	21,151	1,509	23,422	66	160,920
Other comprehensive income								
Net increase/(decrease) in property, plant and equipment asset revaluation reserve	(22,371)	(32,802)	6,398	-	-	-	-	(48,775)
Available for sale financial assets								
– Valuation gains/(losses)	-	-	(1,824)	-	-	-	-	(1,824)
– Transferred to surplus/(deficit) on disposal	-	-	-	-	-	-	-	-
Net change in the asset revaluation reserve arising from a change in the restoration liability	-	-	(183)	-	-	-	-	(183)
Actuarial Gains(losses)	-	(6,596)	-	(21,151)	(1,509)	(23,422)	-	(52,678)
Equity transfer	-	-	(4,680)	-	-	-	-	(4,680)
Other net increases / (decreases) in equity	-	-	(243)	-	-	-	-	(243)
Other comprehensive income for the year	(22,371)	(39,398)	(532)	(21,151)	(1,509)	(23,422)	-	(108,383)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	(19,142)	61,184	(212)	-	-	-	66	52,537

Assets and Liabilities transferred from former Departments as at 1 July 2009

	NSW Department of Community Services	NSW Department of Ageing, Disability and Home Care	NSW Department of Juvenile Justice	NSWbusineslink	Aboriginal Housing Group of Staff	Housing NSW	NSW Department of Aboriginal Affairs	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
ASSETS								
Current Assets								
Cash and cash equivalents	22,083	95,512	13,446	339	-	-	2,824	134,204
Receivables	10,387	30,525	2,726	39,026	5,188	99,617	1,219	188,688
Inventories	-	335	-	-	-	-	-	335
Financial assets at fair value	-	-	-	-	-	-	-	-
Other financial assets	-	-	-	-	905	-	-	905
	32,470	126,372	16,172	39,365	6,093	99,617	4,043	324,132
Non-current assets held for sale	167	1,992	2,543	-	-	-	-	4,702
Total Current Assets	32,637	128,364	18,715	39,365	6,093	99,617	4,043	328,834
Non-Current Assets								
Receivables	-	-	39	-	-	-	-	39
Financial assets at fair value	-	13,837	-	-	-	-	-	13,837
Other financial assets	-	-	-	-	-	-	-	-
Property, plant and equipment								
Land and buildings	24,798	589,151	221,141	-	-	-	-	835,090
Plant and equipment	70,367	64,105	8,349	-	-	-	593	143,414
Total property, plant and equipment	95,165	653,256	229,490	-	-	-	593	978,504
Intangible assets	17,602	18,797	5,323	-	-	-	72	41,794
Total Non-Current Assets	112,767	685,890	234,852	-	-	-	665	1,034,174
Total Assets	145,404	814,254	253,567	39,365	6,093	99,617	4,708	1,363,008
LIABILITIES								
Current Liabilities								
Payables	35,428	43,572	7,643	1,381	1,369	28,210	933	118,536
Borrowings	-	-	-	-	-	-	-	-
Provisions	39,940	79,273	11,384	18,965	1,577	68,640	1,256	221,035
Other	4,907	2,037	418	-	-	-	38	7,400
	80,275	124,882	19,445	20,346	2,946	96,850	2,227	346,971
Liabilities associated with assets held for sale	-	-	-	-	-	-	-	-
Total Current Liabilities	80,275	124,882	19,445	20,346	2,946	96,850	2,227	346,971
Non-Current Liabilities								
Payables	100	-	-	-	3,147	-	-	3,247
Borrowings	-	-	-	-	-	-	-	-
Provisions	276	14,493	784	19,019	-	2,767	5	37,344
Other	-	8,017	-	-	-	-	50	8,067
Total Non-Current Liabilities	376	22,510	784	19,019	3,147	2,767	55	48,658
Total Liabilities	80,651	147,392	20,229	39,365	6,093	99,617	2,282	395,629
Net Assets	64,753	666,862	233,338	-	-	-	2,426	967,379

Notes to the Financial Statements

For the year ended 30 June 2010

Note 22: Increase/(Decrease) in Net Assets from Equity Transfers

The transfer of net assets between agencies as a result of an administrative restructure, transfers of programs/functions and parts thereof between NSW public sector agencies are designated or required by Accounting Standards to be treated as contributions by owners and recognised as an adjustment to "Accumulated Funds". This treatment is consistent with AASB 1004 Contributions and Australian Interpretation 1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities.

Equity transfers are recognised at fair value, except for intangibles. Where an intangible has been recognised at (amortised) cost by the transferor because there is no active market, the Department recognises the asset at the transferor's carrying amount. Where the transferor is prohibited from recognising internally generated intangibles, the Department does not recognise that asset.

	Transfer to State Property Authority from CS \$'000	Transfer to State Property Authority from ADHC \$'000	Transfer John Williams Memorial Charitable Trust to DHS* \$'000	Total Net Assets transferred to DHS \$'000
ASSETS				
Current Assets				
Cash and cash equivalents	-	-	695	695
Receivables	-	-	2,000	2,000
Inventories	-	-	-	-
Financial assets at fair value	-	-	-	-
Other financial assets	-	-	-	-
	-	-	2,695	2,695
Non-current assets held for sale	-	-	-	-
Total Current Assets	-	-	2,695	2,695
Non-Current Assets				
Receivables	-	-	-	-
Financial assets at fair value	-	-	-	-
Other financial assets	-	-	-	-
Property, plant and equipment				
Land and buildings	(380)	(72)	9,145	8,693
Plant and equipment	-	-	412	412
Total property, plant and equipment	(380)	(72)	9,557	9,105
Intangible assets	-	-	-	-
Total Non-Current Assets	(380)	(72)	9,557	9,105
Total Assets	(380)	(72)	12,252	11,800
LIABILITIES				
Current Liabilities				
Payables	-	-	399	399
Borrowings	-	-	-	-
Provisions	-	-	-	-
Other	-	-	-	-
	-	-	399	399
Liabilities associated with assets held for sale	-	-	-	-
Total Current Liabilities	-	-	399	399
Non-Current Liabilities				
Payables	-	-	-	-
Borrowings	-	-	-	-
Provisions	-	-	-	-
Other	-	-	-	-
Total Non-Current Liabilities	-	-	-	-
Total Liabilities	-	-	399	399
Net Assets	(380)	(72)	11,853	11,401
Increase in net assets from equity transfers				11,401

* The John Williams Memorial Charitable Trust's net assets were transferred during the financial year and have been taken up at the consolidated level only.

Note 23: Commitments for Expenditure

	Parent 2010 \$'000	Consolidated 2010 \$'000
--	--------------------------	--------------------------------

a) Capital Commitments

Aggregate capital expenditure contracted for at balance date and not provided for:

Not later than one year	41,456	41,480
Later than one and not later than five years	-	-
Later than five years	-	-
Total (including GST)	41,456	41,480

b) Other Expenditure Commitments

Aggregate other expenditure contracted for at balance date and not provided for:

Not later than one year	10,761	10,761
Later than one and not later than five years	-	-
Later than five years	-	-
Total (including GST)	10,761	10,761

c) Operating Lease Commitments

Future non-cancellable operating lease rentals not provided for and payable:

Not later than one year	68,158	70,067
Later than one year but not later than five years	112,910	117,155
Later than five years	9,993	10,549
Total (including GST)	191,061	197,771

Operating leases relate to office accommodation, community service centres and motor vehicles. The Department does not have an option to purchase the leased asset at the expiry of the lease period. These commitments will be met from future appropriations.

d) Grants Expenditure Commitments

Aggregate grants expenditure contracted for at balance date and not provided for:

Not later than one year	2,201,076	2,201,076
Later than one year but not later than five years	1,844,397	1,844,397
Later than five years	-	-
Total (including GST)	4,045,473	4,045,473

Grants commitments represent recurrent and fixed term commitments to funded service providers. The commitments are as per the terms and conditions of the agreements between the Department and the service provider. These commitments will be met from future appropriations.

The commitments in (a), (b), (c) and (d) above are not recognised in the financial statements as liabilities. The total commitments above include input tax credits of \$390.499 million that are expected to be recovered from the Australian Taxation Office.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 24: Contingent Liabilities and Contingent Assets

	Parent 2010 \$'000	Consolidated 2010 \$'000
Contingent Liabilities		
Claims relating to children and persons in care	3,239	3,239
Other	2,903	2,903
	6,142	6,142

Various other claims have been made against the Department, which if the claimant is successful, the settlements will be met by NSW Treasury Managed Fund.

Various other claims totalling \$42.876 million have also been made against the Department, which, if successful, would be met by the Crown from the solvency fund. These claims are excluded from contingent liabilities above as they are pre NSW Treasury Managed Fund claims.

In addition there is a contingency in relation to estimated VR costs in 2010/11 which is not included in the total above.

Contingent Assets

No claims have been made by the Department which, if successful, would result in financial benefits to the Department.

Note 25: Budget Review

Net Cost of Services

Actual net cost of services for 2009/10 is \$3,984.5M compared to the original budget of \$3,963.3M, an unfavourable variance of \$21.2M. The main contributor for the unfavourable variance was the recognition of \$55.0m as a revaluation decrement. Once DHS gained control of the former agencies assets, all existing Asset Revaluation Reserves were transferred to Accumulated Funds and hence any decrement in the year is recognised directly against net cost of services. The decrement was offset by a TMF hindsight workers compensation adjustment received in relation to Home Care Services of \$14.8M and Ageing Disability of \$9.5M and additional revenue from Home Care Service Division and NSWbusinesslink of \$9.7M to cover superannuation actuarial losses.

In addition, better than budget operating results from Community Services (\$6.1M) mainly attributable to lower employee related costs and other operating expenditure offset by increased grants and subsidies in relation to out-of-home care, prevention and early intervention and homelessness initiatives.

Assets and Liabilities

The Department's total assets were \$120.1M higher than the original budget of \$1,348.8M. This increase is mainly attributed to recognition of the inter-agency asset relating to employee benefits \$129.4 and higher than expected receivables balances, principally GST at year end of \$33.9M. These increases were partially offset by lower than budgeted cash balances of \$6.8M and lower than budgeted fixed asset values of \$44.2M mainly as a result of a general reduction in property market values and a delay in certain intangible asset programs.

The Department's total liabilities were \$151.7M higher than budget. This increase is mainly attributable to the recognition of the employee benefit provisions in NSWbusinesslink, Housing NSW, Home Care Service division and Aboriginal Housing, DHS of \$130.8M. In addition current liabilities for payables and other creditors were higher than budget.

Cash Flows

Net cash flow for 2009/10 was \$12.7M compared to a budget of \$20.6M. The unfavourable variance of \$7.9M is mainly reflective of the timing of payments and receipts and the level of accruals at the end of the financial year.

Grant revenue and expenditure are both considerably above budgeted amounts. These amounts are inclusive of both Commonwealth and State Government grants totalling \$1,960.3M, principally National Building Economic Stimulus Plan, which was originally budgeted within Land and Housing Corporation. The funds were then distributed to Land and Housing Corporation and Aboriginal Housing Office.

Note 26: Reconciliation of net cash flows from operating activities to net cost of services

	Parent 2010 \$'000	Consolidated 2010 \$'000
Net cash used on operating activities	183,040	188,808
Cash Flows from Government – Recurrent Appropriations	(3,716,581)	(3,716,581)
Cash Flows from Government – Capital Appropriations	(329,614)	(329,614)
Acceptance by the Crown Entity of employee benefits and other liabilities	(49,115)	(49,115)
Net gain/(loss) on disposal of assets	(6,387)	(5,649)
Net gain/(loss) on revaluation of land and buildings	(51,624)	(55,046)
Net gain/(loss) on investments	-	1,410
Assets recognised for the first time	1,930	1,930
Allowance for impairment	28	626
Depreciation and amortisation	(66,006)	(68,722)
Superannuation actuarial gains/(losses)	7,364	10,612
Finance costs	(38)	(38)
Decrease/(increase) in creditors	17,933	21,631
Decrease/(increase) in provisions	(11,306)	(12,741)
Increase/(decrease) in prepayments and other assets	19,156	27,947
Net cost of services	(4,001,220)	(3,984,542)

Notes to the Financial Statements

For the year ended 30 June 2010

Note 27: Trust Funds

Community Services holds money in Miscellaneous Trust Funds which are used for Wards and other persons in care and for natural disasters. These monies are excluded from the financial statements as the Department cannot use them for the achievement of objectives. The following is a summary of the transactions in the trust accounts.

	Parent 2010 \$'000	Consolidated 2010 \$'000
--	--------------------------	--------------------------------

a) Natural Disaster Trust Fund

Balance transferred from former departments at the beginning of the financial year	1,805	1,805
Add: Receipts	65	65
Less: Expenditure	(89)	(89)
Cash balance at the end of the financial year	1,781	1,781

b) Wards Trust Fund

Balance transferred from former departments at the beginning of the financial year	44	44
Add: Receipts	2	2
Less: Expenditure	-	-
Cash balance at the end of the financial year	46	46

c) Client Funds

DHS holds monies in bank trust accounts which are used for persons in residential care. These monies are excluded from the financial statements as the Department cannot use them for the achievement of its objectives.

Balance transferred from former departments at the beginning of the financial year	177	177
Add: Receipts	5,699	5,699
Less: Expenditure	(5,726)	(5,726)
Cash balance at the end of the financial year	150	150

(d) Juvenile Funds

Balance transferred from former departments at the beginning of the financial year	2	2
Add: Receipts	24	24
Less: Expenditure	(19)	(19)
Cash balance at the end of the financial year	7	7

Note 28: Financial Instruments

The Department's principal financial instruments are outlined below. These financial instruments arise directly from the Department's operations or are required to finance the Department's operations. The Department does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes. The Department's main risks arising from financial instruments are outlined below, together with the Department's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout this financial statement. Management has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the Department, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Audit Committee on a continuous basis.

a) Financial Instrument Categories

Financial Assets Class:	Note	Category	Parent Carrying Amount \$'000	Consolidated Carrying Amount \$'000
Cash and cash equivalents	10	N/A	105,183	147,616
Receivables	11	Loans and receivables (at amortised cost)	152,247	173,257

Financial Liabilities Class:	Note	Category	Parent Carrying Amount \$'000	Consolidated Carrying Amount \$'000
Payables	18	Financial liabilities measured (at amortised cost)	106,546	112,156

b) Credit Risk

Credit risk arises when there is the possibility of the Department's debtors defaulting on their contractual obligations, resulting in a financial loss to the Department. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of the Department, including cash, receivables and authority deposits. No collateral is held by the Department. The Department has not granted any financial guarantees. Credit risk associated with the Department's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards. Authority deposits held with NSW TCorp are guaranteed by the State.

Cash

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate, adjusted for a management fee to NSW Treasury. The TCorp Hour Glass cash facility is discussed in paragraph (d) below.

Notes to the Financial Statements

For the year ended 30 June 2010

Receivables – trade debtors

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the Department will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions and debtor credit ratings. No interest is earned on trade debtors. Sales are made on 30 day terms.

The Department is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. Based on past experience, debtors that are not past due (\$33.611m) and not less than 6 months past due \$1.302m are not considered impaired and together these represent 89.83% of the total trade debtors.

There are no debtors which are currently not past due or impaired whose terms have been renegotiated.

The only financial assets that are past due or impaired are 'sales of goods and services' in the 'receivables' category of the Statement of financial position.

Parent 2010	Total \$'000	Past Due But Not Impaired \$'000	Considered Impaired \$'000
< 3 months overdue	729	710	19
3 months – 6 months overdue	321	142	179
> 6 months overdue	2,878	1,791	1,087

Consolidated 2010	Total \$'000	Past Due But Not Impaired \$'000	Considered Impaired \$'000
< 3 months overdue	1,360	1,160	200
3 months – 6 months overdue	529	142	387
> 6 months overdue	3,733	1,791	1,942

The ageing analysis excludes statutory receivables, as these are not within the scope of AASB 7 and excludes receivables that are not past due and not impaired. Therefore the total will not reconcile to the receivable total recognised in the Statement of financial position.

Each column in the table reports gross receivables.

Authority Deposits

The Department has placed its Wards Trust funds on deposit with TCorp, which has been rated "AAA" by Standard and Poors. These deposits are similar to money market or bank deposits and are placed for a fixed term. The interest rate payable by TCorp is negotiated initially and is fixed for the term of the deposit.

The deposits at balance date were earning an average interest rate of 4.50% while over the year the weighted average interest rate was 3.71% on a weighted average balance during the year of \$44,913. None of these assets are past due or impaired.

c) Liquidity risk

Liquidity risk is the risk that the Department will be unable to meet its payment obligations when they fall due. The Department continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high quality liquid assets. The objective is to maintain continuity of funding and flexibility through the optimum timing of appropriation drawdowns and Departmental expenditure.

No assets have been pledged as collateral. The Department's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk. The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment. No late interest payments were made in the year ended 30 June 2010.

The Department has access to the following lines of credit with Westpac Bank:

	Parent 2010 \$'000	Consolidated 2010 \$'000
Cheque Cashing Authority	2,018	2,018
Master Card	4,067	4,482
Payroll Agreement	5,520	5,520
Tape Negotiation Authority	348,000	368,000

The table below summarises the maturity profile of the Department's financial liabilities, together with the interest rate exposure.

Maturity Analysis and interest rate exposure of financial liabilities

		\$'000	\$'000	\$'000	\$'000
			Interest Rate exposure	Maturity Dates	
2010	Weighted Average Effective Interest rate	Nominal Amount (1)	Non Interest Bearing	< 1 year	1-5 years
PARENT					
Payables:					
Payables	-	35,717	35,717	35,717	-
Other	-	70,829	70,829	70,829	-
Total Financial Liabilities		106,546	106,546	106,546	-
CONSOLIDATED					
Payables:					
Payables	-	35,996	35,996	35,996	-
Other	-	76,160	76,160	76,160	-
Total Financial Liabilities		112,156	112,156	112,156	-

(1) The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities, therefore the amounts disclosed above will not reconcile to the Statement of financial position.

Notes to the Financial Statements

For the year ended 30 June 2010

d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The Department's exposure to market risk is primarily through interest rate risk on the Department's cash balances and other price risks associated with the movement in the unit price of the Hour Glass Investment Facilities. The Department has no exposure to foreign currency risk and does not enter into commodity contracts.

The effect on profit and equity due to a reasonably possible change in risk variable is outlined in the information below, for interest rate risk and other price risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment in which the Department operates and the time frame for the assessment (i.e. until the end of the next annual reporting period). The sensitivity analysis is based on risk exposures in existence at the balance date. The analysis assumes that all other variables remain constant.

Interest rate risk

Interest rate risk is the risk that the value of financial instruments will fluctuate due to changes in market interest rates. A reasonably possible change of +/- 1% is used, consistent with current trends in interest rates. The basis will be reviewed annually and amended where there is a structural change in the level of interest rate volatility. The Department's exposure to interest rate risk is set out below.

2010 Parent		\$'000			
		Profit	Equity	Profit	Equity
		-1%		+1%	
PARENT					
Financial Assets					
Cash on hand	400	-	-	-	-
Cash at bank	104,783	(1,048)	(1,048)	1,048	1,048
Receivables		-	-	-	-
Financial Liabilities					
Payables	106,546	-	-	-	-
Development Costs Repayable		-	-	-	-
CONSOLIDATED					
		-1%		+1%	
Financial Assets					
Cash on hand	412	-	-	-	-
Cash at bank	147,204	(1,472)	(1,472)	1,472	1,472
Receivables		-	-	-	-
Financial Liabilities					
Payables	112,156	-	-	-	-
Development Costs Repayable		-	-	-	-

Other Price Risk – TCorp Hour-Glass facilities

Exposure to 'other price risk' primarily arises through the investment in the TCorp Hour-Glass Investment Facilities, which are held for strategic rather than trading purposes. The Department has no direct equity investments. The Department holds units in the following Hour-Glass investment trusts.

Facility	Investment Sectors	Investment Horizon	2010 \$'000
Cash facility	Cash, money market instruments	Up to 1.5 years (pre-June 2008 – up to 2 years)	24,498
Medium-term growth facility	Cash, money market instruments, Australian and international bonds, listed property, Australian and international shares	3 to 7 years (pre-June 2008 – 4 to 7 years)	6,380
Long-term growth facility	Cash, money market instruments, Australian and international bonds, listed property, Australian and international shares	7 years and over	8,867

The unit price of each facility is equal to the total fair value of the net assets held by the facility divided by the number of units on issue for that facility. Unit prices are calculated and published daily.

NSW TCorp is trustee for each of the above facilities and is required to act in the best interest of the unit holders and to administer the trusts in accordance with the trust deeds. As trustee, TCorp has appointed external managers to manage the performance and risks of each facility in accordance with a mandate agreed by the parties. However, TCorp act as manager for part of the Cash Facility. A significant portion of the administration of the facilities is outsourced to an external custodian.

Investment in the Hour-Glass facilities limits the Department's exposure to risk, as it allows diversification across a pool of funds with different investment horizons and a mix of investments.

NSW TCorp provides sensitivity analysis information for each of the investment facilities, using historically based volatility information collected over a ten year period, quoted at two standard deviations (i.e. 95% probability). The TCorp Hour-Glass Investment facilities are designated at fair value through the statement of comprehensive income and therefore any change in the unit price impact directly on the profit/(loss) rather than equity. A reasonably possible change is based on the percentage change in unit price (as advised by TCorp) multiplied by the redemption value as at 30 June each year for each facility (balance from Hour-Glass statement).

Consolidated	Change in unit price	2010 \$'000
Hour-Glass Investment – Cash facility	+/- 1%	+/- 245
Hour-Glass Investment – Medium-term growth facility	+/- 7%	+/- 447
Hour-Glass Investment – Long-term growth facility	+/- 15%	+/- 1,330

e) Fair Value

Financial instruments are generally recognised at cost, with the exception of the TCorp Hour-Glass facilities which are measured at fair value. The value of the Hour-Glass Investments is based on the Department's share of the value of the underlying assets of the facility, based on market value. All of the Hour Glass facilities are valued using 'redemption' pricing. The amortised cost of financial instruments recognised in the statement of financial position approximates the fair value, because of the short term nature of many of the financial instruments.

Notes to the Financial Statements

For the year ended 30 June 2010

(f) Fair Value recognised in the statement of financial position

The department uses the following hierarchy for disclosing the fair value of financial instruments by valuation technique:

- * Level 1 – Derived from quoted prices in active markets for identical assets/liabilities
- * Level 2 – Derived from inputs other than quoted prices that are observable directly or indirectly.
- * Level 3 – Derived from valuation techniques that include inputs for the asset/liability not based on observable market data (unobservable inputs)

	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	2010 Total \$'000
Financial assets at fair value				
Derivatives	-	-	-	-
Tcorp Hour Glass Investment Facility	-	39,745	-	39,745
Shares	-	-	-	-
	-	39,745	-	39,745

The table above only includes financial assets, as no financial liabilities were measured at fair value in the statement of financial position.

There were no transfers between level 1 and 2 during the period ended 30 June 2010.

Note 29: After Balance Date Events

There were no after balance date events that require disclosure in the Financial Statements.

END OF AUDITED FINANCIAL STATEMENTS

NSW Land and Housing Corporation

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Independent Auditor's Report

For the year ended 30 June 2010



GPO BOX 12
Sydney NSW 2001

INDEPENDENT AUDITOR'S REPORT

NSW Land and Housing Corporation

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the NSW Land and Housing Corporation (the Corporation) which comprises the statement of financial position as at 30 June 2010, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, a summary of significant accounting policies and other explanatory notes.

Auditor's Opinion

In my opinion, the financial statements:

- present fairly, in all material respects, the financial position of the Corporation as at 30 June 2010 and its financial performance for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- are in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010

My opinion should be read in conjunction with the rest of this report.

Significant uncertainty regarding the possible transfer of dwellings to Community Housing Providers

Without qualification to the opinion expressed above, I draw attention to Note 4 to the financial statements. In May 2009, the NSW Government decided, subject to the satisfaction of a number of conditions, to transfer up to 7,000 properties to the community housing sector for nil consideration. Until the conditions are satisfied, the effect on the Corporation's assets cannot be determined. At 30 June 2010, these assets are recognised at fair value in the Statement of Financial Position.

The Director-General of the Department of Human Services Responsibility for the Financial Statements

The Director-General of the Department of Human Services is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the Corporation's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Corporation's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Director-General of the Department of Human Services, as well as evaluating the overall presentation of the financial statements.

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

My opinion does not provide assurance:

- about the future viability of the Corporation
- that it has carried out its activities effectively, efficiently and economically
- about the effectiveness of its internal controls.

Independence

In conducting this audit, the Audit Office of New South Wales has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.



Peter Achterstraat
Auditor-General

20 September 2010
SYDNEY

Adoption of Financials Statements

1 July 2009 to 30 June 2010

The financial statements of NSW Land and Housing Corporation have been prepared in accordance with the statute provisions of the *Public Finance and Audit Act 1983*, the *Public Finance and Audit Regulation 2005* and the Treasurer's Directions.

Pursuant to section 45F of the *Public Finance and Audit Act 1983*, it is recommended that:

The financial statements for the year ended 30 June 2010 be adopted and the Director General provide a statement to the effect that in her opinion the accompanying financial statements have been prepared in accordance with the provisions of the *Public Finance and Audit Act 1983*, the *Public Finance and Audit Regulation 2005*, applicable Australian Accounting Standards, Australian Accounting Interpretations, Treasury Accounting Policy Statements and the Treasurer's Directions, and that as at 17 September 2010, the Director General is not aware of any circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Michael Kuenzle
A/Chief Financial Officer
17 September 2010

Statement by the Director General

For and on behalf of the NSW Land and Housing Corporation

Pursuant to section 45F of the *Public Finance and Audit Act 1983*, I, J. Mason, Director General, state that in my opinion:

1. The accompanying financial statements exhibit a true and fair view of the financial position of the Corporation as at 30 June 2010 and transactions for the year then ended.
2. The statements have been prepared in accordance with the provisions of the *Public Finance and Audit Act 1983*, the *Public Finance and Audit Regulation 2005*, applicable Australian Accounting Standards, Australian Accounting Interpretations, Treasury Accounting Policy Statements and the Treasurer's Directions.

As at 17 September 2010, I am not aware of any circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Jenny Mason
Director General

For and on behalf of the
NSW Land & Housing Corporation
17 September 2010

Statement of Comprehensive Income

For the year ended 30 June 2010

	Notes	2010 \$'000	2009 \$'000
Revenue			
Rent and other tenant charges	3	694 920	688 312
Government grants	4	1 922 608	889 952
Investment income	5	26 469	24 839
Management fees income	6	8 465	7 945
Other revenue	7	26 850	24 459
Total Revenue		2 679 312	1 635 507
Expenses			
Repairs and maintenance	8	266 390	234 829
Council rates		105 656	102 497
Water rates		83 508	77 609
Personnel services expenses	9	212 503	229 218
Depreciation and amortisation	11	298 984	282 241
Grants and subsidies	12	296 571	191 969
Finance costs	13	84 729	99 099
Impairment of receivables	17(iii)	4 521	3 310
Other expenses	10	145 261	125 294
Total Expenses excluding losses		1 498 123	1 346 066
Loss on disposals	14	(106 683)	(73 730)
SURPLUS/(DEFICIT) FOR THE YEAR	26	1 074 506	215 711
Other comprehensive income			
Net increase (decrease) in property, plant and equipment asset revaluation reserve	26	2 907 995	(47 714)
Gain on sale of investments (PEP1)		276	-
Other comprehensive income for the year		2 908 271	(47 714)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		3 982 777	167 997

The accompanying notes form part of these Financial Statements.

Statement of Financial Position

As at 30 June 2010

	Notes	2010 \$'000	2009 \$'000
ASSETS			
Current Assets			
Cash and cash equivalents	15	169 659	364 100
Receivables	16	33 597	30 566
Other financial assets	17	586 130	239 489
Prepayments	18	5 196	4 703
Total Current Assets (excluding assets held for sale)		794 582	638 858
Non-current assets held for sale	19	40 822	23 217
Total Current Assets		835 404	662 075
Non-Current Assets			
Receivables	16	25 740	17 768
Other financial assets	17	4 516	148 980
Property, plant and equipment	20	31 944 020	27 954 080
Intangible assets	21	51 687	41 391
Prepayments	18	7 425	8 202
Total Non-Current Assets		32 033 388	28 170 421
TOTAL ASSETS		32 868 792	28 832 496
LIABILITIES			
Current Liabilities			
Payables	22	651 101	436 054
Borrowings	23	40 770	51 951
Provisions	24	9 418	5 111
Other	25	320	247
Total Current Liabilities		701 609	493 363
Non-Current Liabilities			
Payables	22	31 142	2 767
Borrowings	23	663 687	849 078
Embedded derivatives on borrowings	2(b)(ii)	634	1 204
Provisions	24	4 105	8 165
Other	25	29 852	22 933
Total Non-Current Liabilities		729 420	884 147
TOTAL LIABILITIES		1 431 029	1 377 510
NET ASSETS		31 437 763	27 454 986
EQUITY			
Retained earnings	26	11 277 539	9 866 175
Reserves	26	20 160 224	17 588 811
TOTAL EQUITY		31 437 763	27 454 986

The accompanying notes form part of these Financial Statements.

Statement of Changes in Equity

For the year ended 30 June 2010

Notes	Retained Earnings		Asset Revaluation Surplus		Total	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Balance at 1 July 2009	9 866 175	9 324 782	17 588 811	17 962 207	27 454 986	27 286 989
Changes in Accounting Policy	-	-	-	-	-	-
Correction of Errors	-	-	-	-	-	-
Restated total equity at 1 July 2009	9 866 175	9 324 782	17 588 811	17 962 207	27 454 986	27 286 989
Surplus/(Deficit) for the year	1 074 506	215 711	-	-	1 074 506	215 711
Total comprehensive income for the year	1 411 364	541 393	2 571 413	(373 396)	3 982 777	167 997
Transactions with owners in their capacity as owners	1 411 364	541 393	2 571 413	(373 396)	3 982 777	167 997
Increase/(decrease) in net assets from equity transfers					-	-
Balance at 30 June 2010	11 277 539	9 866 175	20 160 224	17 588 811	31 437 763	27 454 986

The accompanying notes form part of these Financial Statements.

Statement of Cash Flows

For the year ended 30 June 2010

	Notes	2010 \$'000	2009 \$'000
Cash flows from Operating Activities			
Receipts			
Rent and other tenant charges		693 132	688 519
Government grants		1 916 334	875 822
Government grants - Other NSW Government Agencies		6 274	14 130
Interest received		26 563	24 881
Management fees		8 465	41 445
Other		31 216	54 691
Total receipts		2 681 984	1 699 488
Payments			
Property and residential tenancy		(556 545)	(454 062)
Personnel Services Expense		(218 835)	(206 143)
Administrative and working expenses		(21 819)	(81 069)
Finance costs		(52 376)	(54 586)
Grants and subsidies		(296 837)	(202 830)
Other		(1 439)	(24 734)
Total payments		(1 147 851)	(1 023 424)
Net cash flows from Operating Activities	29	1 534 133	676 064
Cash flows from Investing Activities			
Receipts			
Proceeds from sale of property, plant and equipment		240 895	243 160
Proceeds from redemption of investments held to maturity		149 573	5 101
Funds from other organisations		1 316	45 000
Total receipts		391 784	293 261
Payments			
Purchase of property, plant and equipment		(1 565 988)	(470 150)
Purchase of investments held to maturity		(353 847)	(215 249)
Other		-	(1 158)
Total payments		(1 919 835)	(686 557)
Net cash flows from Investing Activities		(1 528 051)	(393 296)
Cash flows from financing activities			
Receipts			
Proceeds from borrowings		481	520
Payments			
Repayments of borrowings		(201 004)	(88 733)
Net cash flows from Financing Activities		(200 523)	(88 213)
Net increase/(decrease) in cash and cash equivalents		(194 441)	194 555
Opening cash and cash equivalents		364 100	169 545
CLOSING CASH AND CASH EQUIVALENTS	15	169 659	364 100

The accompanying notes form part of these Financial Statements.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 1: The reporting entity

The NSW Land & Housing Corporation (The Corporation), as a reporting entity, comprises all the operating activities under its control. The Corporation is responsible for implementing the housing assistance program in NSW and act to administer the *Housing Act 2001*.

The Corporation is a not-for-profit entity as its principal objective is to provide public housing to people with the greatest need. The Corporation's financial report is consolidated as part of the NSW Total State Sector Accounts.

The financial statements for the year ended 30 June 2010 were authorised for issue by the Director General of the Department of Human Services on 17 September 2010.

Note 2: Summary of significant accounting policies

a) Basis of Preparation

The Corporation's financial statements are general purpose financial statements, which have been prepared in accordance with applicable Australian Accounting Standards (which includes Australian Accounting Interpretations), the requirements of the Public Finance and Audit Act 1983 and Regulation. Where there are inconsistencies between the accounting standards and legislative requirements, the legislative provisions have prevailed.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial statements.

Except for certain assets and liabilities, which are measured at fair value as noted, the financial statements are prepared in accordance with the historical cost convention. All amounts are rounded to the nearest one thousand dollars and are expressed in Australian dollars. Unless otherwise noted, accounting policies are consistent with those of the previous year.

b) Financial instruments

(i) Non-derivative financial instruments

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, short term deposits with a maturity date of three months or less from balance date and deposits in NSW Treasury Corporation's Hour Glass Cash Facility.

Receivables

The Corporation measures short-term receivables with no stated interest rate at the original amount charged as the effect of discounting is considered to be immaterial.

An allowance for impairment of receivables is established when there is objective evidence that the Corporation will not be able to collect all amounts due. The amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate.

Uncollectible amounts are recognised as bad debts and written off when the following requirements of Treasurer's Directions 450.01-450.09 *Recovery of Debts to the State* are met:

- a) the debtor cannot be located;
- b) it is uneconomical to finalise recovery action due to the relatively small value of the debt;
- c) the medical, financial or domestic circumstances of a particular debtor do not warrant the taking of further recovery action; or
- d) legal proceedings through the courts have proved, or on legal advice, would prove unsuccessful

Loans and other receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market.

These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Any changes are recognised in the surplus / (deficit) for the year when impaired, derecognised or through the amortisation process.

Held to maturity investments

Non-derivative financial assets with fixed or determinable payments and fixed maturity that the Corporation has positive intention and ability to hold to maturity are classified as "held to maturity". These investments are measured at amortised cost using the effective interest method. Changes are recognised in the Statement of Comprehensive Income, when impaired, de-recognised or through the amortisation process.

Borrowings

On initial recognition, borrowings including low interest loans are measured at fair value, net of transaction costs incurred and subsequently, at amortised cost using the effective interest method. Gains or losses are recognised in the surplus/(deficit) for the year on derecognising.

Payables

These amounts represent liabilities for goods and services provided to the Corporation. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

Notes to the Financial Statements

For the year ended 30 June 2010

(ii) Embedded Derivative in borrowing

Recognition of assets and liabilities – Public Equity Partnership (PEP)

In June 1991 and October 1993, the Corporation sold a total of 1,490 residential properties to the AMP Society (the Society) for \$130 million (PEP1) and \$69.2 million (PEP2) respectively. The agreement between the Society and the Corporation provides for the continued occupancy by public tenants of the residential properties leased, maintained and managed by the Corporation and for which the Society pays management fees.

In accordance with Housing's policy, public tenants are only required to pay an amount equivalent to a pre-determined percentage of their household income. As the Society is entitled to a guaranteed return, Housing pays the Society any shortfall between the guaranteed return and the rent collected from tenants. The agreement further stipulates that when the properties are disposed of, the Society is entitled to a return of principal plus a share in capital profits. This arrangement is considered to be a financing arrangement with an embedded derivative component, being the share in capital profits.

On initial recognition, the loan payable to the Society was measured at the fair value of the consideration received and subsequently, at amortised cost using the effective interest method (refer to Note 23). The effective interest rate is the rate that exactly discounts the estimated cash flows to nil at the end of the term of the loan. Estimated cash flows comprise the guaranteed annual return on tenanted properties and the return of principal relating to properties disposed of during the term of the loan. The guaranteed annual return is derived from financial models that apply minimum and maximum CPI collars.

Each property in this particular portfolio is allocated an actuarial index, which is based on annual property market values derived from the valuation of a random sample of properties. When the actuarial index reaches pre-determined levels, the properties are earmarked for sale.

As properties are sold, the Society is entitled to a return of principal plus a share in capital profits. The Society's share in capital profits is considered an embedded derivative, which meets the relevant requirements of *AASB 139 Financial Instruments Recognition and Measurement* and is therefore separated from the loan payable balance, recorded at fair value and disclosed separately in the Statement of Financial Position.

Gains and losses arising from the valuation of embedded derivatives are recognised in the Statement of Comprehensive Income. To assist in funding the payment of this liability to the Society on maturity, the Corporation invests funds through a correlation insurance arrangement (refer to Note 17). Under this arrangement, the Corporation has a charge over the funds invested. Investment proceeds are to be used to partly settle the Corporation's liability to the Society.

Early Termination PEP1 Scheme

PEP 1 is a scheme entered into with AMP in 1990 where 1,013 newly-built properties with public tenants *in situ* were sold to a nominee company of AMP with a total investment by AMP of \$146 million. The properties were acquired by the New South Wales Land and Housing Corporation ("Corporation") with this intention; the arrangement enabled public housing funding through annual subsidy payments in lieu of capital allocation.

The Housing Minister approved the early termination proposal for PEP1. The Honourable Mr David Borger as Acting Minister for Housing executed

the Termination Deed on 24 June 2010. The scheme was finalised when the balance of the PEP1 operating account was cleared to AMP Capital Investors. AMP received a total payment of \$160 million funded from property sales, income for the 2009/10 financial year, and the sale of bonds (\$153 million). The balance of \$1.7 million from the bonds sale was paid to the Corporation on 30 June 2010.

NSW Treasury Corporation debt management

In January 2007 the Corporation entered into a Risk Management agreement with NSW Treasury Corporation (TCorp) who have established prudential guidelines under which the Corporation's debt portfolio will be managed. TCorp have set parameters for the use of hedging instruments and have established a benchmark portfolio for measuring debt management performance.

Management of the debt portfolio is achieved by the following:

- (i) Core Debt Portfolio – This is a non traded portfolio where TCorp debt instruments are used to rebalance the core portfolio within a specified modified duration range. Futures may be used from time to time to assist execution of the rebalancing transactions.
- (ii) Strategic Positioning – using "Interest Rate Trigger levels" to effectively target modified duration levels using TCorp securities and derivatives.
- (iii) Tactical Positioning – using derivative instruments to shorten or lengthen the modified duration of the portfolio.

The aim of debt management is to add value on a market value basis through tactical and strategic positioning of the total debt portfolio relative to the core portfolio.

c) Income recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below:

(i) Rent

Rent is charged one week in advance and recognised as income on a straight-line basis.

The Corporation charges rent at current market rates, subject to individual limitations. However, tenants are only required to pay an amount equivalent to a pre-determined percentage of their household income. Rent payable by tenants, including other tenant related charges, is reported in the Statement of Comprehensive Income as Rent and other tenant charges.

Rental income received as upfront payments for leases with a term exceeding 50 years is recognised on a straight-line basis over the lease term in accordance with *AASB 117 Leases*. The unexpired portion of the lease is recognised as liability as per the accounting standard and *NSW Treasury Policy TPP06-3 Lessor Accounting for Prepaid Long Term Leases of Land*. The amounts of the upfront payments are disclosed in Note 25.

The Community Housing Division, a business unit of the Corporation, is responsible for delivering the community housing programs. The Corporation enters into lease agreements with accredited community housing providers, generally for a period of 5 years, at a nominal rent of \$1. Ownership of leased dwellings does not transfer to the lessees at the end of the lease terms. The lease contracts do not meet the definition of a finance lease. Control remains with the Corporation.

(ii) Government grants

Government grants are recognised as income when the Corporation gains control over the grants. Control is normally obtained when cash is received. In accordance with Treasury mandate, the Corporation continues to apply the current version of *AASB 1004 Contributions*.

(iii) Management fees and Other Revenue

Management fees and sundry income are recognised on an accrual basis in accordance with *AASB 118 Revenue*.

(iv) Sale of properties

Gain/ (loss) from the sale of properties is recognised when the risks and rewards associated with the ownership of property are passed to the purchaser usually on settlement date.

(v) Investment Revenue

Investment Revenue is recognised as it accrues using the effective interest method as set out in *AASB 139 Financial Instruments: Recognition and Measurement*.

d) Finance expenses**(i) Finance costs**

Finance costs are recognised as expenses in the period in which they are incurred, in accordance with Treasury's mandate to general government sector agencies and the *Accounting for Financial Instruments Policy and Guidelines Paper (TPP 08-01)* for low interest loans.

(ii) Financial guarantees

Financial guarantees are recognised initially as a liability at fair value as set out in *AASB 139*, and subsequently measured at the higher of:

- The amount determined in accordance with *AASB 137 Provisions, Contingent Liabilities and Contingent Assets* and
- The amount initially recognised less, when appropriate, cumulative amortisation recognised in accordance with *AASB 118 Revenue*.

e) Impairment of financial assets**(i) Financial assets**

On an ongoing basis, the Corporation determines whether there is objective evidence of impairment arising from events that impact on the estimated future cash flows of the financial assets. Impairment is calculated as the difference between the carrying amount and the present value of estimated future cash flows discounted at the financial asset's original effective interest rate (for financial assets carried at amortised cost). The calculated impairment loss is recognised in the surplus/ (deficit) for the year.

When there is objective evidence that impairment no longer exists, previously recognised impairment losses are reversed through the Statement of Comprehensive Income so that the carrying amount of financial assets carried at amortised cost do not exceed what the carrying amount would have been had there not been an impairment loss.

(ii) Impairment of property, plant and equipment and intangible assets

The Corporation is a not-for-profit entity. Under *AASB 136 Impairment of Assets*, assets will only be impaired when selling costs are deemed material. This is because for not-for-profit entities, *AASB 136* modifies the recoverable amount in such circumstances to be the higher of fair value less costs to sell and depreciated replacement costs.

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than its carrying amount the carrying amount is reduced to recoverable amount and the reduction is recognised as an impairment loss.

Notes to the Financial Statements

For the year ended 30 June 2010

f) De-recognition of financial assets and financial liabilities

A financial asset is de-recognised when the contractual rights to the cash flows from the financial assets expire; or if the Corporation transfers the financial asset under the following circumstances

- (i) where substantially all the risks and rewards have been transferred, or
- (i) where the Corporation has not transferred substantially all the risks and rewards, if the Corporation has not retained control.

Where the Corporation has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of the Corporation's continuing involvement in the asset.

A financial liability is de-recognised when the obligation specified in the contract expires, or is discharged or cancelled. The Corporation has not de-recognised any financial assets and liabilities.

g) Insurance

The Corporation manages its insurance activities through insurance brokers. Insurance premiums are paid annually and amortised on a straight line basis over the period.

h) Goods and Services Tax (GST)

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

- (i) the amount of GST incurred by the Corporation as a purchaser, that is not recoverable from the Australian Taxation Office (ATO), is recognised as part of the cost of acquisition of an asset or as part of an item of expense;

- (ii) receivables and payables are stated with the amount of GST included.

Cash flows are included in the statement of cash flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which is recoverable from or payable to the ATO are classified as operating cash flows.

i) Non-current assets classified as held for sale

The Corporation has certain non-current assets classified as held for sale, where their carrying amount will be recovered principally through a sale transaction not through continuing use. Non-current assets held for sale are recognised at the lower of carrying amount and fair value less cost to sell. These assets are not depreciated while they are classified as held for sale.

j) Acquisition of assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Corporation. Cost is the amount of cash or cash equivalents paid or the fair value of other consideration given to acquire the asset at the time of its acquisition or construction, or where applicable, the amount attributed to that asset when initially recognised in accordance with the specific requirements of other Australian Accounting Standards.

Assets are recognised upon unconditional exchange of contracts.

Cost includes expenditures that are directly attributable to the acquisition of the asset. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the asset to a working condition for its intended use, and the costs of dismantling and removing the items and restoring the site on which they are located.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition (refer to Note 2 (f) for assets transferred as a result of an administrative restructure).

Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction. Where the payment for an asset is deferred beyond normal credit terms, its cost is the cash price equivalent that is, the deferred payment amount is effectively discounted at an asset-specific rate.

k) Capitalisation thresholds

Property, plant and equipment and intangible assets costing \$5,000 and above are capitalised, except for grouped assets such as the computer network, where all costs are capitalised.

l) Property, plant and equipment

(i) Valuation

Physical non-current assets are valued in accordance with the *Valuation of Physical Non-Current Assets at Fair Value Policy and Guidelines Paper* (TPP 07-01). This policy adopts fair value in accordance with *AASB 116 Property, Plant and Equipment*, and takes into account the unique circumstances in the public sector, when applying the valuation principles in *AASB 116*.

Property, plant and equipment is measured at fair value with reference to the asset's highest and best use, being the value of the asset's existing use, where there are no feasible alternative uses in the existing natural, legal, financial and socio-political environment. However in limited circumstances, where there are feasible alternative uses, assets are valued at their highest and best use of the feasible alternative (net of costs to achieve that use).

Fair value of property, plant and equipment is determined based on the best available market evidence, including current market prices for the same or similar assets. In the absence of readily identifiable market evidence, such as churches, child care centres in the community purpose portfolio, the market value for the land is adopted and a depreciated replacement cost is determined for the improvements.

Management has exercised its judgment when valuing residential properties under block title. Block title properties represent a group of properties within a specific location that are covered by a single title for the entire block, instead of individual title.

This category of residential properties is initially valued as if the properties were under a single title. This initial valuation is subsequently discounted by the cost to a developer of establishing individual title and bringing the properties to market. This process establishes a value for that part of the market that may be interested in buying properties under a single title. The Corporation ensures that the valuation assigned to this group of residential properties, using this valuation methodology, represents fair value.

The fair value of land under a long term lease, whether a peppercorn rent is charged or upfront rental prepaid, is likely to be negligible during the greater part of the lease term due to its encumbrance by the no-longer-income-producing lease. As such, land is recorded at \$1 in the asset register so that it is not overlooked in future revaluations.

The fair value will re-emerge towards the end of the lease term as the effect of the encumbrance diminishes.

(ii) *Revaluation*

The Corporation undertakes valuation of its residential properties each year, either by full valuation round (which takes place every 3 years), or by indexation in the interim years. In December 2008 a full valuation round took place where Department of Lands registered valuers were engaged by the Corporation to value 3,100 benchmark properties. These 3,100 valued properties become a reference matrix of 18,000 valuations. The valuations comprising the matrix were extrapolated to all residential properties taking into account the particular characteristics of each property. Residential properties covered by a “block” title were adjusted to include the cost of obtaining individual property title.

Land held for redevelopment

When residential buildings are demolished in line with the Corporation’s asset strategy program, (refer to Note 14(ii)), the resulting vacant land is classified as land held for redevelopment. The revaluation methodology applicable to residential properties also applies to this class of assets.

Commercial Property

The valuation of this asset class is undertaken annually and is based on values provided by the registered independent valuers.

Vacant Land

The valuation of this asset class is based on land valuation provided by the Valuer-General each year.

Community Purpose

In May 2010 a select tender process was utilised by the Corporation to engage an external valuation consultancy to determine the valuation to be applied to Community Purpose properties and provision of individual property valuations for financial reporting purposes. The valuation date for this portfolio was 30 June 2010.

(i) **Long and short term leases**

Where a property owned by the Corporation is subject to a short term lease that is not at market levels, an adjustment to the market value has been made to account for the premium or concession. The Corporation’s properties under long term leases with greater than 25 years remaining for ‘peppercorn’ and nominal rentals have had their market value calculated by referring to freehold sales. They are recorded at \$1 in the asset register.

(ii) **Freehold residential**

This group has been valued by reference to market value comparisons. Where the dwelling is a unit, townhouse, duplex, etc, then an amount for provision of hypothetical separate title has been deducted.

(iii) **Specific use properties**

Properties such as churches, community halls, child care centres do not have readily identifiable markets. In the absence of best available market evidence, a market value for land is adopted and a depreciated replacement cost is determined for the improvements.

(iv) **Partial interests**

Where a partial interest is identified, for example, a local government owns the building and the Corporation owns the land, then the specific percentage interest in the land, improvements or both has been calculated.

(v) **Revaluation increments/ decrements**

Any balances of accumulated depreciation at the revaluation date in respect of the revalued assets are credited to the asset accounts to which they relate. The net asset accounts are then increased or decreased by the revaluation increments or decrements.

Notes to the Financial Statements

For the year ended 30 June 2010

Revaluation increments are credited directly to the asset revaluation reserve, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the surplus/(deficit), the increment is recognised immediately as revenue in the surplus/(deficit).

Revaluation decrements are recognised as expenses in the surplus/(deficit), except that, to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of assets, they are debited directly to the asset revaluation reserve.

As a not-for-profit entity, revaluation increments and decrements are offset against one another within a class of non-current assets, but not otherwise.

Where an asset that has previously been revalued is disposed of, any balance remaining in the reserve in respect of that asset is transferred to retained earnings.

(iii) Depreciation and amortisation

Property, plant and equipment, other than land are depreciated on a straight line basis. The estimated useful lives of the depreciable assets are:

Asset class	Estimated useful life
Residential properties	50 years
Residential properties marked for demolition	1 to 5 years
Commercial properties	50 years
Community purpose built properties	50 years
Motor vehicles	2 years
Computer hardware	3 years
Intangible assets	3 years
Office furniture and equipment	3 years

Improvements to leasehold property valued at \$5,000 or more are capitalised and amortised over the unexpired period of the lease or the estimated useful life of the improvements, whichever is shorter. The 99 year leased asset is amortised over the life of the lease in accordance with *AASB 116 Property Plant & Equipment*.

The residual values and useful lives of assets are reviewed at each balance date and adjusted, if appropriate.

(iv) Major inspection costs

The labour cost of performing major inspections for faults is recognised in the carrying amount of an asset as a replacement of a part, when the recognition criteria are satisfied.

(v) Restoration costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent that it is recognised as a liability. The Corporation recognises a liability when it has a legal or constructive obligation to restore an asset.

(vi) Repairs and maintenance

The Corporation expenses the costs of routine maintenance and repairs necessarily incurred to maintain its assets at pre-determined standards. During the year, the Corporation incurred \$266.3 million (2009: \$234.8m) on repairs and maintenance. However, the Corporation capitalises costs incurred to bring older dwellings in poor condition to the Corporation's benchmark standard, which exceeds the original standard of the dwellings.

For any work order which has been issued but not completed, the Corporation uses certain assumptions and estimates the percentage of spend over original dollars and apply percentage of completion in the calculation of repairs and maintenance accrual.

m) Leased Assets

A distinction is made between finance leases, which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at its fair value at the commencement of lease term or present value of minimum lease payment whichever is lower. The corresponding liability is established at the same amount. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are charged to the Statement of Comprehensive Income in the periods in which they are incurred.

n) Intangible Assets

The Corporation recognises intangible assets only if it is probable that future economic benefits will flow to the Corporation and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at acquisition date.

All research costs are expensed. Development costs are only capitalised when certain criteria are met.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the Corporation's intangible assets, they are carried at cost less accumulated amortisation which represents fair value. The Corporation's intangible assets (currently only computer software) are amortised on a straight-line basis over a period of three years).

o) Rental Housing Assistance Fund

The Rental Housing Assistance Fund (RHAF) "The Fund" was established by a trust deed dated 27 October 1993 and operates in the State of NSW. It supports and administers the State's rental housing programs in respect of the October 1993 Public Equity Partnership (PEP2 arrangement).

The Fund is considered to be an entity wholly controlled by the Corporation. Accordingly, the net assets of the Fund are reflected in the Corporation's Statement of Financial Position as a non-current asset (refer to Note 17) and the transactions are not consolidated on the basis of materiality.

p) Provisions

Provisions are recognised when the Corporation has a present obligation (legal or constructive) as a result of a past event; it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

Any provision for restructuring is recognised only when the Corporation has a detailed formal plan and the Corporation has raised a valid expectation in those affected that it will carry out the restructuring by starting to implement the plan or announcing its main features to those affected.

If the effect of the time value of money is material, provisions are determined by discounting the expected future cash flows that reflects current market assessments of the time value of money and, where appropriate, the risks specific to the liability.

q) Equity transfer

In accordance with NSW Treasury Policy and Guidelines Paper (NSW TPP) 09-03 and Australian Interpretation 1038 *Contributions by Owners made to Wholly-owned Public Sector Entities*, the transfer of net assets between agencies as a result of an administrative restructure within government is designated as a "contribution by owners" and recognised as an adjustment to "Accumulated Funds".

Transfers arising from an administrative restructure between government departments are recognised at the amount at which they were recognised by the transferor department immediately prior to the restructure. In most instances, this will approximate fair value.

r) Statement of Compliance

The Corporations financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

s) New Australian Accounting Standards issued but not effective

The following new Accounting Standards have not been applied and are not yet effective for the 2009-10 financial year:

AASB No.	Operative Date	Title
9 and 2009-11	1 Jan 2013	Amendments to Australian Accounting Standards regarding financial instruments
2009-5	1 Jan 2010	Amendments to Australian Accounting Standards regarding annual improvements
2009-8	1 Jan 2010	Amendments to Australian Accounting Standards regarding share based payments
2009-9	1 Jul 2010	Amendments to Australian Accounting Standards regarding first time adoption
2009-10	1 Feb 2010	Amendments to Australian Accounting Standards regarding classification of rights
124 and 2009-12	1 Jan 2011	Amendments to Australian Accounting Standards regarding related party transactions
Interpretation 19 and 2009-13	1 Jul 2010	Amendments to Australian Accounting Standards regarding extinguishing financial liability with equity instruments
2009-14	1 Jan 2011	Amendments to Australian Accounting Standards regarding prepayments of a minimum funding requirement
2010-1	1 Jul 2010	Amendments to Australian Accounting Standards regarding AASB 7 comparatives for first time adopters

Notes to the Financial Statements

For the year ended 30 June 2010

Note 3: Rent and Other Tenant Charges

	2010 \$'000	2009 \$'000
Market rent and other tenant charges	0	1 438 938
Less: rental subsidies to tenants (non-cash)	0	(777 724)
Water usage charges	1	27 098
Total rent and other tenant charges	1	688 312

Note 4: Government Grants

The National Affordable Housing Agreement (NAHA), jointly funded by the Commonwealth and the State governments, became effective on 1 January 2009 for a period of five years. However, the Intergovernmental Agreement (IGA) on Federal Financial Relations states that, "this Agreement will operate indefinitely from 1 January 2009 unless the Parties by unanimous agreement in writing revoke it".

In addition to funding under NAHA, the Commonwealth announced a Nation Building Economic Stimulus Plan (NBESP) in February 2009. In 2009-10 the entity received \$1,326 million (2009:\$84.76million). NBESP aims to deliver over 6,000 social housing homes in NSW and provides \$130million to reduce the backlog of maintenance. The NSW Government supplemented this by bringing forward \$220 million funding to accelerate maintenance. The timeframe to achieve the outcome is June 2012.

Potential Vesting of Properties to the Community Housing Sector

In May 2009 the NSW Government approved the transfer of title of up to 6,500 properties developed as part of the Nation Building Economic Stimulus Plan, and up to 500 existing properties under community housing management to the community housing sector subject to a number of conditions. As at the 30th June 2010 these conditions had not been met. The value of the assets impacted by this decision as at 30 June 2010 is \$1.2 billion (including WIP of \$879 million) and is reflected in the Statement of Financial Position under Property Plant and Equipment. The proposed transfer will occur for nil consideration.

The NSW Parliament amended the *Housing Act 2001* to facilitate vesting of the properties to the community housing sector.

	2010 \$'000	2009 \$'000
Funding under CSHA		
Commonwealth	-	141 007
State	-	125 567
Total CSHA grants to the Entity	-	266 574
Funding under NAHA		
Commonwealth	302 091	203 749
State	177 758	320 738
Total NAHA grants to the Entity	479 849	524 487
Funding under NBESP		
Commonwealth		
Maintenance	14 080	26 464
Capital	1 312 647	58 297
Total NBESP grants to the Entity	1 326 727	84 761
Funding under Homelessness NP		
Commonwealth	10 742	-
State	3 815	-
Total Homelessness NP grants to Entity	14 557	-
Funding under Social Housing NP		
Commonwealth	95 201	-
Total Social Housing NP grants to Entity	95 201	-
Total grants to the Entity	1 916 334	875 822
Other Government Grants		
Australian Department of Families, Housing, Community Services and Indigenous Affairs	-	9 896
Department of Community Services	1 810	1 400
Department of Ageing, Disability & Home Care	2 466	753
City of Sydney	410	1 422
Other	1 588	659
Total Other Government Grants	6 274	14 130
Total Government Grants	1 922 608	889 952

Notes to the Financial Statements

For the year ended 30 June 2010

Note 5: Investment Revenue

	2010 \$'000	2009 \$'000
Interest earned by the Corporation is in respect of the following investments:		
T-Corp – Hour Glass cash facilities	8 578	12 345
PEP 1 – investment in bonds	8 717	8 308
Other – investment in bonds	72	285
Bank deposits	8 965	2 682
Other	137	1 219
Total Investment Revenue	26 469	24 839

Note 6: Management Fees Income

	2010 \$'000	2009 \$'000
Project management fees	3 566	4 109
Management Fee	4 899	3 836
Total Management Fee	8 465	7 945

Note 7: Other Revenue

	2010 \$'000	2009 \$'000
Rental bonds recovered	5 188	4 777
Environmental Program Cost Recovered	10 162	4 205
Bad debts recovered	870	1 512
Contributions from community groups	528	362
Insurance Recovery	823	1 920
Transfer of assets from Aboriginal Housing Office	867	947
Temporary Accommodation expenses recovered	-	3 031
Tenant Damage Recovered	2 945	2 534
Subsidy received from RHAF	1 203	2 887
Sundry (i)	4 264	2 284
Total Other Revenue	26 850	24 459

(i) In 1990, NSW Treasury granted the Corporation exemption from Treasurer's Directions relating to the "treatment of stale cheques". The Corporation is not required to remit unclaimed cheques to Treasury. These amounts are included in Sundry Income. For unclaimed moneys in relation to rent paid in advance by tenants, in prior years, the Corporation treated them as Sundry Income. In accordance with *Unclaimed Moneys Act 1995*, only those amounts under \$100 or over six years old can be included as sundry income after reasonable attempts have been made to locate the clients. Unclaimed monies that do not meet this criteria are recorded as rent received in advance under current liabilities (Refer to Note 22).

Note 8: Repairs and Maintenance

	2010 \$'000	2009 \$'000
Residential properties	264 856	232 921
Commercial properties	1 194	1 502
Other	340	406
Total Repairs and Maintenance	266 390	234 829

In 2009/10, a total of \$266.4 million was spent on maintenance (2009:\$234.8 million) across the portfolio servicing over 130,000 properties. The Corporation has introduced regular property condition surveys to reduce the level of responsive maintenance and increase planned maintenance.

Note 9: Personnel Services

	2010 \$'000	2009 \$'000
Total Personnel Services (i)	212 503	229 218

(i) The Department of Human Services provides employee related services to the Corporation.

Note 10: Other Expenses

	2010 \$'000	2009 \$'000
Management and other fees	33 574	28 050
Operating lease rental expense	51 753	43 827
Office accommodation	14 292	13 416
Insurance	5 447	5 743
Staff development	1 972	2 740
Building maintenance	902	1 040
Utilities expense	5 768	4 864
Computer maintenance and software licences	806	659
Printing, postage and stationery	3 785	3 851
Motor vehicle expenses	997	763
Auditors' remuneration	454	472
Travel	1 727	1 948
Telecommunication	1 859	1 686
Compensation payments	3 755	2 643
Consultants' fees	2 089	1 968
Other state taxes	128	344
Interpreting service	1 434	1 439
Relocation costs	7 159	2 892
Other	7 360	6 949
Total Other Expenses	145 261	125 294

Notes to the Financial Statements

For the year ended 30 June 2010

Note 11: Depreciation and Amortisation

	2010 \$'000	2009 \$'000
Depreciation		
Residential properties	283 791	268 977
Commercial properties	481	510
Community purpose built properties	147	221
Computer hardware	2 547	3 064
Office furniture and equipment	558	456
Motor vehicles	1 989	2 086
Total depreciation	289 513	275 314
Amortisation		
Intangible assets	6 606	4 777
Lease 99 years	60	16
Leasehold improvements	2 805	2 134
Total amortisation	9 471	6 927
Total depreciation and amortisation	298 984	282 241

Note 12: Grants and Subsidies

	2010 \$'000	2009 \$'000
Community housing groups – headleasing program	54 616	56 567
Community Housing groups - construction	9 334	-
Grants to Disadvantaged groups	19 643	12 183
Rental assistance	41 069	32 525
Grants to Government and Government related organisations	24 809	682
Grants to Local Governments	498	712
Housing grants	13 907	15 267
Tenant Participation	2 273	1 744
Housing Community Assistance Program	714	689
Community renewal	433	504
Grant to NSW Businesslink Pty Ltd (i)	33 715	33 017
Affordable Housing Innovation Fund (ii)	4 385	17 109
Social Housing Growth Fund (iii)	79 982	11 989
Other	11 193	8 981
Total grants and subsidies expense	296 571	191 969

(i) The Corporation paid \$33.7 million (2009: \$33.0 million) to NSW Businesslink Pty Ltd for the provision of corporate services, including reimbursable expenditure and project costs.

(ii) In 2007, Rental Bond Board contributed a grant of \$30 million to the Corporation to establish an Affordable Housing Innovation Fund (AHIF). AHIF provides grants to registered community housing providers for the development or acquisition of affordable rental housing dwellings. \$4.4 million was approved and paid to community housing providers this year (2009: \$17.1 million).

(iii) There is a National Partnership Agreement, created subject to the provisions of the Intergovernmental Agreement on Federal Relations, under the National Affordable Housing Agreement to establish a Social Housing Growth Fund. The fund will provide capital funding to support a range of projects to increase the supply of social housing in the short term to enable more disadvantaged households to access safe and secure housing that meets their needs.

Note 13: Finance Costs

	2010 \$'000	2009 \$'000
Finance costs comprise:		
Interest on interest bearing liabilities		
State Advances – Commonwealth loans	53 321	54 201
NSW Treasury Corporation	11 819	12 562
Other	959	1 009
	66 099	67 772
Interest on loan payable – PEP	18 630	31 327
Total finance cost	84 729	99 099

Note 14: Gain/(Loss) on Disposal

	2010 \$'000	2009 \$'000
(i) Sale of assets		
<i>Residential properties</i>		
Sales proceeds	229 135	217 041
Less: selling expenses	(4 741)	(5 485)
Net proceeds	224 394	211 556
Less: written down value of assets sold	(230 589)	(237 148)
Loss	(6 195)	(25 592)
<i>Commercial properties</i>		
Sales proceeds	908	-
Less: selling expenses	-	-
Net proceeds	908	-
Less: written down value of assets sold	(1 027)	-
Loss	(119)	-
<i>Land</i>		
Sales proceeds	12 125	12 020
Less: selling expenses	(651)	(386)
Net proceeds	11 474	11 634
Less: value of assets sold	(15 036)	(13 339)
Loss	(3 562)	(1 705)
<i>Motor Vehicles</i>		
Sales proceeds	1 759	2 223
Less: selling expenses	(46)	(63)
Net proceeds	1 713	2 160
Less: written down value of assets sold	(1 961)	(2 817)
Loss	(248)	(657)

Notes to the Financial Statements

For the year ended 30 June 2010

Note 14: Gain/(Loss) on Disposal (continued)

	2010 \$'000	2009 \$'000
<i>Office furniture and equipment</i>		
Sales proceeds	2	2
Less: selling expenses	-	-
Net proceeds	2	2
Less: written down value of assets sold	-	-
Gain	2	2
Loss on sale of assets	(10 122)	(27 952)
Total Asset Sales		
Sales proceeds	243 929	231 286
Less: selling expenses	(5 438)	(5 933)
Net proceeds	238 491	225 352
Less: written down value of assets sold	(248 613)	(253 304)
Loss	(10 122)	(27 952)
(ii) Assets demolished		
Written down value of demolished properties (Note 20(ii)(iii))	(89 168)	(36 995)
In accordance with the Corporation's strategic asset management program, properties that meet certain criteria may be demolished to provide appropriate housing facilities in a cost effective manner.		
(iii) Assets written off		
Property, plant and equipment (Note 20(ii))	(4 797)	(6 825)
Intangibles (Note 21(i))	(397)	(535)
Impairment – non-current assets classified as held for sale (Note 19)	(477)	(506)
Assets written off	(5 671)	(7 866)
Loss on disposal of property, plant and equipment	(104 961)	(72 813)
(iv) Sale of assets held for sale		
<i>Residential properties</i>		
Sales proceeds	13 828	17 644
Less: selling expenses	(12)	(63)
Net proceeds	13 816	17 581
Less: written down value of assets sold	(14 546)	(18 502)
Loss	(730)	(921)
<i>Vacant Land</i>		
Sales proceeds	3 760	484
Less: selling expenses	-	-
Net proceeds	3 760	484
Less: written down value of assets sold	(4 752)	(480)
(Loss)/Gain	(992)	4
Loss on sale of assets held for sale	(1 722)	(917)
Total Sales of Assets Held for Sale		
Sales proceeds	17 588	18 128
Less: selling expenses	(12)	(63)
Net proceeds	17 576	18 065
Less: written down value of assets sold (Note 19)	(19 298)	(18 982)
Loss on sale of assets held for sale	(1 722)	(917)
Total loss on disposal of assets	(106 683)	(73 730)

Note 15: Current Assets – Cash and Cash Equivalents

	2010 \$'000	2009 \$'000
Cash on hand and at bank	41 347	47 216
Deposits at call		
Treasury Corporation – money market	-	1 988
Treasury Corporation – Hour Glass cash facilities (i)	128 312	314 896
Total cash and cash equivalent	169 659	364 100

(i) There are restricted assets of \$34.1 million (2009: \$61.4 million) invested in T-Corp Hour Glass cash facilities:

- The Affordable Housing Innovation Fund (AHIF) of \$12.7 million (2009: \$16.4 million) provides grants to registered community housing providers for the development or acquisition of affordable rental housing dwellings; and
- The Australian Defence Industries fund (ADI) of \$10.3 million (2009: \$11.5 million) provides funding to registered community housing providers to enable the development of affordable rental housing dwellings on a redevelopment site at St Mary's in NSW.

Housing Affordability funds (HAF) of \$11.1 million (2009: \$10.9 million) will be utilised for development at Rosemeadow.

As at 30th of June 2010, \$161.8 million in Commonwealth Grants had been received in advance of expenditure. \$98 million for NBESP, \$28 million for the Bed-Sit programme and \$35.8 million for the Social Housing National Partnership. These funds were invested in other financial assets at 30th of June 2010.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 16: Current Assets – Receivables

	2010 \$'000	2009 \$'000
Current		
Rental debtors	25 779	31 105
Less: allowance for impairment (i)	(20 863)	(25 153)
Net rental debtors	4 916	5 952
Property sales debtors	5 085	2 621
Commercial property sales debtors	94	1 729
Sundry debtors	6 579	5 849
Less: allowance for impairment (ii)	(356)	(225)
Net Sundry Debtors	6 223	5 624
Receivables – other government departments (iii)	17 279	14 640
Total current receivables	33 597	30 566
Non-current		
Receivables – Personnel Services (v)	25 740	17 768
Total non-current receivables	25 740	17 768
Total receivables	59 337	48 334
(i) The movement in the allowance for impairment of rental debtors is as follows:		
Balance, Beginning of Year	25 153	25 477
Debts written off	(8 551)	(3 324)
Increase in allowance for impairment	4 261	3 000
Balance, End of Year	20 863	25 153
(ii) The movement in the allowance for impairment of sundry debtors is as follows:		
Balance, Beginning of Year	225	46
Debts written off	(55)	(54)
Increase in allowance for impairment	186	233
Balance, End of Year	356	225
(iii) This includes \$11.4 million (2009: \$11.5 million) receivable from the Aboriginal Housing Office in respect of construction project management services provided by the Corporation.		
(iv) The movement in the aggregate allowance for impairment in receivables is as follows:		
Balance, Beginning of Year	25 378	25 523
Debts written off	(8 606)	(3 378)
Increase in allowance for impairment	4 447	3 233
Balance, End of Year	21 219	25 378

(v) The Corporation was impacted by the agency restructure under NSW Human Services. As a result of this restructure the Corporation is to be reimbursed for any pre-paid superannuation payments made prior to the restructure and any superannuation actuarial losses incurred in the financial year.

Note 17: Current/Non-current Assets – Other Financial Assets

The Corporation derives its investment powers from Part 2, Schedule 4 of the *Public Authorities (Financial Arrangements) Act 1987*. Other financial assets comprise the following:

	2010 \$'000	2009 \$'000
Current		
Cash investments greater than 90 days	-	30 518
Held to maturity		
Investment in bonds - other	-	5 091
Total other financial assets held to maturity	-	35 609
Loans and receivables		
Bank bills and deposits (including future calls)	585 290	202 783
Loans – Mortgage Assistance Scheme	691	718
Less: allowance for impairment (ii)	(101)	(26)
Net	590	692
Mortgage receivable	250	405
Total loans and receivables	586 130	203 880
Total current other financial assets	586 130	239 489
Non-current		
Held to maturity		
Investment in bonds – PEP1 (i)	-	144 283
Total other financial assets held to maturity	-	144 283
(i) The PEP1 scheme was finalised in 2009/10 when the balance of the PEP1 operating account was cleared to AMP Capital Investors. AMP received a total payment of \$160million funded from balance of the PEP1 operating account (\$8.5million) and the sale of the bonds (\$153 million). The balance of \$1.7 million from the bonds sale was paid to the Corporation on 30 June 2010.		
Loans and receivables		
Loans – Mortgage Assistance Scheme	2 707	2 933
Less: allowance for impairment	-	-
Net	2 707	2 933
Mortgage receivable	1 071	1 292
Total loans and receivables	3 778	4 225
Rental Housing Assistance Fund (Note 2(o))	738	472
Total non-current other financial assets	4 516	148 980
Total other financial assets	590 646	388 469

(ii) The movement in the allowance for impairment in loans under the Mortgage Assistance Scheme is as follows:

Current		
Balance, Beginning of Year	26	16
Debts written off	-	(68)
Allowance for impairment	75	78
Balance, End of Year	101	26

(iii) Total movement in allowance for Impairment in receivables and Mortgage Assistance Scheme is as follows:

Current		
Balance, Beginning of Year	25 403	25 539
Debts written off	(8 606)	(3 446)
Allowance for impairment (Note 16(iv) and Note 17(ii))	4 521	3 310
Balance, End of Year	21 318	25 403

Notes to the Financial Statements

For the year ended 30 June 2010

Note 18: Current/Non-current Assets – Prepayments

	2010 \$'000	2009 \$'000
Current		
Head leasing	4 459	4 211
Other	737	492
Total current	5 196	4 703
Non-current		
Public Private Partnership - Bonnyrigg Partnership (i)	7 425	8 202
Total non-current	7 425	8 202
Total prepayments	12 621	12 905

(i) Bonnyrigg Living Communities Project

Bonnyrigg Living Communities Project is a public/private partnership. The contracted private sector group is Bonnyrigg Partnerships, which provides full community, tenant, asset management and redevelopment services for a term of 30 years. The net present value of the project, estimated at \$368 million, includes the staged development of 833 public housing properties into 2,330 mixed public and private dwellings resulting in 30% public housing. The contracts came into effect on 20 April 2007 with satisfaction of all conditions precedent. NSW Land & Housing Corporation has paid monthly service payments to Bonnyrigg Partnerships since October 2007 when services commenced.

Redevelopment of the Bonnyrigg Estate is expected to be completed in 18 stages over approximately 12 years. Stage 1 construction was completed in June 2010 with 39 public housing dwellings in Stage 1 handed over on 18 June 2010. Site works for Stage 2 commenced in June 2010 and marketing and sales are expected around mid to late 2010. Housing transferred control of the contributed land to Bonnyrigg Partnerships during the construction phase. As the contribution of the land will give rise to future benefits to Housing, in accordance with TPP 06-08 Accounting for Privately Financed Projects, the carrying amount of the land is classified as a prepayment of services and amortised as an operating cost over the term of the contract. The carrying amount of the land is \$7.4 million (2009: \$8.2 million).

Note 19: Assets Held for Sale

	2010 \$'000	2009 \$'000
Residential properties (i)	18 658	14 750
Vacant land	22 164	8 467
Total assets classified as held for sale	40 822	23 217

An impairment loss on the measurement of assets classified as held for sale to fair value less cost to sell has been recognised and is included in Assets Written Off (Note 14 (iii)) and comprises:

Residential properties -		
Net carrying amount at the time of reclassification	18 971	15 105
Less: Fair value less cost to sell	(18 658)	(14 750)
Impairment loss	313	355
Vacant land -		
Net carrying amount at the time of reclassification	22 334	8 618
Less: Fair value less cost to sell	(22 164)	(8 467)
Impairment loss	170	151
Total impairment loss on measurement of assets held for sale	483	506

Reconciliations

Reconciliations of the total carrying amounts of assets classified as held for sale at the beginning and end of the current and previous financial year are set out below.

Carrying amount at start of year	23 217	18 959
Sale of assets – written down value (Note 14 (iv))	(19 298)	(18 982)
Impairment loss	(483)	(506)
Impairment loss on reinstatement of non-current assets	6	-
Reclassified from non-current assets to assets held for sale (Note 20 (ii)(iii))	37 590	23 746
Reclassified from assets held for sale to non-current assets (Note 20 (ii)(iii))	(210)	-
Carrying amount at end of year	40 822	23 217

Amount recognised in equity relating to assets held for sale

Asset revaluation increment/(decrement) reclassified from residential properties and vacant land to asset revaluation increment/(decrement) for assets classified as held for sale:

Carrying amount at start of year	11 189	14 640
Residential properties asset revaluation reserve (decrement)/increment	2 927	(3 451)
Total amount recognised in equity	14 116	11 189

(i) Residential properties classified as held for sale relate to properties held under the Public Equity Partnership Schemes (PEP). Under this Scheme, properties are required to be sold when they meet pre-determined criteria. By the expiration of the PEP2 Scheme in 2013, all of the relevant properties will be sold. As at 30 June 2010, agreement has been reached with AMP for early termination of PEP1 Scheme with all properties sold.

The residential properties and vacant land classified under this category are expected to be sold in the following financial year through a number of disposal options, including auctioning the properties.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 20: Non-Current Assets – Property, Plant And Equipment

	2010 \$'000	2009 \$'000
Property		
<i>Residential properties</i>		
Land, at gross carrying amount	17 427 895	16 029 426
Land, at gross carrying amount – PEP properties	7 278	9 813
	17 435 173	16 039 239
Buildings, at gross carrying amount	12 888 064	11 226 942
Buildings, at gross carrying amount – PEP properties	4 044	15 838
	12 892 108	11 242 780
Less: Accumulated depreciation	(108 607)	(69 478)
	12 783 501	11 173 301
Residential properties - net carrying amount (at fair value)	30 218 674	27 212 540
<i>Commercial properties</i>		
Land, at gross carrying amount	27 813	28 212
Buildings, at gross carrying amount	23 935	24 467
Less: Accumulated depreciation	(238)	(244)
	23 697	24 223
Commercial properties – net carrying amount (at fair value)	51 510	52 435
<i>Community purpose built properties</i>		
Land, at gross carrying amount	14 859	13 626
Buildings, at gross carrying amount	7 691	6 954
Less: Accumulated depreciation	(85)	-
	7 606	6 954
Community purpose built properties – net carrying amount (at fair value)	22 465	20 580
<i>Leased properties – 99 years leases</i>		
Land, at gross carrying amount	-	-
Buildings, at gross carrying amount	9 413	2 339
Less: Accumulated amortisation	(86)	(26)
	9 327	2 313
Leased properties – 99 years leases (at fair value)	9 327	2 313
Land for redevelopment, at fair value	196 573	179 457
Vacant land, at fair value	45 876	47 886
Work in progress, at gross carrying amount (i)	1 376 375	413 603

(i) Personnel services expenses amounting to \$41.2 million (2009: \$39.6 million) have been capitalised as directly attributable project costs.

Note 20: Non-Current Assets – Property, Plant And Equipment (continued)

	2010 \$'000	2009 \$'000
Leasehold improvements		
Leasehold Improvements, at cost	17 761	14 957
Less: Accumulated amortisation	(10 026)	(7 221)
	7 735	7 736
Total Property – net carrying amount (at fair value)	31 928 535	27 936 551
Plant and Equipment		
Computer hardware, at gross carrying amount	12 683	12 297
Less: Accumulated depreciation	(8 710)	(6 236)
	3 973	6 061
Office furniture and equipment, at gross carrying amount	2 693	2 577
Less: Accumulated depreciation	(1 713)	(1 484)
	980	1 093
Motor vehicles, at gross carrying amount	13 940	13 113
Less: Accumulated depreciation	(3 408)	(2 738)
	10 532	10 375
Total plant and equipment – net carrying amount (at fair value)	15 485	17 529
Total property, plant and equipment – net carrying amount (at fair value)	31 944 020	27 954 080

The Corporation's property portfolio was revalued as at 31 December 2009 by independent professional valuers in accordance with the accounting policy detailed in Note 2 (l) (ii).

The valuer for the residential property portfolio indicated to the Corporation that from 31 December 2009 to 1 July 2010, there has been an upward movement in the residential property market. Accordingly, an adjustment was made to the residential property portfolio, including residential land held for redevelopment, on reporting date to reflect fair value on reporting date.

In terms of the maintenance backlog, the value as at 30 June 2010 has been assessed at \$292 million, a sizeable decrease from 30 June 2009 value of \$540 million. This is due to an increase in funding from the Commonwealth's NBESP program, Accelerated State Maintenance \$200 million, and changes to the maintenance contract.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 20: Non-current Assets – Property, Plant And Equipment (continued)

(ii) Reconciliations

Reconciliations of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current and previous financial year are set out below.

	Residential Properties	Commercial Properties	Community Purpose Built Properties	Leased Properties -99 Years	Land held for Redevelopment	Vacant Land	Work in Progress	Leasehold Improvements	Computer Hardware, Office Furniture & Equipment	Motor Vehicle	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2010											
Net carrying amount at start of year	27 212 541	52 435	20 580	2 313	179 457	47 886	413 603	7 736	7 154	10 375	27 954 080
Additions/capital improvements	330 178	198	93	-	1 687	-	1 413 422	2 777	1 238	4 106	1 753 699
Transfers to completed properties	667 206	-	-	-	38 471	-	(705 677)	-	-	-	-
Reclassified as assets held for sale											
Reclassified from non-current assets to assets held for sale (Note 19)	(18 971)	-	-	-	(18 424)	(195)	-	-	-	-	(37 590)
Reclassified from assets held for sale to non-current assets (Note 19)	210	-	-	-	-	-	-	-	-	-	210
Sales	(214 162)	(2 282)	-	1 255	(13 841)	(1 195)	-	-	-	(1 960)	(232 185)
Transfers to Aboriginal Housing Office	(4 571)	-	-	-	-	-	(11 856)	-	-	-	(16 427)
Transfers from Aboriginal Housing Office	867	-	-	-	-	-	-	-	-	-	867
Transfers between classes	(262 527)	-	246	5 819	(9 503)	(918)	266 883	27	(313)	-	(286)
Demolitions (Note 14(ii))	(89 168)	-	-	-	-	-	-	-	-	-	(89 168)
Write-off (Note 14(iii))	(4 776)	-	-	-	-	-	-	-	(21)	-	(4 797)
Revaluation increment/ (decrement) (Note 26)	2 885 638	1 640	1 693	-	18 726	298	-	-	-	-	2 907 995
Depreciation expense (Note 11 excluding Intangibles assets)	(283 791)	(481)	(147)	(60)	-	-	-	(2 805)	(3 105)	(1 989)	(292 378)
Net carrying amount at end of year	30 218 674	51 510	22 465	9 327	196 573	45 876	1 376 375	7 735	4 953	10 532	31 944 020

Note 20: Non-current Assets – Property, Plant And Equipment (continued)**(iii) Reconciliations**

Reconciliations of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current and previous financial year are set out below.

	Residential Properties	Commercial Properties	Community Purpose Built Properties	Leased Properties -99 Years	Land held for Redevelopment	Vacant Land	Work In Progress	Leasehold Improvements	Computer Hardware, Office Furniture & Equipment	Motor Vehicle	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2009											
Net carrying amount at start of year	27 399 607	55 402	33 454	1 532	167 896	48 479	299 975	8 017	8 880	12 232	28 035 474
Additions/capital improvements	128 577	14	10	-	1 471	-	434 512	1 756	3 525	3 047	572 912
Transfers to completed properties	388 338	4 324	-	-	20 705	-	(413 367)	-	-	-	-
Reclassified as assets held for sale											
Reclassified from non-current assets to assets held for sale (Note 19)	(15 128)	-	-	-	(8 482)	(136)	-	-	-	-	(23 746)
Reclassified from assets held for sale to non-current assets (Note 19)	-	-	-	-	-	-	-	-	-	-	-
Sales	(234 885)	(797)	-	797	(11 386)	(1 923)	-	-	-	(2 818)	(251 012)
Transfers to Aboriginal Housing Office	(2 292)	-	-	-	-	-	-	-	-	-	(2 292)
Transfers from Aboriginal Housing Office	947	-	-	-	-	-	-	-	-	-	947
Transfers between classes	(98 288)	40	670	-	(2 814)	(252)	92 482	97	(1 140)	-	(9 205)
Demolitions (Note 14(ii))	(36 995)	-	-	-	-	-	-	-	-	-	(36 995)
Write-off (Note 14(iii))	(5 603)	-	-	-	-	(631)	-	-	(591)	-	(6 825)
Revaluation increment/(decrement) (Note 26)	(42 760)	(6 038)	(13 333)	-	12 067	2 350	-	-	-	-	(47 714)
Depreciation expense (Note 11 excluding Intangibles assets)	(268 977)	(510)	(221)	(16)	-	-	-	(2 134)	(3 520)	(2 086)	(277 464)
Net carrying amount at end of year	27 212 541	52 435	20 580	2 313	179 457	47 887	413 602	7 736	7 154	10 375	27 954 080

Notes to the Financial Statements

For the year ended 30 June 2010

Note 21: Intangible Assets

	2010 \$'000	2009 \$'000
Software, cost	67 866	50 964
Less: accumulated amortisation and impairment	(16 179)	(9 573)
Total intangible assets	51 687	41 391

(i) Reconciliations

Reconciliations of the carrying amounts of software at the beginning and end of the current and previous financial year are set out below.

Carrying amount at start of year	41 391	27 036
Additions/capital improvements	17 299	19 667
Write-off (Note 14 (iii))	(397)	(535)
Amortisation (Note 11)	(6 606)	(4 777)
Carrying amount at end of year	51 687	41 391

Note 22: Current Liabilities – Payables

	2010 \$'000	2009 \$'000
Current		
Trade creditors	21 530	19 740
Rent received in advance	35 936	35 210
Other creditors – credit balances in sundry debtors	506	1 544
Personnel services provisions	75 302	73 428
Accrued operating expenditure	114 604	93 814
Accrued capital expenditure	393 679	202 681
Finance lease - Bonnyrigg	167	-
Other creditors	9 377	9 637
Total current payables	651 101	436 054
Non-current		
Personnel services provision	2 880	2 767
Finance lease - Bonnyrigg	28 262	-
Total non-current payables	31 142	2 767
Total payables	682 243	438 821

(i) The nominal values of payables are reconciled to the AIFRS balance reported in the Statement of Financial Position as follows:

Nominal values of finance lease	28 429	-
AIFRS balance reported in Statement of Financial Position	28 429	-

(ii) The nominal value of the finance lease is expected to be repaid as follows:

	Principal 2010 \$'000	Interest payable from 1 July 2010 \$'000	2010 Total \$'000	2009 Total \$'000
Not later than one year	167	2 858	3 025	-
Later than one year but no later than five years	1 186	11 162	12 348	-
Later than five years	27 076	39 448	66 524	-
Total cash outflow	28 429	53 468	81 897	-

Note 23: Current/Non-current Liabilities – Borrowings

	2010 \$'000	2009 \$'000
Current		
State advances – Commonwealth loans	14 264	14 127
NSW Treasury Corporation	17 167	-
Loan payable – PEP	8 987	37 487
Other	352	337
Total current interest bearing liabilities	40 770	51 951
Non-current		
State advances – Commonwealth loans	478 146	492 410
NSW Treasury Corporation	168 468	184 981
Loan payable – PEP	8 904	163 166
Other	8 169	8 521
Total non-current interest bearing liabilities	663 687	849 078
Total interest bearing liabilities (i)	704 457	901 029

(i) The nominal values of borrowings are reconciled to the AIFRS balance reported in the Statement of Financial Position as follows:

Nominal values of borrowings	1 075 188	1 285 691
Less: Re-measurement adjustment under AIFRS	(370 731)	(384 662)
AIFRS balance reported in Statement of Financial Position	704 457	901 029

(ii) The nominal values of borrowings are expected to be repaid as follows:

	Principal 2010 \$'000	Interest payable from 1 July 2010 \$'000	2010 Total \$'000	2009 Total \$'000
Not later than one year	45 635	51 316	96 951	114 896
Later than one year but no later than five years	210 785	181 056	391 841	555 171
Later than five years	818 768	421 580	1 240 348	1 348 770
Total cash outflow	1 075 188	653 952	1 729 140	2 018 837

Interest payable was estimated on the basis of prevailing interest rates as at 30 Jun 2010. Furthermore, it was assumed that the loans payable to NSW Treasury Corporation will be paid as and when they fall due.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 24: Current/Non-current Liabilities – Provisions

	2010 \$'000	2009 \$'000
Current		
Third party claims	4 944	4 548
Head leasing refurbishments (i)	4 474	563
Total current provisions	9 418	5 111
Non-current		
Head leasing refurbishments (i)	4 105	8 165
Total non-current provisions	4 105	8 165
Total provisions	13 523	13 276

(i) Provision for head leasing refurbishments represents the Corporation's contractual obligation to refurbish properties leased from the private sector and sub-let to public housing tenants. The contracts require the Corporation to refurbish the headleased properties either at the end of the lease or in the forth or seventh year whichever is applicable.

Note 25: Current/Non-current Liabilities – Other

	2010 \$'000	2009 \$'000
Current		
Unearned income – 99 year upfront lease payment (i)	320	247
Total other current liabilities	320	247
Non-current		
Unearned income – 99 year upfront lease payment (i)	29 852	22 933
Total other non-current liabilities	29 852	22 933
Total other current/non-current liabilities	30 172	23 180

(i) Upfront payments for leases exceeding 50 years are recognised on a straight-line basis over the lease term in accordance with *AASB 117 Leases* and *TPP06-3 Lessor Accounting for Prepaid Long Term Leases of Land*. These are classified as operating leases as the titles for the assets do not pass at the end of the lease terms and the risks and rewards are not transferred.

Note 26: Changes in Equity

	Retained Earnings		Asset Revaluation Reserve (ii)		Total	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Balance at beginning of financial year	9 866 175	9 324 782	17 588 811	17 962 207	27 454 986	27 286 989
Changes in equity – transaction of owners with owners	-	-	-	-	-	-
Total changes in equity – transaction of owners with owners	-	-	-	-	-	-
Changes in equity – other than transactions with owners as owners						
- Surplus/(deficit) for the year	1 074 506	215 711	-	-	1 074 506	215 711
- Increment/(decrement) on revaluation of:						
- Land and Buildings	-	-	2 907 995	(47 714)	2 907 995	(47 714)
- Realised asset revaluation	336 582	325 682	(336 582)	(325 682)	-	-
- Gain on sale of investments	276				276	
Total changes in equity – other than transactions with owners as owners	1 411 364	541 393	2 571 413	(373 396)	3 982 777	167 997
Balance at end of financial year	11 277 539	9 866 175	20 160 224	17 588 811	31 437 763	27 454 986

(i) Nature and purpose of reserve:

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets. This is in accordance with the corporation's policy on "Revaluation of Physical Non-Current Assets" as stated in Note 2(l)(ii). Asset Revaluation Reserve relating to sold properties is realised to Retained Earnings during the year of sale.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 27: Commitments for Expenditure

The commitments reported below are inclusive of Goods and Services Tax.

	2010 \$'000	2009 \$'000
(i) Capital expenditure		
Aggregate value of capital improvements, including construction contracts, at the end of the reporting period		
Not later than one year	578 089	272 460
Later than 1 year but not later than 5 years	23 223	88 267
Later than 5 years	-	-
	601 312	360 727
(ii) Operating expenditure		
Not later than one year	43 148	63 776
Later than 1 year but not later than 5 years	388	-
Later than 5 years	-	-
	43 536	63 776
(iii) Leases - Head leasing		
Aggregate value of lease commitments to the private sector in respect of dwellings used for public housing purposes under Housing's head leasing program, contracted for at the end of the reporting period and not provided for:		
Not later than one year	45 119	38 991
Later than 1 year but not later than 5 years	26 270	28 638
Later than 5 years	-	1
	71 389	67 630
(iv) Leases – Office rent (a)		
Aggregate value of lease commitments to the private sector in respect of office accommodation contracted for at the end of the reporting period and not provided for:		
Not later than one year	11 859	13 637
Later than 1 year but not later than 5 years	12 591	19 298
Later than 5 years	2 079	1 755
	26 529	34 690

a) Commitments in respect of Leases - Office rent and certain operating expenditure are classified as apportionable expenses for GST purposes. In accordance with a private tax ruling issued by the Australian Taxation Office (ATO), a proportion of these expenses is considered as not directly related to the Corporations input-taxed activities.

b) By applying the current apportionment percentage, input tax credits amounting to \$1.98 million (2009: \$2.1 million) may be claimed from the ATO when these particular commitments are paid in future.

Note 28: Contingent Liabilities

As at the end of the reporting period, the Corporation is not aware of any contingent liability, which will materially affect its financial position. However, there are a number of claims totalling \$0.62 million (2009: \$3.5 million), for which the Corporation may be liable.

Note 29: Reconciliation of Cash Flows from Operating Activities to Surplus/(Deficit) for the Year

	2010 \$'000	2009 \$'000
Surplus/(deficit) for the year	1 074 506	215 711
Fair value adjustment to borrowings	31 884	44 217
Non-cash Contribution	266	475
Non-cash Bonnyrigg prepayment	778	(8 202)
Loss on sale of assets (Note 14(i) (iv))	11 844	28 869
Assets demolished (Note 14(ii))	89 168	36 995
Assets written off (Note 14(iii))	5 671	7 866
Depreciation and amortisation (Note 11)	298 984	282 241
(Decrease) in provision for impairment of receivables	(4 085)	(135)
Increase/(decrease) in other provisions	248	(515)
Increase in payables	30 826	55 841
(Increase)/decrease in receivables	(5 464)	2 301
(Increase)/decrease in prepaid expenses	(493)	10 400
Net cash from operating activities	1 534 133	676 064

Input tax credits of \$26.6 million (2009: \$18.1 million) and GST of \$2.5 million (2009: \$3.3 million) paid on supplies, are included in Other payments and Other receipts in the Statement of Cash Flows.

Note 30: Non-cash Financing And Investing Activities

During the year, the Corporation transferred/received properties to/from the Aboriginal Housing Office amounting to \$16.4 million (2009: \$2.3 million) and \$0.86 million (2009: \$0.95 million), respectively. These investing transactions did not result in cash flows, but affected the assets and liabilities reported in the Statement of Financial Position.

Note 31: Financial Instruments

The Corporation's principal financial instruments are outlined below. These financial instruments arise directly from the Corporation's operations or are required to finance the Corporation's operations. The Corporation does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

The Corporation's main risks arising from financial instruments are outlined below, together with the Corporation's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout these financial statements.

The Corporation has exposure to the following risks from the use of financial instruments:

- Credit Risk
- Liquidity Risk
- Market Risk

The Audit and Risk Committee (ARC) provides independent assistance to the Corporation by overseeing and monitoring risk management. The ARC undertakes reviews to ensure that the Corporation has an Enterprise Risk Management Framework which effectively identifies and analyses risks faced by the Corporation and that there is a sound and effective approach to developing risk management plans. The ARC also reviews the impact of those risk management processes on the Corporation's control environment. This note presents information about the Corporation's exposure to each of the above risks, and the objectives, policies and processes for measuring and managing risk management policies. The ARC reports regularly to the Executive Board on its activities.

Notes to the Financial Statements

For the year ended 30 June 2010

Credit Risk

Credit risk arises when there is the possibility of the Corporation's debtors defaulting on their contractual obligations, resulting in a financial loss to the Corporation. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of the Corporation, including cash, receivables and authority deposits. No collateral is held by the Corporation.

Credit risk associated with the Corporation's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards. Authority deposits held with NSW TCorp are guaranteed by the NSW government. Investments in term deposits are limited to Treasury Corporations and Australian banks (CBA, National Australia Bank, Suncorp, Bankwest, Westpac, ANZ, St George) and Australian subsidiaries of appropriately rated foreign banks (HSBC).

The Corporation's maximum exposure is the carrying amount of financial assets, net of allowance for impairment, as detailed below:

	Government/ Semi-Government \$'000	Banks \$'000	Public Housing Tenants \$'000	Other \$'000	Total \$'000
2010					
Cash and cash equivalents	128 312	35 704	-	5 643	169 659
Receivables	13 803	-	4 916	11 402	30 121
Other financial assets	-	585 290	-	5 357	590 647
Total assets	142 115	620 994	4 916	22 402	790 427
2009					
Cash and cash equivalents	316 884	44 363	-	2 853	364 100
Receivables	12 384	-	5 952	9 974	28 310
Other financial assets	179 893	202 783	-	5 793	388 469
Total assets	509 161	247 146	5 952	18 620	780 879

Notes:

1. Excludes statutory receivables and prepayments (i.e. not within scope of AASB 7).
2. Excludes statutory payables and unearned revenue (i.e. not within scope of AASB 7).

Cash

Cash comprises cash on hand and bank balances held with the Commonwealth Bank of Australia (CBA) and Westpac Banking Corporation (WBC). Interest earned on CBA bank account is 50 basis points below the Reserve Bank of Australia's target cash rate whereas WBC pays 15 basis point below the 30 days bank bill rate.

Receivables

The credit risk for receivables relates to the risk that the Corporation will not receive all amounts owing to it. The extent of credit risk relating to the Corporation's receivables (according to the extent to which impairment is warranted) is disclosed at Note 16.

Objective evidence of impairment exists where the balances of the debtors' accounts are in arrears, and on the basis of past experience, there is a probability that those balances will not be fully recovered. Where individually impaired debts within the type of receivable require different forms of assessment, the impairment for that class reflects the outcomes of these separate assessments.

No receivables have had their arrears renegotiated to avoid such amounts being regarded as past due.

i) Rental debtors

Rental debtors relate to the rental housing assistance provided to people on low-to-moderate income across NSW. These receivables have a high credit risk with no identifiable concentrations of credit risk. The credit quality of debts which are neither past due or impaired is considered to be moderate.

Arrears management policies and processes are used for managing credit risk associated with these receivables. These policies and procedures include:

- Speedy follow-up of debtors who fall into arrears via letters, telephone calls, or direct contact.
- Negotiation of payment arrangement with debtors.
- Use of debt collection agencies for certain debtors.

ii) Other debtors

No identified concentrations of risk exist in relation to the Corporation's other debtors. The credit quality of debts within this category which are neither past due or impaired is assessed to be high. To minimise risk, timely monitoring and management of overdue accounts is conducted, including prompt follow-up of outstanding debts with letters and telephone calls. A debt collection agency is also used for certain debtors.

Ageing of Financial Assets by Class for Assets Past Due or Impaired (AASB 7 para 37(b)):

	Past due but not impaired \$'000	Considered impaired \$'000	Total \$'000
2010			
<3 months overdue	2 955	2 642	5 597
3 months – 6 months overdue	-	2 875	2 875
> 6 months overdue	56	17 433	17 489
2009			
< 3 months overdue	3 270	753	4 023
3 months - 6 months overdue	10	1 770	1 780
> 6 months overdue	901	24 373	25 274

iii) Mortgage Assistance Scheme (MAS)

The Mortgage Assistance Scheme provides short-term help for people experiencing temporary difficulties with their home loan repayments because of an unavoidable change in circumstances. Mortgage assistance is not a grant but a loan to be repaid at a future time.

Mortgage assistance is provided as a loan which is paid directly to the home lender. The loan is usually payment of home loan arrears and/or subsidy towards the home loan repayments of the debtor. The Corporation lodges a caveat on the property to protect its interests. Due to the caveat over the property these receivables are seen to have a low credit risk.

Authority Deposits and Fixed Interest Investments

The Corporation invests in Authority Deposits with Treasury Corporations in NSW and fixed interest investments with Australian banks and Australian subsidiaries of appropriately rated foreign banks.

The Standard & Poor's credit ratings for the NSW Treasury Corporations is rated A1+ for short term deposits and AAA for long term deposits. The credit rating for Australian banks (CBA, NAB, Bankwest, WBC, ANZ and St George) are all rated A1+ for short term investments and AA for the long term investments. Suncorp is rated A1 for short term and A for long term. HSBC is rated AA for short term and AA for long term.

The interest rate for fixed term deposits are negotiated initially and are fixed for the term of the investment.

The weighted average interest rate on the investment portfolio was 4.85% (2009: 4.31%) on an average balance during the year of \$542.9 million (2009: \$61.3 million). None of these assets are past due or impaired.

Notes to the Financial Statements

For the year ended 30 June 2010

Liquidity Risk

Liquidity risk is the risk that the Corporation will be unable to meet its payment obligations when they fall due. The Corporation continuously manages risk by monitoring future cash flows and maturities planning, to ensure adequate holdings of high quality liquid assets.

During the current and prior years, there were no defaults or breaches on any loans payable. No assets have been pledged as collateral. The Corporation's exposure to liquidity risk is deemed insignificant based on data from prior periods and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment.

The table below summarises the maturity profile of the Corporation's financial liabilities, together with the interest rate exposure.

Maturity Analysis and interest rate exposure of financial liabilities

	Interest Rate Exposure					Maturity Dates		
	Weighted Average Effective Int. Rate %	Nominal Amount \$'000	Fixed Interest Rate \$'000	Variable Interest Rate \$'000	Non-interest bearing \$'000	< 1 yr \$'000	1-5 yrs \$'000	> 5 yrs \$'000
2010								
Payables:								
Accrued salaries, wages and on-costs	-	78 182	-	-	78 182	75 302	-	2 880
Trade creditors	-	21 530	-	-	21 530	21 530	-	-
Accrued operating expenditure	-	114 604	-	-	114 604	114 604	-	-
Accrued capital expenditure	-	393 679	-	-	393 679	393 679	-	-
Finance Lease	-	28 429	-	-	28 429	167	1 186	27 076
Other	-	9 884	-	-	9 884	9 884	-	-
Borrowings:								
<i>TCorp borrowings</i>								
MRP Loan	6.42	205 869	205 869	-	-	25 868	99 490	80 511
OCH Loan	9.71	38 127	38 127	-	-	2 365	9 460	26 302
State advances - Commonwealth loans	4.53	1 450 194	1 450 194	-	-	66 684	258 990	1 124 519
Loan payable PEP	4.80	22 240	-	22 240	-	1 294	20 947	-
Other	4.63	12 710	12 710	-	-	740	2 955	9 015
Total		2 375 448	1 706 900	22 240	646 308	712 117	393 028	1 270 303

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities, therefore the amounts disclosed above may not reconcile to the Statement of Financial Position.

Maturity Analysis and interest rate exposure of financial liabilities

	Interest Rate Exposure					Maturity Dates		
	Weighted Average Effective Int. Rate %	Nominal Amount \$'000	Fixed Interest Rate \$'000	Variable Interest Rate \$'000	Non-interest bearing \$'000	< 1 yr \$'000	1-5 yrs \$'000	> 5 yrs \$'000
2009								
Payables:								
Accrued salaries, wages and on-costs		4 788	-	-	4 788	4 788	-	-
Trade creditors		19 740	-	-	19 740	19 740	-	-
Accrued operating expenditure		93 814	-	-	93 814	93 814	-	-
Accrued capital expenditure		202 681	-	-	202 681	202 681	-	-
Other		11 181	-	-	11 181	11 181	-	-
Borrowings:								
TCorp borrowings								
MRP Loan	6.12	204 187	204 187	-	-	8 884	98 545	96 759
OCH Loan	9.72	40 492	40 492	-	-	2 365	9 460	28 667
State advances - Commonwealth loans	4.53	1 517 642	1 517 642	-	-	67 448	262 113	1188 081
Loan payable PEP	9.52	243 066	-	243 066	-	35 459	182 093	25 513
Other	4.63	13 449	13 449	-	-	740	2 959	9 750
Total		2 351 040	1 775 770	243 066	332 204	447 101	555 170	1 348 770

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities, therefore the amounts disclosed above may not reconcile to the Statement of Financial Position.

Financial Guarantees

The Tenancy Guarantee program encourages private sector landlords and agents to rent properties to people who are having difficulty entering the private rental market. A Tenancy Guarantee of up to \$1,000 (including GST) is available to landlords/agents to cover rental arrears and/or property damage over and above the rental bond. The Tenancy Guarantee is valid for the fixed term period of the tenancy agreement for up to 12 months from the start of the tenancy or until the tenancy is terminated, whichever occurs sooner. These financial guarantee contracts are assessed to represent a low liquidity risk due to the size of the program and the low claim rate on guarantees issued.

Market Risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The Corporation's exposures to market risk are primarily through interest rate risk on borrowings and other price risks associated with the movement in the unit price of the Hour Glass Investment facilities. The Corporation has no exposure to foreign currency risk and does not enter into commodity contracts.

The effect on profit and equity due to a reasonably possible change in risk variable is outlined in the information below, for interest rate risk and other price risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment in which the Corporation operates and the timeframe for the assessment (i.e. until the end of the next annual reporting period). The sensitivity analysis is based on risk exposures in existence at the reporting date. The analysis is performed on the same basis as for 2009. The analysis assumes that all other variables remain constant.

Notes to the Financial Statements

For the year ended 30 June 2010

a) Interest rate risk

The analysis below details the Corporation's exposure to market risk for changes in interest rates.

	Weighted Average Effective Interest Rate		Floating Interest rate		Fixed Interest Rate Maturing						Non - Interest Bearing		Total		
					Within 1 year		1 to 5 years		Over 5 years						
	%		\$'000		\$'000		\$'000		\$'000		\$'000				
	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	
Financial assets															
Cash on hand and at bank	3.69	2.91	35 704	44 363	-	-	-	-	-	-	5 643	2 853	41 347	47 216	
Money Market	-	4.78	-	1 988	-	-	-	-	-	-	-	-	-	1 988	
Hour Glass	4.36	5.35	128 312	314 896	-	-	-	-	-	-	-	-	128 312	314 896	
Total cash			164 016	361 247	-	-	-	-	-	-	5 643	2 853	169 659	364 100	
Receivables	-	-	-	-	-	-	-	-	-	-	30 121	28 310	30 121	28 310	
Other financial assets															
Short term	4.90	4.27	52	52	585 488	238 746	-	-	-	-	590	692	586 130	239 489	
Medium term	-	5.97	-	-	-	-	1 071	145 575	-	-	2 707	2 933	3 778	148 508	
Rental Housing Assistance Fund	-	-	-	-	-	-	-	-	-	-	738	472	738	472	
Total financial assets			164 068	361 299	585 488	238 746	1 071	145 575	-	-	39 799	35 260	790 426	780 879	
Financial liabilities															
Payables											617 879	403 611	617 879	403 611	
Finance Lease					167	1 186	27 076	28 429							-
Interest Payment					54 174	68 513	192 219	206 127	461 028	458 506	707 421				733 146
Borrowings															
Concessional loans	3.50	3.50	-	-	716	691	3 122	3 016	1 730	2 551	-	-	5 568	6 258	
Concessional loans	3.63	3.63	-	-	199	192	869	839	652	881	-	-	1 720	1 912	
Concessional loans	4.00	4.00	-	-	8 586	9 023	29 723	31 464	76 347	83 192	-	-	114 656	123 679	
Concessional loans	4.25	4.25	-	-	3 439	3 299	15 281	14 658	23 709	27 771	-	-	42 429	45 728	
Concessional loans	4.38	4.38	-	-	503	482	1 940	2 148	-	295	-	-	2 443	2 925	
Concessional loans	4.40	4.40	-	-	632	605	2 817	2 698	6 390	7 140	-	-	9 839	10 443	
Concessional loans	4.50	4.50	-	-	9 566	9 122	43 201	41 174	499 448	511 041	-	-	552 215	561 337	
Concessional loans	5.00	5.00	-	-	3 375	3 214	15 273	14 546	100 409	104 511	-	-	119 057	122 271	
Concessional loans	5.50	5.50	-	-	19	18	88	84	325	349	-	-	432	451	
Concessional loans	6.00	6.00	-	-	1 057	997	4 902	4 625	16 037	17 372	-	-	21 996	22 994	
Commercial loans	6.42	6.12	-	-	17 158	-	75 429	75 772	69 390	85 733	-	-	161 977	161 504	
Commercial loans	9.71	9.72	-	-	-	-	-	-	24 331	24 331	-	-	24 331	24 331	
Loan payable – PEP 1	-	10.23	-	175 123	-	-	-	-	-	-	-	-	-	175 123	
Loan payable – PEP 2	4.80	4.84	17 890	26 734	-	-	-	-	-	-	-	-	17 890	26 734	
Total borrowings and Interest Payments			17 890	201 857	99 591	96 156	386 050	397 150	1 306 872	1 323 673	617 879	403 611	2 428 282	2 422 447	
Embedded derivatives on borrowings			-	-	-	-	634	1 204	-	-	-	-	634	1 204	
Total financial liabilities			17 890	201 857	99 591	96 156	386 684	398 354	1 306 872	1 323 673	617 879	403 611	2 428 916	2 423 651	

(b) Other price risk – TCorp Hour Glass facilities

Exposure to 'other price risk' primarily arises through investments in the TCorp Hour Glass facilities, which are held for strategic rather than trading purposes. The Corporation has no direct equity investments. The Corporation holds units in the following Hour-Glass investment trust:

Facility	Investment Sectors	Investment horizon	2010 \$'000	2009 \$'000
Cash facility	Cash, money market instruments	Up to 1.5 years	128 279	314 881

The unit price of the facility is equal to the total fair value of net assets held by the facility divided by the total number of units on issue for that facility. Unit prices are calculated and published daily.

NSW TCorp as trustee for the Hour Glass Cash Facility is required to act in the best interest of the unitholders and to administer the trust in accordance with the trust deed. As trustee, TCorp has appointed external managers to manage the performance and risks of the facility in accordance with a mandate agreed by the parties. However, TCorp acts as a manager for part of the Cash Facility. A significant portion of the administration of the TCorp facilities are outsourced to an external custodian.

NSW TCorp provides sensitivity analysis information, using historically based volatility information collected over a ten-year period. TCorp Hour Glass Investment facilities are designated at fair value through profit or loss and therefore any change in unit price impacts directly on profit (rather than equity).

	Impact on profit/loss		
	Change in unit price	2010	2009
Hour Glass Investment - Cash facility	+/-1%	1 283	3 149

TCorp has advised that a reasonable possible change is based on the percentage change in unit price multiplied by the redemption price as at 30 June each year.

Notes to the Financial Statements

For the year ended 30 June 2010

c) Interest rate sensitivity analysis for fixed and variable rate instruments

Exposure to interest rate risk arises primarily through the Corporation's interest bearing liabilities. This risk is minimised by undertaking mainly fixed rate borrowings, primarily with NSW TCorp. The Corporation does not account for any fixed rate financial instruments at fair value through profit or loss or as available for sale. Therefore, for these financial instruments a change in interest rate would not affect profit or loss or equity. A reasonably possible change of +/-1% is used, consistent with current trends in interest rates. The basis will be reviewed annually and amended where there is a structural change in the level of interest rate volatility. The Corporation's exposure to interest rate risk is set out below.

	\$'000 Carrying amount	1%		-1%	
		Profit	Equity	Profit	Equity
2010					
Financial assets					
Cash and cash equivalents	169 659	1 697	1 697	(1 697)	(1 697)
Receivables	55 861	559	559	(559)	(559)
Long term investments – held to maturity	585 356	5 854	5 854	(5 854)	(5 854)
Short term investments – held to maturity	-	-	-	-	-
Other financial assets	5 290	53	53	(53)	(53)
Financial liabilities					
Payables	(617 879)	(6 179)	(6 179)	6 179	6 179
TCorp borrowings	(185 635)	(1 856)	(1 856)	1 856	1 856
State advances – Commonwealth loans	(492 410)	(4 924)	(4 924)	4 924	4 924
Loan payable PEP	(17 891)	(179)	(179)	179	179
Finance lease – Bonnyrigg	(28 429)	(284)	(284)	284	284
Other	(8 521)	(85)	(85)	85	85
2009					
Financial assets					
Cash and cash equivalents	364 100	3 641	3 641	(3 641)	(3 641)
Receivables	46 078	461	461	(461)	(461)
Long term investments – held to maturity	237 143	2 371	2 371	(2 371)	(2 371)
Short term investments – held to maturity	144 283	1 443	1 443	(1 443)	(1 443)
Other financial assets	7 043	70	70	(70)	(70)
Financial liabilities					
Payables	(403 611)	(4 036)	(4 036)	4 036	4 036
TCorp borrowings (i)	(184 981)	(1 850)	(1 850)	1 850	1 850
State advances – Commonwealth loans	(506 537)	(5 065)	(5 065)	5 065	5 065
Loan payable PEP	(200 653)	(2 007)	(2 007)	2 007	2 007
Other	(8 858)	(89)	(89)	89	89

i) The sensitivity analysis for long term investments-held to maturity are calculated using the modified duration. Modified duration is a derivative of duration used for a % change in the market value of the portfolio for a 1% change in interest rates. Cash and cash equivalents includes investments in the TCorp Hourglass Cash Facility.

d) Fair Value

Financial instruments are generally recognised at cost, with the exception of the TCorp Hour Glass facilities, which are measured at fair value. As previously mentioned, the value of the Hour Glass investments are based on the Corporation's share of the value of the underlying assets of the facility, based on the market value. The Hour Glass facility is valued using redemption pricing. Except where specified below, the amortised cost of the financial instruments recognised in the Statement of Financial Position approximates the fair value, because of the short term nature of many of the financial instruments. The following table details the financial instruments where the fair value differs from the carrying amount.

Non-derivative Financial Assets and Liabilities	Net Carrying Amount		Fair Value	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Financial assets				
Cash	169 659	364 100	169 659	364 100
Receivables (Note 16)	55 861	46 078	55 861	46 078
Other financial assets (Note 17)				
Short term	586 130	239 489	586 130	239 526
Medium term	3 778	148 508	3 778	148 205
Rental Housing Assistance Fund	738	472	738	472
Total financial assets	816 166	798 647	816 166	798 381
Financial liabilities				
Payables	617 879	403 611	617 879	403 611
Finance lease - Bonnyrigg	28 429	-	28 429	-
Interest bearing liabilities (Note 23)				
Commonwealth loans	492 410	506 537	492 410	506 537
Treasury Corporation loans	185 635	184 981	197 103	193 137
Loan payable – PEP	17 891	200 653	17 891	200 653
Other loans	8 521	8 858	8 521	8 858
Total interest bearing liabilities	704 457	901 029	715 925	909 185
Embedded derivatives on borrowings	634	1 204	634	1 204
Total financial liabilities	1 351 399	1 305 844	1 362 867	1 314 000

Notes to the Financial Statements

For the year ended 30 June 2010

(e) Fair value recognised in the statement of financial position

The Corporation uses the following hierarchy for disclosing the fair value of financial instruments by valuation technique:

- Level 1 – Derived from quoted prices in active markets for identical assets/liabilities.
- Level 2 – Derived from inputs other than quoted prices that are observable directly or indirectly.
- Level 3 – Derived from valuation techniques that include inputs for the asset/liability not based on observable market data (unobservable inputs)

	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	Total \$'000
2010				
Financial assets at fair value				
Short term	-	785 910	-	785 910
Medium term	-	3 778	-	3 778
Rental Housing Assistance Fund	-	738	-	738
Total assets at fair value	-	790 426	-	790 426

There were no transfers between level 1 and 2 during the year ended 30 June 2010.

	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	Total \$'000
2009				
Financial assets at fair value				
Short term	-	631 936	-	631 936
Medium term	-	148 205	-	148 205
Rental Housing Assistance Fund	-	472	-	472
Total assets at fair value	-	780 613	-	780 613

Note 32: After Balance Date Events

There has not been any matter or circumstance, other than that referred to in the financial statements or notes thereto, that has arisen since the end of the financial year that has significantly affected, or may significantly affect, the operations of the Corporation.

END OF AUDITED FINANCIAL STATEMENTS

Register of Land Held

As at 30 June 2010

	2010 \$'000	2009 \$'000
Residential properties	17 435 173	16 039 239
Land for redevelopment	196 573	179 457
Vacant land	45 876	47 886
Commercial properties	27 813	28 212
Community purpose built properties	14 859	13 626
<i>Assets held for sale</i>		
Residential properties	12 815	8 568
Vacant Land	22 164	8 467
Total	17 755 273	16 325 455

The Register of Land Held is Not Audited.

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Aboriginal Housing Office

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Independent Auditor's Report

For the year ended 30 June 2010



GPO BOX 12
Sydney NSW 2001

INDEPENDENT AUDITOR'S REPORT

Aboriginal Housing Office

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the Aboriginal Housing Office (the Office) which comprises the statement of financial position as at 30 June 2010, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, a summary of significant accounting policies and other explanatory notes.

Auditor's Opinion

In my opinion, the financial statements:

- present fairly, in all material respects, the financial position of the Office as at 30 June 2010, and its financial performance for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- are in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010.

My opinion should be read in conjunction with the rest of this report.

The Director-General's Responsibility for the Financial Statements

The Director-General is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the Office's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Office's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Director-General, as well as evaluating the overall presentation of the financial statements.

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

My opinion does *not* provide assurance:

- about the future viability of the Office
- that it has carried out its activities effectively, efficiently and economically
- about the effectiveness of its internal controls.

Independence

In conducting this audit, the Audit Office of New South Wales has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.



Peter Barnes
Director, Financial Audit Services

20 October 2010
SYDNEY

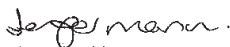
Statement by the Director General

ABORIGINAL HOUSING OFFICE

STATEMENT BY THE DIRECTOR GENERAL Department of Human Services

Pursuant to Section 45F of the Public Finance and Audit Act 1983, I state that:

- (a) the accompanying financial statements have been prepared in accordance with the provisions of the Public Finance and Audit Act 1983, the applicable clauses of the Public Finance and Audit Regulation 2010 and the Treasurer's Directions;
- (b) the Financial Statements exhibit a true and fair view of the financial position and financial performance of the Aboriginal Housing Office for the year ended 30 June 2010;
- (c) there are no circumstances which would render any particulars included in the financial report to be misleading or inaccurate.



Jennifer Mason
Director General
Department of Human Services

19 October 2010

Statement of Comprehensive Income

For the year ended 30 June 2010

	Notes	Actual 2010 \$'000	Actual 2009 \$'000
Revenue			
Rental income	2(a)	35,581	28,058
Investment revenue	2(b)	1,913	2,021
Grants and contributions	2(c)	67,879	42,628
Other revenue	2(d)	17,650	10,396
Total Revenue		123,023	83,103
Gain/(loss) on disposals	3	(1,045)	(1,131)
Other gains/(losses)	4	(714)	(411)
Expenses			
Personnel services	5(a)	7,564	7,958
Other operating expenses	5(b)	2,642	3,106
Depreciation and amortisation	5(c)	6,584	6,963
Housing program – other expenses	6	41,884	34,571
Property expenses – rental program	5(d)	30,604	22,798
Total Expenses		89,278	75,396
SURPLUS/(DEFICIT) FOR THE YEAR		31,986	6,165
Other comprehensive income			
Net increase in property, plant and equipment asset revaluation reserve		11,908	4,880
Total other comprehensive income for the year		11,908	4,880
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		43,894	11,045

The accompanying notes form part of these financial statements.

Statement of Financial Position

As at 30 June 2010

	Notes	Actual 2010 \$'000	Actual 2009 \$'000
ASSETS			
Current Assets			
Cash and cash equivalents	7	38,016	40,992
Receivables	8	3,569	2,658
Other	11	-	905
Total Current Assets		41,585	44,555
Non-Current Assets			
Receivables	8	5,109	5,109
Property plant and equipment			
Land and buildings	9	956,401	908,935
Plant and equipment	9	225	455
Capital work in progress	9	13,156	10,646
Total property plant and equipment	9	969,782	920,036
Intangible assets	10	64	202
Total Non-Current Assets		974,955	925,347
Total Assets		1,016,540	969,902
LIABILITIES			
Current Liabilities			
Payables	12	20,209	18,447
Provisions	13	1,732	1,673
Total Current Liabilities		21,941	20,120
Non-Current Liabilities			
Provisions	13	4,124	3,201
Total Non-Current Liabilities		4,124	3,201
Total Liabilities		26,065	23,321
Net Assets		990,475	946,581
EQUITY			
Reserves		402,673	390,765
Accumulated funds		587,802	555,816
Total Equity		990,475	946,581

The accompanying notes form part of these financial statements.

Statement of Changes in Equity

For the year ended 30 June 2010

	Notes	Accumulated Funds \$'000	Asset Revaluation Reserve \$'000	Total \$'000
Balance at 1 July 2009		555,816	390,765	946,581
Surplus/(deficit) for the year		31,986	-	31,986
Other comprehensive income:				
Net increase/(decrease) in valuation of property, plant and equipment	9	-	11,908	11,908
Total comprehensive income for the year		31,986	11,908	43,894
Balance at 30 June 2010		587,802	402,673	990,475
Balance at 1 July 2008		549,651	385,885	935,536
Surplus/(deficit) for the year		6,165	-	6,165
Other comprehensive income:				
Net increase/(decrease) in valuation of property, plant and equipment	9	-	4,880	4,880
Total comprehensive income for the year		6,165	4,880	11,045
Balance at 30 June 2009		555,816	390,765	946,581

The accompanying notes form part of these financial statements.

Statement of Cash Flows

For the year ended 30 June 2010

	Notes	Actual 2010 \$'000	Actual 2009 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts			
Rental program		35,144	27,989
Interest		1,913	2,021
Other		2,443	2,261
Total Receipts		39,500	32,271
Payments			
Rental program		(30,798)	(22,798)
Personnel services and other expenses		(11,080)	(9,628)
Housing program		(38,371)	(41,581)
Total Payments		(80,249)	(74,007)
Cash Flows From Government			
Government grants		66,366	42,628
Net Cash Flows From Government		66,366	42,628
NET CASH FLOWS FROM OPERATING ACTIVITIES	16	25,617	892
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of land and buildings		3,035	2,852
Purchases of land and buildings, plant and equipment and infrastructure systems		(31,628)	(16,605)
NET CASH FLOWS FROM INVESTING ACTIVITIES		(28,593)	(13,753)
NET INCREASE/(DECREASE) IN CASH			
Opening cash and cash equivalents		40,992	53,853
CLOSING CASH AND CASH EQUIVALENTS	7	38,016	40,992

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 1: Summary of Significant Accounting Policies

a) Reporting entity

The Aboriginal Housing Office (the AHO) is a statutory authority established in 1998 pursuant to the Aboriginal Housing Act 1998. The AHO plans and administers the policies, programs and asset base for Aboriginal public housing in New South Wales. This includes resource allocation, sector wide policy, strategic planning and monitoring outcomes and performance in the Aboriginal public housing sector.

The AHO is a reporting entity and does not have any entities under its control. As a result, the need for the preparation of a consolidated financial statement no longer exists. The AHO's personnel services are provided by the Aboriginal Housing Department of Human Services (the Staff). The Staff was established pursuant to Administrative Order 2009 352. The order abolished the Aboriginal Housing Office Group of Staff effective from 1 July 2009. Employee cost details are included in the Department of Human Services consolidated financial statements and inter-agency data have been eliminated.

The AHO is a not for profit entity (as profit is not its principal objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

The financial statements for the year ended 30 June 2010 has been authorised for issue by the Director-General on 15 October 2010.

b) Basis of preparation

The AHO's financial statements are a general purpose financial statements which have been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations)

- the requirements of the *Public Finance and Audit Act 1983* and Regulation 2010.

Property, plant and equipment, and assets (or disposal groups) held for sale are measured at fair value. Other financial statements items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations that management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

c) Statement of compliance

The AHO financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

d) Income recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below.

- (i) Investment revenue
Interest revenue is recognised using the effective interest method as set out in AASB 139 Financial Instruments: Recognition and Measurement.
- (ii) Rental revenue is recognised in accordance with AASB 117 Leases on a straight line basis over the lease term.
- (iii) Grants and Contributions from Other Bodies
Grants and contributions from other bodies (including donations) are generally recognised as income when the AHO obtains control over the assets. Control over grants and contributions is normally obtained upon the receipt of cash.

- (iv) Rendering of services

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

e) Other provisions

Other provisions exist when the AHO has a present legal or constructive obligation as a result of a past event, and it is probable that an outflow of resources will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

f) Insurance

The Treasury Managed Fund (TMF) provides coverage for most government agencies' business operations. TMF covers the AHO for the Board, head office and regional operations, but it does not insure risks relating to the AHO's property portfolio.

The AHO self insures its property portfolio for fire damage, vehicle impact, and tempest less than \$200,000. Based on past experience, and from research undertaken, this remains more economical than buying insurance. Internal budgets continue to be set aside for self insurance purposes. In 2009 10, expenditure on fire restoration amounted to \$139,823.

Insurance for property and public liability damage greater than \$199,999 for the property portfolio is maintained through Housing NSW, as part of their insurance arrangement. \$440 million with \$5 million excess for property liability and \$250 million liability with \$250,000 excess for public liability have been maintained since the 2004 05 financial year.

Notes to the Financial Statements

For the year ended 30 June 2010

g) Accounting for the Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of GST, except that:

- the amount of GST incurred by the AHO as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense;
- receivables and payables are stated with the amount of GST included.

Cash flows are included in the cash flow statement on a gross basis. However, the GST components of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

h) Acquisitions of assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the AHO. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

Where payment for an asset is deferred beyond normal credit terms, its cost is the cash price equivalent, i.e. deferred payment amount is effectively discounted at an asset specific rate.

i) Capitalisation thresholds

Property, plant and equipment and intangible assets costing \$5,000 and above individually (or forming part of a network costing more than \$5,000) are capitalised.

j) Revaluation of property, plant and equipment

Physical non current assets are valued in accordance with the Valuation of Physical Non Current Assets at Fair Value" Policy and Guidelines Paper (TPP 07 1). This policy adopts fair value in accordance with AASB 116 *Property, Plant and Equipment*.

Property, plant and equipment is measured on an existing use basis, where there are no feasible alternative uses in the existing natural, legal, financial and socio political environment. However, in the limited circumstances where there are feasible alternative uses, assets are valued at their highest and best use.

Fair value of property, plant and equipment is determined based on the best available market evidence, including current market selling prices for the same or similar assets. Where there is no available market evidence, the asset's fair value is measured at its market buying price, the best indicator of which is depreciated replacement cost.

The AHO revalues each class of property, plant and equipment at least every five years or with sufficient regularity to ensure that the carrying amount of each asset in the class does not differ materially from its fair value at reporting date. The full revaluation was completed on 30 June 2007 based on independent valuations of benchmark properties extrapolated to other properties, taking into account their location and particular characteristics. For the year ended 30 June 2010 properties were indexed using the trend analysis to reflect changes in the market.

Non specialised assets with short useful lives are measured at depreciated historical cost, as a surrogate for fair value.

When revaluing non current assets by reference to current prices for assets newer than those being revalued (adjusted to reflect the present condition of the assets), the gross amount and the related accumulated depreciation are separately restated.

For other assets, any balances of accumulated depreciation at the revaluation date in respect of those assets are credited to the asset accounts to which they relate. The net asset accounts are then increased or decreased by the revaluation increments or decrements.

Revaluation increments are credited directly to the asset revaluation reserve, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the surplus/deficit, the increment is recognised immediately as revenue in the surplus/deficit.

Revaluation decrements are recognised immediately as expenses in the Statement of Comprehensive Income surplus/deficit, except that, to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of assets, they are debited directly to the asset revaluation reserve.

As a not for profit entity, revaluation increments and decrements are offset against one another within a class of non current assets, but not otherwise.

Where an asset that has previously been revalued is disposed of, any balance remaining in the asset revaluation reserve in respect of that asset is transferred to accumulated funds.

k) Impairment of property, plant and equipment

As a not for profit entity with no cash generating units, the AHO is effectively exempted from AASB 136 Impairment of Assets and impairment testing. This is because AASB 136 modifies the recoverable amount test to the higher of fair value less costs to sell and depreciated replacement cost. This means that, for an asset already measured at fair value, impairment can only arise if selling costs are material. Selling costs are regarded as not material.

l) Depreciation of property, plant and equipment

Depreciation is provided for on a straight line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the AHO.

All material separately identifiable components of assets are depreciated over their shorter useful lives.

Land is not a depreciable asset.

m) Restoration costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

n) Maintenance

Day to day servicing costs or maintenance are charged when expenses are incurred, except where they relate to the replacement of a part or a component of an asset, in which case the costs are capitalised and depreciated.

o) Leased assets

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

Operating lease payments are charged to the Statement of comprehensive income in the periods in which they are incurred.

p) Intangible assets

The AHO recognises intangible assets only if it is probable that future economic benefits will flow to the AHO and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition.

The useful lives of intangible assets are assessed to be finite.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the AHO's intangible assets, the assets are carried at cost less any accumulated amortisation.

The AHO's intangible assets are amortised using the straight line method over a period of four years.

q) Receivables

Receivables are non derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Any changes are recognised for in the surplus/(deficit) for the year when impaired, derecognised or through the amortisation process.

Short term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

	30-Jul-10 % Rate	30-Jun-09 % Rate
Property		
Building	2	2
Plant & Equipment		
Office furniture and fittings	10	10
Office equipment	7	7
Computer equipment	25	25
Leasehold improvements – depreciated over the period of the lease or its useful life whichever is shorter. The Parramatta head office leasehold agreement provides a four month rent free period that has been fully amortised over the period of the lease.	-	-

Notes to the Financial Statements

For the year ended 30 June 2010

r) Impairment of Financial Assets

All financial assets, except those measured at fair value through profit and loss, are subject to an annual review for impairment. An allowance for impairment is established when there is objective evidence that the entity will not be able to collect all amounts due.

For financial assets carried at amortised cost, the amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the impairment loss is recognised in the surplus/(deficit) for the year.

s) Payables

These amounts represent liabilities for goods and services provided to the AHO and other amounts, including interest. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

t) Reclassification of financial information

Some line items in the current and non current provision for personnel services (note 14) in this financial statements for year ended 30 June 2010 have been reclassified to correct minor errors in the previous year classification. Comparative figures have also been reclassified as required by the AASB108.42 and AASB101.38.

This reclassification does not have any impact on total liabilities and total net assets.

u) New Australian Accounting Standards Issued but not Effective

At reporting date, the following Standards and Interpretations were in issue but not yet effective. NSW Treasury mandate (TC 10/08) precludes early adoption of these accounting standards.

The AHO anticipates that the adoption of these Standards and Interpretations in future periods will not have a material financial impact on the financial statements.

These Standards and Interpretations will be first applied in the financial statements of the AHO that relates to the annual reporting period beginning after the effective date of each pronouncement.

Treasury mandates not to early adopt any of the new Standards/ Interpretations:

- AASB 9 and AASB 2009-11 regarding financial instruments
- AASB 2009-5 regarding annual improvements
- AASB 2009-9 regarding first time adoption
- AASB 124 and AASB 2009-12 regarding related party transactions
- Interpretation 19 and AASB 2009-13 regarding extinguishing financial liability with equity instruments
- AASB 2009-14 regarding prepayments of a minimum funding requirement
- AASB 2010-1 regarding AASB 7 comparatives for first time adopters.

Note 2: Revenues

	2010 \$'000	2009 \$'000
a) Rental income		
Market rental	49,267	48,241
Less: Rental rebates	(14,501)	(20,837)
Vacancies	(1,144)	(976)
	33,622	26,428
Sundry income	1,959	1,630
Total Rental income	35,581	28,058

Reduction in rental rebates in 2010 is due to Commonwealth Rental Assistance (CRA) received. CRA is paid by Commonwealth Government to AHO's tenants.

b) Investment revenue		
Interest	1,913	2,021
	1,913	2,021

c) Grants and contributions		
Energy savings rebate	1,375	-
Commonwealth/State Housing Agreement (CSHA)**	-	14,527
Aboriginal Community Development Program (ACDP)	4,592	6,921
Other Government Sector Grants	7	550
Nation Building Economic Stimulus Package (NBESP)	3,600	-
Healthy Indigenous Housing Initiatives (HIHI)*	-	1,200
National Affordable Housing Agreement (NAHA)**	35,775	12,305
Australian Remote Indigenous Accommodation (ARIA)***	-	6,625
A Place to Call Home	-	500
Remote Indigenous Housing National Partnership (RIHNP)	22,530	-
	67,879	42,628

* HIHI was discontinued on 31 December 2008

** NAHA has replaced CSHA from 1 January 2009

*** ARIA has replaced CHIP from 1 July 2008

d) Other revenue		
Assets acquired free of liability	17,592	9,896
Other – Recoveries of previous years	26	308
Other	32	192
	17,650	10,396

Assets are acquired free from either HNSW or from Aboriginal communities housing providers. More details are shown in note 9 reconciliations.

Notes to the Financial Statements

For the year ended 30 June 2010

Note 3: Gain/(Loss) on Disposal

	2010 \$'000	2009 \$'000
Gain/(loss) on disposal of land and buildings		
Proceeds from disposal	3,105	2,852
Disposal costs	(69)	(96)
Written down value of assets disposed	(2,397)	(2,637)
Net gain/(loss) on disposal of land and buildings	639	119
Gain/(loss) on transfers/demolitions/retirements		
Written down value of assets demolished	(780)	(570)
Written down value of assets transferred	(867)	(647)
Written down value of assets retired	(37)	(33)
Net gain/(loss) on transfers/demolitions/retirements	(1,684)	(1,250)
Gain/(loss) on disposal	(1,045)	(1,131)

Note 4: Other Gains/(Losses)

	2010 \$'000	2009 \$'000
Impairment of receivables	(714)	(411)
Total	(714)	(411)

Note 5: Expenses

	2010 \$'000	2009 \$'000
a) Personnel services expenses		
Personnel services fees	7,564	7,958
	7,564	7,958
b) Other operating expenses include the following:		
General administration	63	78
Auditor's remuneration – audit or review of the financial statements	59	62
Internal audit fees	32	41
Service First fees	591	529
Board members fees	83	102
Board expenses	78	103
Consultancy	88	177
Contractors	354	469
Insurance	9	13
Advertising and promotions	58	39
Minor equipment purchases	15	13
Motor vehicle expenses	86	51
Motor vehicle leasing costs	127	282
Postage and freight	16	17
Printing and stationery	59	85
Accommodation	521	612
Training (staff development)	78	51
Travel	178	168
Data processing services	55	61
Telephone	71	115
Maintenance	7	16
Other expenses	14	22
	2,642	3,106
<i>* Reconciliation – Total maintenance</i>		
Maintenance expense – contracted labour and other (non-employee related), as above Note 5(b)	7	16
Total maintenance expenses included in Note 5(b)	7	16
c) Depreciation and amortisation expense		
Depreciation		
Buildings	6,097	5,976
Computer equipment	64	79
Office equipment	41	46
Furniture and fittings	7	10
Leasehold improvements	236	699
Total Depreciation	6,445	6,810
Amortisation		
Intangible assets	139	153
	6,584	6,963

As part of its shared service arrangements, the AHO partners with Service First, a business arm of the NSW Department of Services, Technology and Administration, which provides financial, human resource and information technology services.

Notes to the Financial Statements

For the year ended 30 June 2010

	2010 \$'000	2009 \$'000
d) Property Expenses		
Rates (council, water)	8,422	7,854
Repairs	18,029	10,825
Housing NSW(HNSW) management fee	3,984	3,946
Insurance	124	143
Other expenses	45	30
	30,604	22,798

The increase in repairs is primarily due to NBESP \$3.6M (see note 2(c)) and \$3M allocated per annum for additional repairs to be done.

Note 6: Aboriginal Housing Program

The Aboriginal Housing Program (AHP) provides funds towards the acquisition, repair and upgrade of Aboriginal community housing and the support of the Aboriginal community housing sector.

The Housing Aboriginal Communities Program (HACP) provides rental accommodation and housing related assistance for Aboriginal people in properties managed by Aboriginal community housing providers.

The AHO Acquisition Program provides rental housing for Aboriginal people in dwellings owned by the AHO. In addition to the properties transferred to the AHO by Housing NSW (HNSW), the AHO also acquires other properties under this Program. These properties form part of the AHO's property portfolio (Note 9).

Project management of the AHP for purchasing and construction activities are provided by Assets division of HNSW.

	2010		2010	2009		2009
	Personnel services \$'000	Other expenses \$'000	Total \$'000	Personnel services \$'000	Other expenses \$'000	Total \$'000
Programs comprised of:						
Sector Support and Resourcing	1	58	59	15	75	90
AHO Planned Maintenance	105	12,656	12,761	99	9,069	9,168
AHO – Asset Management	109	426	535	110	425	535
Healthy Indigenous Housing Initiatives (HIHI)	339	1,135	1,474	421	1,636	2,057
Aboriginal Community Development Program (ACDP)	-	4,592	4,592	-	6,921	6,921
Home Ownership	-	12	12	-	22	22
Housing for Aboriginal Communities Program (HACP)	-	535	535	-	2,769	2,769
Community Repairs and Maintenance	404	15,772	16,176	363	10,721	11,084
Sector Reform	451	2,217	2,668	-	-	-
Resourcing Community Organisation	119	3,291	3,410	115	2,933	3,048
Remote Indigenous Housing National Partnership (RIHNP)	-	1,190	1,190	-	-	-
Total	1,528	41,884	43,412	1,123	34,571	35,694

The personnel services expenses shown above are part of the overall figures disclosed in Note 5(a) Personnel services expenses. Personnel services expenses associated with relevant programs are shown for the purpose of summarising the total costs associated with each housing program disclosed above.

Note 7: Cash and Cash Equivalents

	2010 \$'000	2009 \$'000
Cash at bank and on hand	38,016	40,992
	38,016	40,992

For the purposes of the Statement of cash flows, cash and cash equivalents include cash at bank and cash on hand.

Cash and cash equivalent assets recognised in the statement of financial position are reconciled at the end of the financial year to the statement of cash flows as follows:

	2010 \$'000	2009 \$'000
Cash and cash equivalents (per statement of financial position)	38,016	40,992
Closing cash and cash equivalents (per statement of cash flows)	38,016	40,992

Note 8: Current Assets – Receivables

	2010 \$'000	2009 \$'000
Current Receivables		
Rental debtors	3,572	4,095
Less: Allowance for impairment	(2,980)	(3,226)
Employee services	6	1,067
Goods and Service Tax recoverable from ATO	687	359
Sundry debtors	2,123	473
Housing NSW	161	(110)
	3,569	2,658
Allowance for Impairment		
Opening allowance	3,226	3,180
New allowance transferred in	714	411
Bad debts written off	(960)	(365)
Closing allowance	2,980	3,226
Non-current Receivables		
Housing NSW	5,109	5,109
	5,109	5,109

Notes to the Financial Statements

For the year ended 30 June 2010

Note 9: Non-current Assets – Property, Plant and Equipment

	Land and Buildings \$'000	Plant and Equipment \$'000	Capital Work in Progress \$'000	Total \$'000
At 1 July 2009 – fair value				
Gross carrying amount	908,935	2,332	10,646	921,913
Accumulated depreciation and impairment	-	(1,877)	-	(1,877)
Net carrying amount	908,935	455	10,646	920,036
At 30 June 2010 – fair value				
Gross carrying amount	956,401	2,222	13,156	971,779
Accumulated depreciation and impairment	-	(1,997)	-	(1,997)
Net carrying amount	956,401	225	13,156	969,782

Reconciliation

A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the current reporting period is set out below.

	Land and Buildings \$'000	Plant and Equipment \$'000	Capital Work in Progress \$'000	Total \$'000
Year ended 30 June 2010				
Net carrying amount at start of year	908,935	455	10,646	920,036
Additions	-	155	30,617	30,772
Disposals	(2,397)	-	-	(2,397)
Depreciation expense	(6,097)	(348)	-	(6,445)
Transfers to Housing NSW	(867)	-	-	(867)
Transfers from Housing NSW	16,427	-	-	16,427
Transfer from communities (including ACDP)	1,165	-	-	1,165
Transfer from work in progress	27,914	-	(27,914)	-
Demolition	(587)	-	(193)	(780)
Retirement	-	(37)	-	(37)
Revaluation	11,908	-	-	11,908
Net carrying amount at end of year	956,401	225	13,156	969,782

	Land and Buildings \$'000	Plant and Equipment \$'000	Capital Work in Progress \$'000	Total \$'000
At 1 July 2008 – fair value				
Gross Carrying Amount	892,896	2,453	9,511	904,860
Accumulated depreciation and impairment	-	(1,158)	-	(1,158)
Net carrying amount	892,896	1,295	9,511	903,702
At 30 June 2009 – fair value				
Gross Carrying Amount	908,935	2,332	10,646	921,913
Accumulated depreciation and impairment	-	(1,877)	-	(1,877)
Net carrying amount	908,935	455	10,646	920,036

Reconciliation

A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the current reporting period is set out below.

	Land and Buildings \$'000	Plant and Equipment \$'000	Capital Work in Progress \$'000	Total \$'000
Year ended 30 June 2009				
Net carrying amount at start of year	892,896	1,295	9,511	903,702
Additions	-	11	16,930	16,941
Disposals	(2,620)	(17)	-	(2,637)
Depreciation expense	(5,975)	(834)	-	(6,809)
Transfers to Housing NSW	(647)	-	-	(647)
Transfers from Housing NSW	1,354	-	-	1,354
Transfers from communities (including ACDP)	3,857	-	-	3,857
Transfer from work in progress	15,686	-	(15,686)	-
Retirement	(35)	-	-	(35)
Demolition	(461)	-	(109)	(570)
Revaluation	4,880	-	-	4,880
Net carrying amount at end of year	908,935	455	10,646	920,036

Note 10: Intangible Assets

	Software \$'000	Total \$'000
At 1 July 2009		
Cost (gross carrying amount)	1,019	1,019
Accumulated amortisation and impairment	(817)	(817)
Net carrying amount	202	202
At 30 June 2010		
Cost (gross carrying amount)	1,019	1,019
Accumulated amortisation and impairment	(955)	(955)
Net carrying amount	64	64
Year ended 30 June 2010		
Net carrying amount at start of year	202	202
Amortisation	(138)	(138)
Net carrying amount at end of year	64	64

Notes to the Financial Statements

For the year ended 30 June 2010

Reconciliation:

A reconciliation of the carrying amount of intangible assets at the beginning and end of the current reporting period is set out below:

	Software \$'000	Total \$'000
At 1 July 2008		
Cost (gross carrying amount)	1,019	1,019
Accumulated amortisation and impairment	(663)	(663)
Net carrying amount	356	356
At 30 June 2009		
Cost (gross carrying amount)	1,019	1,019
Accumulated amortisation and impairment	(817)	(817)
Net carrying amount	202	202
Year ended 30 June 2009		
Net carrying amount at start of year	356	356
Amortisation (recognised in depreciation and amortisation)	(154)	(154)
Net carrying amount at end of year	202	202

Note 11: Current Assets – Other

	2010 \$'000	2009 \$'000
Current		
Long service leave pool contribution	-	905
	-	905

AHO is classified under category 3 – other residual agency according to TC10-04, therefore does not contribute to the Long Service Leave Pool. All amounts previously contributed to the Long Service Leave Pool were refunded by the Crown Entity to AHO in 2009-10.

Note 12: Current Liabilities – Payables

	2010 \$'000	2009 \$'000
Payables		
Trade creditors	8,104	5,935
Sundry creditors	476	382
GST-Payable to ATO	139	27
Housing NSW Assets Division	11,392	10,734
Payable for personnel services	98	1,369
Total	20,209	18,447

Note 13: Current/Non Current Liabilities – Provisions

	2010 \$'000	2009 \$'000
Current		
Provision for personnel services	1,732	1,673
Total provisions	1,732	1,673
Non-current		
Provision for personnel services	3,980	3,051
Other provisions		
Restoration costs	144	150
Total provisions	4,124	3,201
Aggregate provisions for personnel services		
Provisions for personnel services		
Provisions – current	1,732	1,673
Provisions – non-current	3,980	3,051
Payable for personnel services (Note 12)	98	1,369
	5,810	6,093

Note 14: Commitments for Expenditure

	2010 \$'000	2009 \$'000
a) Capital Commitments		
Aggregate capital expenditure for the acquisition of property plant and equipment contracted for at balance date and not provided for:		
Not later than one year	225	238
Total (including GST)	225	238
b) Other Expenditure Commitments		
Aggregate other expenditure for the acquisition of goods and services contracted for at balance date and not provided for:		
Not later than one year	14,654	6,442
Total (including GST)	14,654	6,442
c) Operating Lease Commitments		
Not later than one year	557	350
Later than one year and not later than five years	653	59
Total (including GST)	1,210	409

Commitments above include input tax credits of approximately \$87,000 that are expected to be recovered from the Australian Taxation Office (ATO) (2009: \$19,000).

Notes to the Financial Statements

For the year ended 30 June 2010

Note 15: Contingent Liabilities and Contingent Assets

AHO received GST private rulings which were sought by AHO with the assistance of Deloitte Touche Tohmatsu in 2008-09. Deloitte Touche Tohmatsu on behalf of AHO has obtained an extension until 31 October 2010 to complete the claim.

Note 16: Reconciliation of Cash Flows from Operating Activities to Surplus/(Deficit)

	2010 \$'000	2009 \$'000
Reconciliation of cash flow from operations with surplus from ordinary activities		
Net cash used on operating activities	25,617	892
Assets acquired free of liabilities	17,592	9,896
Depreciation and amortisation	(6,584)	(6,963)
Allowance for impairment	(714)	(411)
Bad debts written off	960	365
Decrease/(increase) in provisions and payables	(3,600)	3,267
Increase/(decrease) in receivables and other	(240)	250
Net gain/(loss) on sale of plant and equipment	(1,045)	(1,131)
Surplus	31,986	6,165

Note 17: Financial Instruments

The AHO's principal financial instruments are outlined below. These financial instruments arise directly from the AHO's operations or are required to finance the AHO's operations. The AHO does not enter into or trade financial instruments for speculative purposes. The AHO does not use financial derivatives.

The AHO's main risks arising from financial instruments are outlined below, together with the AHO's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout this financial statement.

The AHO's Chief Executive has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the AHO, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Audit & Risk Management Committee on a continuous basis.

a) Financial instrument categories

Financial Assets			Carrying Amount 2010	Carrying Amount 2009
Class:	Note	Category	\$'000	\$'000
Cash and cash equivalents	7	N/A	38,016	40,992
Receivables ¹	8	Loans and receivables (at amortised cost)	2,317	7,407

Financial Liabilities			Carrying Amount 2010	Carrying Amount 2009
Class:	Note	Category	\$'000	\$'000
Payables ²	12	Financial liabilities measured (at amortised cost)	20,070	18,420

¹ Excludes statutory receivables and prepayments (i.e. not within scope of AASB 7)

² Excludes statutory payables and unearned revenue (i.e not within scope of AASB 7)

b) Credit Risk

Credit risk arises when there is the possibility of the AHO's debtors defaulting on their contractual obligations, resulting in a financial loss to the AHO. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Cash

Cash comprises cash on hand and bank balances in corporate Cheques Accounts with Westpac Banking Corporation and Corporate Transaction Account. Interest is earned on daily bank balances at a regulated interest determined by the NSW Treasury in paragraph (d) below.

Receivables – trade debtors

All trade debtors are recognised as amounts receivable at balance date. Collectibility of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions and debtor credit ratings. No interest is earned on trade debtors. Sales are made on 30 day terms.

The only financial assets that are past due or impaired are "sales of goods and services" in the "receivables" category of the statement of financial position.

Notes to the Financial Statements

For the year ended 30 June 2010

	Total ^{1,2} \$'000	Past due but not impaired ^{1,2} \$'000	Considered impaired ^{1,2} \$'000
2010			
< 3 months overdue	708	412	296
3 months – 6 months overdue	679	-	679
> 6 months overdue	2,280	-	2,280
2009			
< 3 months overdue	371	57	314
3 months – 6 months overdue	219	-	219
> 6 months overdue	3,218	-	3,218

¹ Each column in the table reports "gross receivables".

² The ageing analysis excludes receivables that are not past due and not impaired. Therefore the "total" will not reconcile to the receivables total recognised in the statement of financial position.

c) Liquidity risk

Liquidity risk is the risk that the AHO will be unable to meet its payment obligations when they fall due. The AHO continuously manages risk through monitoring future cash flows and commitments maturities. No assets have been pledged as collateral. The AHO's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment. No interest for late payment was made during the 2010 year (2009: \$nil).

The table below summarises the maturity profile of the AHO's financial liabilities, together with the interest rate exposure.

Maturity Analysis and interest rate exposure of financial liabilities

	\$'000			
	Interest Rate Exposure	Maturity Dates		
	Nominal Amount	< 1 yr	1-5 yrs	> 5 yrs
2010				
<i>Financial liabilities:</i>				
Payable for personnel services	98	98	-	-
Creditors	19,972	19,972	-	-
Total	20,070	20,070	-	-
2009				
<i>Financial liabilities:</i>				
Payable for personnel services	1,369	1,369	-	-
Creditors	17,051	17,051	-	-
Total	18,420	18,420	-	-

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities based on the earliest date on which the AHO can be required to pay. These are non-interest bearing liabilities.

d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The AHO's exposures to market risk are primarily through interest rate risk on cash and cash equivalents. The AHO has no exposure to foreign currency risk and does not trade in derivatives of any nature.

The effect on profit and equity due to a reasonably possible change in risk variable is outlined in the information below, for interest rate risk. A reasonably possible change of +/-1 percent is used, consistent with current trends in interest rates. This basis will be reviewed annually and amended where there is a structural change in the level of interest volatility. The AHO's exposure to interest rate risk is set out below.

	\$'000				
	Carrying Amount	-1%		1%	
		Result	Equity	Result	Equity
2010					
Financial assets					
Cash and cash equivalents	38,016	(380)	(380)	380	380
Receivables	2,317	-	-	-	-
Financial liabilities					
Payables	20,070	-	-	-	-
Total increase/(decrease)	60,403	(380)	(380)	380	380
2009					
Financial assets					
Cash and cash equivalents	40,992	(410)	(410)	410	410
Receivables	7,407	-	-	-	-
Financial liabilities					
Payables	18,420	-	-	-	-
Total increase/(decrease)	66,819	(410)	(410)	410	410

e) Fair value compared to carrying amount

The carrying value of receivables less any impairment provision is a reasonable approximation of their fair value due to their short term nature.

Note 18: After Balance Date Events

There are no events subsequent to balance date which affect the financial statements. (2009: the AHO Group of Staff was transferred to the Department of Human Services under the Public Sector Employment and Management (Departmental Amalgamations) Order 2009, effective 1 July 2009).

The AHO also transitioned the provisions of financial, human resources and information technology services from Service First to NSW Businesslink Pty Ltd.

END OF AUDITED FINANCIAL STATEMENTS

11.

Glossary and Index

Glossary

Acronym	Definition	Acronym	Definition
AAE	Allegations Against Employees	CWUs	Child Wellbeing Units
AAS	Area Assistance Scheme	DAP	Disability Assistance Package
ABS	Aboriginal Services Branch	DET	Department of Education and Training
AbSec	Aboriginal Child, Family and Community Care State Secretariat (NSW)	DHASI	Disability Housing and Support Initiative
ACDP	Aboriginal Communities Development Program	DHS	Department of Human Services
ACWA	Association of Children's Welfare Agencies	DPC	Department of Premier and Cabinet
ADHC	Ageing, Disability and Home Care	EEO	Equal Employment Opportunity
AHGOS	Aboriginal Housing Group of Staff	EPSU	Ethics and Professional Standards Unit
AHO	Aboriginal Housing Office	ERP	Enterprise Resource Planning
ALRA	<i>Aboriginal Lands Rights Act 1983</i>	FaHCSIA	Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs
AMIHS	Aboriginal Maternal Infant Health Strategy	FanS NSW	NSW Family Services
AOD	Alcohol and Other Drug	FMS	Funding Management System
ARCG	Area Respite Co-ordination Groups	FOI	Freedom of Information
ARG	Aboriginal Reference Group	FWA	Fair Work Australia
CAF	Comprehensive Assessment Format	GAMC	Government Asset Management Committee
CALD	Culturally and Linguistically Diverse	GIPAA	The Government Information Public Access (GIPA) Act 2009
CAP	Crisis Accommodation Program	HACC	Home and Community Care
CATALYST	Creating Access To A Learning Youth Support Team	HAF	Housing Affordable Fund
CDP	Caseworker Development Program	HASI	Housing Accommodation Support Initiative
CHART	Changing Habits and Reaching Targets	HCC	Housing Contact Centre
CIS	Client Information System	HCP	Housing Communities Program
CIT	Community Integration Team	HCS	Home Care Service of NSW
CLAS	Community Language Allowance Scheme	HOMES	Housing Operations, Management and Extended Services
COAG	Council of Australian Governments	HSNet	NSW Human Services Network
CPAG	Child Protection Advisory Group	ICAC	Independent Commission Against Corruption
CRA	Commonwealth Rent Assistance	IFBS	Intensive Family Based Service
CRPD	Convention on the Rights of Persons with Disabilities	IRC	Industrial Relations Commission
CSC	Community Services Centre	ISP	Intensive Supervision Program
CSGP	Community Services Grants Program	ISS	Intensive Support Services
CSHA	Commonwealth State Housing Agreement	ITAP	Induction Training Assessment Program
CST	Community Support Teams		

Glossary

continued

Acronym	Definition
JIRT	Joint Investigation Response Team
KIDS	Key Information and Directory System
LHCORP	NSW Land and Housing Corporation
NAHA	National Affordable Housing Agreement
NAIDOC	National Aboriginal and Islander Day Observance Committee
NAPCAN	National Association for the Prevention of Child Abuse and Neglect
NBESP	Nation Building Economic Stimulus Plan
NDA	National Disability Agreement
NGO	Non-Government Organisation
NRAS	National Rental Affordability Scheme
OFA	Office of Ageing
OHS	Occupational Health and Safety
OOHC	Out-of-Home Care
OSP	Officer of Senior Practitioner
OTEN	Open Training Education Network
PACT	Protecting Aboriginal Children Together
PARS	Provider Assessment and Registration System
PPIPA	<i>Private and Personal Information Protection Act 1998</i>
PSA	Public Services Association
RIHNP	Remote Indigenous Housing National Partnership
RTRS	Regional Tenant Resource Services
SAAP	Supported Accommodation Assistance Program
SAMP	Strategic Asset Management and Procurement
SBIS	Statewide Behaviour Intervention Service
SCAN	Supporting Children with Additional Needs
SCFS	Shared Care Family Support
SDM®	Structured Decision Making
SES	Senior Executive Services Officer
SMM	Self Managed Model
SOORT	Statutory and Other Offices Remuneration Tribunal
SPA	State Property Authority

Acronym	Definition
SYORP	Serious Young Offenders Review Panel
TAFE	Technical and Further Education
TMF	Treasury Managed Fund
TPRS	Tenant Participation Resource Services
TTW	Transition to Work
TTY	Telephone Typewriters
UNIFEM	United Nations Development Fund for Women
WFM	Work Force Management
WRAPP	Waste Reduction and Purchasing Policy
YAPA	Youth Action and Policy Association
YCOs	Youth Conduct Orders
YDAC	Youth Drug and Alcohol Court
YJC	Youth Justice Conference
YLSI	Youth Level of Services Inventory
YORI	Youth Offending Risk Intervention
YPIRAC	Young People in Residential Aged Care

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*The Addendum is printed as a separate volume and is available at www.humanservices.nsw.gov.au

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*The Addendum is printed as a separate volume and is available at www.humanservices.nsw.gov.au

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Australia Square NSW 1215
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Our agencies

Aboriginal Affairs

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Surry Hills NSW 2010
Ph: 02 9219 0700
Fax: 02 9219 0790
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Web: www.daa.nsw.gov.au

Aboriginal Housing Office

Level 6, 33 Argyle Street
PO Box W5 Westfield
Parramatta NSW 2150
Ph: 02 8836 9444
Fax: 02 9635 3400
Email: ahoenquiries@aho.nsw.gov.au
Web: www.aho.nsw.gov.au

Ageing, Disability and Home Care

Level 5, 83 Clarence Street
Sydney NSW 2000
Ph: 02 8270 2000
TTY: 02 8270 2167
Email: info@dadhc.nsw.gov.au
Web: www.dadhc.nsw.gov.au

Businesslink

23-31 Moore Street
Liverpool NSW 2170
Locked Bag 7466
Liverpool BC 1871
DX 5064 Liverpool
Ph: 02 9765 3333
Fax: 02 9765 3330
Email: communications@businesslink.nsw.gov.au
Web: www.businesslink.nsw.gov.au

Community Services

4-6 Cavill Avenue
Ashfield NSW 2131
Locked Bag 4028
Ashfield NSW 2131
Ph: 02 9716 2222
Fax: 02 9716 2999
Web: www.community.nsw.gov.au

Housing NSW

223-239 Liverpool Road
Ashfield NSW Australia 2131
Locked Bag 4001
Ashfield BC NSW 1800
Ph: 02 8753 8000
Fax: 02 8753 8888
Email: feedback@housing.nsw.gov.au
Web: www.housing.nsw.gov.au

Juvenile Justice

Level 24, 477 Pitt Street
Sydney NSW 2000
PO Box K399
Haymarket NSW 1240
Ph: 02 9219 9400
Fax: 02 9219 9500
TTY: 02 9219 9579
Email: djj@djj.nsw.gov.au
Web: www.djj.nsw.gov.au

Please see agency websites for regional contact details and access information for clients. Business hours for agency head offices are from 9am to 5pm.

Photography by Damien Ford, except cover, p.2, 106 and 189 (stock images owned by DHS) and p.78 (ADHC image by Fiora Sacco).

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Copies of this report and the addendum, which details funds provided to non-government organisations, is available at www.humanservices.nsw.gov.au

If you require a copy in an alternative format or language, please contact the department.

The total production cost for the *DHS Annual Report 2009/10* is \$116,915 which includes all design, production, printing and web costs. This is a reduction on the combined production costs of agency reports for 2008/09.



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Addendum

Funds granted to
non-government organisations

Department of Human Services

Annual Report 2009/10

Volume 2



Human
Services

Funds granted to non-government organisations

The Department of Human Services delivers a wide range of services in partnership with non-government organisations. In 2009/10 more than \$2 billion was granted to 2,500 community-based services. These organisations work closely with clients at a local level, identifying and addressing the problems they face. The department also invests substantial resources in developing the non-government sector to build an effective system to help people in need.

There were no funds granted to non-government organisations by Businesslink in 2009/10.

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Aboriginal Affairs

Funds granted to non-government organisations

Aboriginal Affairs provided grants to a large number of non-government organisations, with a total of \$273,864 under the Support and Promote Culture and Community Resilience program. These grants support events that celebrate Aboriginal culture and achievements, and promote reconciliation and understanding across communities.

Aboriginal Corporation For Employment & Training	NAIDOC Celebration 2009	\$12,750
Arts Mid North Coast	Salt/Freshwater Festival	\$10,000
Babana Aboriginal Men's Group Inc	Anzac Day Commemorative Service	\$1,000
Brewarrina Business Coop Ltd	Murdi Paaki NAIDOC Funds 2010	\$10,000
Bungree Aboriginal Association Inc	Seniors Xmas Event 2009	\$1,500
Burrulaa Warranggal Mari's Inc	NAIDOC Celebrations 2009	\$1,818
Burrunju Aboriginal Corporation	NAIDOC Family Fun Day 050710	\$3,636
Butucarbin Aboriginal Corporation	Community Event	\$8,000
Campbelltown Arts Centre	General Grants	\$3,000
Catholic Schools Office	Look, Read, Say Project	\$25,000
Central Coast Aboriginal Men's Group	Aboriginal Congress Operating Fund	\$3,000
Cooperative for Aborigines Ltd	Grant – Graduation Dinner	\$909
Gadigal Information Service	Funding Deadly Program 2009	\$15,000
Gadigal Information Service	Funding For Yabun 2010	\$30,000
Gungarrimaa Aboriginal Corporation	Family Talk Project	\$24,720
Guriwal Aboriginal Corporation	Community NAIDOC Celebrations	\$1,500
Guriwal Aboriginal Corporation	NAIDOC Grant	\$5,000
Koori Kids Pty Ltd	NAIDOC 2010	\$3,300
Link-up (NSW)	Cootamundra Girls' Home	\$55,000
Muloobinba Aboriginal Corporation	NAIDOC Events 2010 – Womens Dinner	\$1,500
NSW Land and Housing Corporation	Contrib – 2010 NAIDOC Family Fun Day	\$1,000
Orange Aboriginal Medical Service	NAIDOC Grant	\$1,875
Port Stephens Family Support	Funding – Karuah	\$5,000
Reconciliation For Western Sydney	Darug Memorial Project	\$4,545
Red Ochre Events Inc	Red Ochre Festival in Dubbo 2010	\$6,000
Ricky Walford Shield Sports	Walgett Cultural/Sport Festival	\$5,000
Tumut Regional Family Services	Funding NAIDOC Activities	\$2,500
Waddi Housing & Advancement	Contrib Twds 2010 NAIDOC Celebrations	\$1,100
Wiradjuri Condobolin Corporation Ltd	NAIDOC Activities 2010	\$909
Yabur Yulgun	NAIDOC Contribution	\$20,000
Yalbillinga Boori Day Care	NAIDOC Family Fun Day Activities	\$800
Yandel'ora Aboriginal Corporation	Cultural Education Workshops	\$1,500
Yerin Aboriginal Health Service	Congress NAIDOC Awards Ball 2010	\$5,000
Yinnar Health & Wellbeing	NAIDOC 2009	\$2,000

Aboriginal Housing Office

Funds granted to non-government organisations

The Aboriginal Housing Office funds the following organisations to provide management services to smaller organisations that do not have the required capacity to manage their portfolios.

Many Rivers Regional Aboriginal Housing Management Services	\$437
Murdi Paaki Regional Housing Corporation Ltd	\$1,624
South Eastern Aboriginal Regional Management Service	\$1,033

Repairs and Maintenance – Community Assets

The AHO funds grants to Aboriginal community housing providers for carrying out limited maintenance on a priority-of-works basis.

Aboriginal Housing Company Ltd	\$550,000
Armidale Local Aboriginal Land Council	\$29,700
Thungutti Local Aboriginal Land Council	\$167,000
Wilcannia Local Aboriginal Land Council	\$90,000

Remote Indigenous Housing Partnership Agreement – Refurbishment

The AHO funds grants to Aboriginal community housing providers located in remote and very remote areas, which will allow the properties to be brought to the standards endorsed by the AHO board and eliminate deferred maintenance liability.

Western	Murdi Paaki Regional Housing Corporation Ltd	\$12,240,000
---------	--	--------------

Remote Indigenous Housing Partnership Agreement – Backlog Maintenance

The AHO funds grants to Aboriginal community housing providers located in urban, inner-regional and outer-regional areas, which will allow the properties to be brought to the standards endorsed by the AHO board and eliminate deferred maintenance liability.

Gunida Gunyah Aboriginal Corporation	\$330,000
Illawarra Aboriginal Corporation	\$3,000,000 (approx.)
Wagga Wagga Advancement Aboriginal Corporation	\$427,652

Solar Residential Rebate

The AHO funds grants to allow the installation of solar water heating in conjunction with state and Commonwealth rebate programs.

Aboriginal Housing Company	\$66,700
Anaiwan Local Aboriginal Land Council	\$49,000
Awabakal Newcastle Co-operative	\$90,100

Barriekneal Housing Company Ltd	\$370,374	Nambucca Heads Local Aboriginal Land Council	\$54,038
Bogan Aboriginal Corporation	\$81,900	Nowra Local Aboriginal Land Council	\$22,364
Browns Flat Local Aboriginal Land Council	\$167,100	Purfleet Taree Local Aboriginal Land Council	\$79,618
Bundjalung Tribal Society	\$73,321	Red Chief Local Aboriginal Land Council	\$19,562
Burabi Aboriginal Corporation	\$69,700	South Eastern Aboriginal Regional Management Service	\$276,080
Condobolin Local Aboriginal Land Council	\$99,377	Tweed Aboriginal Co-operative	\$65,266
Coonamble Local Aboriginal Land Council	\$186,500	Wamba Wamba Local Aboriginal Land Council	\$3,819
Cooramah Aboriginal Corporation	\$76,900	Warren Macquarie Local Aboriginal Land Council	\$18,354
Dharawal Local Aboriginal Land Council	\$52,721		
Dubbo Koorie Housing Aboriginal Corporation	\$101,400		
Dubbo Local Aboriginal Land Council	\$285,100		
Gandangara Local Aboriginal Land Council	\$44,593		
Gilgandra Local Aboriginal Land Council	\$183,500		
Glen Innes Local Aboriginal Land Council	\$59,800		
Leeton Local Aboriginal Land Council	\$80,158		
Many Rivers Regional Aboriginal Housing Management Services Additional	\$347,000		
Many Rivers Regional Aboriginal Housing Management Services Additional	\$130,000		
Min Min Aboriginal Corporation	\$40,364		
Mindaribba Local Aboriginal Land Council	\$63,100		
Moama Local Aboriginal Land Council	\$16,019		
Moombahlene Local Aboriginal Land Council	\$40,500		
Mrangalli Aboriginal Corporation	\$47,300		
Mungindi Local Aboriginal Land Council	\$16,230		
Murdi Paaki Regional Housing Corporation Ltd	\$460,000		
Nambucca Heads Local Aboriginal Land Council	\$83,162		
Nowra Local Aboriginal Land Council	\$69,350		
Nungera Co-operative Society	\$94,900		
Nyngan Local Aboriginal Land Council	\$18,300		
Purfleet Taree Local Aboriginal Land Council	\$172,593		
Red Chief Local Aboriginal Land Council	\$69,725		
South Eastern Aboriginal Regional Management Service	\$481,000		
Tharawal Local Aboriginal Land Council	\$75,900		
Trangie Local Aboriginal Land Council	\$54,800		
Walhallow Aboriginal Corporation	\$71,638		
Wamba Wamba Local Aboriginal Land Council	\$36,545		
Warren Macquarie Local Aboriginal Land Council	\$77,200		
Yaegl Local Aboriginal Land Council	\$39,910		

Insulation Residential Rebate

The AHO funds grants to allow the installation of ceiling insulation in conjunction with state and Commonwealth rebate programs.

Barriekneal Housing Company Ltd	\$84,301
Bowraville Local Aboriginal Land Council	\$90,000
Gandangara Local Aboriginal Land Council	\$37,826
Leeton District Local Aboriginal Land Council	\$19,532
Moombahlene Local Aboriginal Land Council	\$22,881

Backlog Repairs and Maintenance – Solar

The AHO funds grants to allow the installation of solar water heating in conjunction with state and Commonwealth rebate programs in urban, inner-regional and outer-regional areas.

Bungree Aboriginal Association Inc (SHWS only)	\$46,005
Coffs Harbour Local Aboriginal Land Council	\$166,257
Gunida Gunyah Aboriginal Corporation	\$39,200
Illawarra Aboriginal Corporation	\$67,298
Narromine Local Aboriginal Land Council	\$104,168

Backlog Repairs and Maintenance – Insulation

The AHO funds grants to allow the installation of ceiling insulation in conjunction with state and Commonwealth rebate programs in urban, inner-regional and outer-regional areas.

Coffs Harbour Local Aboriginal Land Council	\$58,000
Narromine Local Aboriginal Land Council	\$33,218

Remote Indigenous Housing Partnership Agreement – Solar

The AHO funds grants to allow the installation of solar water heating in conjunction with state and commonwealth rebate programs in remote and very remote areas.

Murdi Paaki Regional Housing Corporation Ltd	\$558,900
--	-----------

Remote Indigenous Housing Partnership Agreement – Insulation

The AHO funds grants to allow the installation of ceiling insulation in conjunction with state and Commonwealth rebate programs.

Murdi Paaki Regional Housing Corporation Ltd	\$45,540
--	----------

Ageing, Disability and Home Care

Funds granted to non-government organisations

Ageing, Disability and Home Care provides funding to non-government and government organisations across NSW to deliver services to older people, people with a disability, their families and carers through the following agreements and programs:

- National Disability Agreement (NDA)
- Home and Community Care (HACC)
- Ageing
- Department of Veterans' Affairs (DVA).

This addendum provides the names of the organisations that received funding in 2009/10 according to the type of service.

Accommodation Support

Provides for varying levels of support to people in a range of settings and accommodation models, assisting people with a disability to live in the community or in their own home. Services can range from minimal drop-in support and assistance to intensive support delivering 24-hour care.

Abbeyfield Australia Ltd	\$1,300,000
Ability Options Ltd	\$11,684,368
Accommodation Network Pty Ltd	\$8,105,759
ACES Inc	\$45,618
Achieve Foundation Ltd	\$8,590,415
ACSN Inc	\$381,296
Affordable Community Housing Ltd	\$1,632,000
Aftercare	\$1,687,223
Allambi Youth Services Inc	\$4,497,082
Alliance Health Services Group Pty Ltd	\$186,704
Allowance Inc	\$6,327,080
Anglicare Canberra and Goulburn	\$94,309
Anglicare North Coast Inc	\$153,106
Anowah Community Living Inc	\$1,754,117
Australian Foundation for Disability (AFFORD)	\$2,011,627
Australian Home Care Services Pty Ltd	\$8,003,926
Ballina District Community Services Association Inc	\$794,050
Bankstown Handicapped Children's Centre Association Inc t/a Allevia	\$4,791,611
Baptist Community Services – NSW & ACT	\$156,953
Barnardos Australia	\$133,320
Bega Valley Council	\$298,408
Behha Enterprises Inc	\$457,718
Bellingen Shire Council	\$72,428
Blue Mountains Disability Services Ltd	\$3,218,972
Breona Residential Services Inc	\$738,399
Bridge Housing Ltd	\$1,300,000
Broken Hill City Council	\$152,840
Bucketts Way Neighbourhood Group Inc	\$76,285

Campbelltown City Council	\$93,172
Care Works (Dellwood Pty Ltd)	\$5,526,748
CareSouth	\$1,909,635
CareWest Inc	\$1,281,396
Caringa Enterprises Ltd	\$3,213,915
Casino Neighbourhood Centre Inc	\$99,927
CatholicCare	\$3,805,589
CatholicCare Canberra & Goulburn	\$37,412
Centacare – Archdiocese of Broken Bay	\$51,705
Centacare – Newcastle	\$1,491,942
Centacare – Port Macquarie	\$815,700
Central Coast Living Options Inc	\$1,114,652
Cessnock Hostel Ltd	\$327,823
Challenge Disability Services	\$4,070,331
Challenge Foundation Goulburn Inc	\$325,136
Chatswood Sheltered Industries Inc	\$1,269,246
Chinese Australian Services Society Co-operative Ltd (CASS)	\$947,662
Civic Residential Services (Division of SLAS Ltd)	\$7,655,767
Clarence Valley Council	\$430,314
Coffs Harbour Support Services Inc	\$2,629,056
Community and Specialist Support Inc	\$928,396
Community Care (Northern Beaches) Inc	\$499,756
Community Connections Australia	\$4,261,681
Community Living & Respite Services Inc	\$296,239
Community Options Brokerage Service Inc	\$393,344
Community Programs Inc	\$374,871
Cooma Challenge Ltd	\$498,097
Cowra Special Needs Services Inc	\$362,997
Cram Foundation	\$4,093,609
Crowle Foundation Ltd	\$4,789,582
CSS-Care & Support Services Pty Ltd	\$481,071
Currajong Disability Services Inc	\$377,233
Dadirri Inc	\$1,801,647
Delphi Community Services Pty Ltd	\$537,467
Disability Enterprises Leura	\$5,303,598
Disability Services Australia Ltd	\$11,454,109
Dolleina Pty Ltd	\$3,098,131
Down Syndrome Association of NSW Inc	\$1,000,000
Drake Australia Pty Ltd	\$436,073
Dundaloo Foundation Ltd	\$1,418,053
Edmen Community Staffing Solutions Pty Ltd	\$14,940
EMMAUS – Disabled Persons Catholic Services	\$1,317,395
Endeavour Industries Ltd	\$750,609
Estia Foundation of Australia	\$376,675
Eurella Community Services Inc	\$870,176
Eurobodalla Council	\$668,689
Fairhaven Services Ltd	\$744,417
Family Link Care & Support Service Inc	\$70,800
First Aid and Safety Training Macarthur Pty Ltd (Macarthur Respite Care MRC)	\$1,123,201

Flintwood Disability Services Inc	\$1,224,151	North Coast Area Health Service	\$106,950
Gilgandra Council	\$2,584,196	North Coast Children's Home Inc CASPA	\$24,521
Glenray Industries Ltd	\$1,560,906	North West Disability Services Inc	\$63,222
Global Disability & Health Care Services Pty Ltd	\$454,520	Nursing Group Pty Ltd	\$90,000
Guardian Disability Services Ltd	\$500,158	On Track Community Programs Inc	\$3,366,741
Gunnedah Special Support Service Inc	\$310,795	On-Focus Inc	\$1,426,854
H N McLean Memorial Retirement Village Ltd	\$676,289	Orange City Council	\$962,445
Hastings Headway Inc	\$279,050	Paraplegic & Quadriplegic Association of NSW	\$2,856,466
Headstart Acquired Brain Injury Service Inc	\$287,468	Peninsula Community Centre Inc	\$225,281
Home Care Service of NSW – Active	\$6,991,780	Port Stephens Council	\$108,489
Hunter Carers for Intellectual Disability	\$523,008	Quality Health Care Pty Ltd	\$1,225,466
Illaroo Cooperative Aboriginal Corporation	\$24,164	Rainbow Home & Respite Services Pty Ltd	\$832,723
Inala	\$5,750,318	R E D Inc	\$108,380
Independence Ulladulla Inc	\$254,365	Royal Institute for Deaf & Blind Children	\$175,635
Independent Living for the Physically Disabled Inc	\$89,994	Royal Rehabilitation Centre Sydney	\$9,780,519
Integratedliving Australia Ltd	\$1,486,009	Rozelle Neighbourhood Centre Inc	\$19,277
Interaction Disability Services Ltd	\$4,337,771	Samaritans Foundation – Diocese of Newcastle	\$9,822,258
Interchange Bathurst Inc	\$75,646	Sarmace Pty Ltd t/a Sue Mann's Nursing & Community Care	\$13,646
Inverell Accommodation Services Inc	\$1,489,333	Seton Villa	\$2,469,488
Jennings Lodge	\$554,288	SOS Nursing & Home Care Service Pty Ltd	\$386,752
Jewish Care	\$1,804,710	Southern Cross Care Services Pty Ltd	\$880,553
Just Better Care Community Services Ltd	\$39,303	Spinal Cord Injuries Australia Ltd	\$1,458,881
Kincare Community Services Ltd	\$108,542	St George Community Housing Ltd	\$2,000,000
Kirinari Community Services Ltd	\$5,566,892	St Vincent de Paul Society	\$109,623
Kurrajong-Waratah	\$3,683,079	Stanhope Healthcare Services Pty Ltd	\$77,531
Lambing Flat Enterprises Ltd	\$853,472	Sunnyfield	\$15,480,657
L'Arche Sydney Inc	\$1,032,020	Sunnyhaven Ltd	\$3,008,742
Leapfrog Ability Inc	\$1,704,435	Sydney Anglican Home Mission Society Council t/ ANGLICARE NSW	\$1,268,029
Life Without Barriers	\$25,935,901	Sylvanvale Foundation	\$17,182,599
Lifestyle Solutions (Aust) Ltd	\$18,134,909	The Ascent Group Australia Ltd	\$970,075
Lithgow Information and Neighbourhood Centre	\$1,274,959	The Benevolent Society	\$43,980
Lower Hunter Temporary Care Inc	\$41,090	The Deaf Society of NSW	\$55,376
Macarthur Disability Services Ltd	\$1,170	The Disability Trust	\$5,015,519
McCall Gardens Community Ltd	\$2,545,200	The Forsight Foundation for the Deaf/Blind	\$2,870,473
MacKillop Rural Community Services Ltd	\$119,005	The Housing Connection (NSW) Inc	\$1,771,471
Macleay Kalipso Inc	\$931,818	The Independent Community Living Association Inc	\$1,417,329
Macleay Options Inc	\$519,569	The Junction Works Ltd	\$18,234
Mai-Wel Ltd	\$2,107,066	The Lorna Hodgkinson Sunshine Home	\$11,880,448
Marist Youth Care Ltd	\$510,193	The Northcott Society	\$7,005,526
Mater Dei Ltd	\$494,906	The Paraplegic & Quadriplegic Association of NSW – West	\$5,163,008
Mercy Centre, Lavington Ltd	\$8,188,531	The Richmond Fellowship of NSW	\$4,159,301
Mid North Coast Community Care Options Inc	\$161,632	The Spastic Centre of NSW	\$14,277,795
Mudgee Disability Support Service Inc	\$823,941	The Uniting Church in Aust Property Trust (NSW) – Sydney South (Campbelltown)	\$359,954
Multicultural Home Respite Inc	\$23,667	The Uniting Church in Australia Property Trust (NSW) – Wesley	\$6,150,812
Multiple Sclerosis Ltd (MSL)	\$2,020,581	Thorndale Foundation Ltd	\$1,112,794
Multitask Human Resource Foundation Ltd	\$4,383,628	Tina's Home Care Services Inc	\$194,235
Narrabri Community Tenancy Scheme Inc	\$370,020	Tulgeen Group	\$3,915,358
New Haven Farm Home Ltd	\$1,053,099	Tweed Valley Respite Service Inc	\$138,406
New Horizons Enterprises Ltd	\$9,786,274	Ulladulla Residential Services	\$644,764
N.I.L.C. Inc	\$600,136	Uniting Church in Australia Property Trust (NSW)	\$4,011,657
Ningana Enterprises Inc	\$453,258		

Ageing, Disability and Home Care continued

Uralla Shire Council	\$65,073	Italian Social Welfare Organisation	\$21,861
Valleys to Plateau Community Support Services Inc	\$1,577,341	Macarthur Disability Services Ltd	\$86,439
Valmar Support Services Ltd	\$3,758,549	Multicultural Disability Advocacy Association of NSW	\$761,308
Vision Australia Ltd	\$200,423	NADO Inc	\$31,054
Wandiyali A.T.S.I Inc	\$743,159	NSW Council for Intellectual Disability	\$95,610
Wareemba Community Living (W.C.L.) Inc	\$2,608,960	Parent Council for Deaf Education	\$82,041
Warrah Society	\$4,095,111	PATH Inc	\$69,099
Waverley Council	\$237,679	Penrith Disabilities Resource Centre Inc	\$85,715
Wendy's Home Services Pty Ltd	\$42,859	People with Disability Australia Inc	\$205,419
Wentworth Community Housing Ltd	\$1,517,000	Radio for the Print Handicapped of NSW Co-op Ltd	\$93,960
Westhaven Association	\$3,715,838	Royal Institute for Deaf & Blind Children	\$100,927
Westlakes Accommodation Service Inc	\$760,853	Spinal Cord Injuries Australia Ltd	\$602,471
Wheelchair & Disabled Association of Aust (BASS) – HWNS House With No Steps	\$18,299,587	Stroke Recovery Association Inc	\$53,301
Wheelchair & Disabled Association of Aust (Forbes) – HWNS House With No Steps	\$1,504,095	Sydney Regional Aboriginal Corporation Legal Service	\$114,541
Wheelchair & Disabled Association of Aust – HWNS Hunter Region	\$3,151,675	The Deaf Society of NSW	\$362,480
Wheelchair & Disabled Association of Aust (Southern) – HWNS House With No Steps	\$13,261,649	The Disability Trust	\$199,920
William Campbell College	\$18,015	The Paraplegic & Quadriplegic Association of NSW – North	\$70,235
Windgap Foundation Ltd	\$2,989,881	Vision Australia Ltd	\$176,225
Woods Cottage Trust	\$421,819	Warringah Council	\$31,499
Yallambee Deniliquin Ltd	\$329,885		
Yarrabin Outreach Inc	\$389,122		

Advocacy, Information and Print Disability

Provides representation, access to information and alternative formats of communication when they are unable to access information provided in a print medium.

Ability Inc	\$142,829	Age Concern Albury Wodonga Inc	\$10,025
Action for People with Disability Inc	\$171,118	Alzheimer's Australia NSW	\$621,933
Association of Blind Citizens of NSW Inc	\$31,524	Baulkham Hills Shire Council – t/a Hills Community Care	\$20,085
Better Hearing Australia NSW State Council Inc	\$99,047	Canterbury Earlwood Caring Association Ltd	\$2,294
Broken Hill & District Hearing Resource Centre	\$64,403	Caringbah Neighbour Aid Inc	\$873
Central Coast Disability Network Inc	\$108,321	Central Western Libraries	\$21,780
Citizen Advocacy Western Sydney Inc	\$171,400	Chester Hill Neighbourhood Centre Inc	\$81,382
Disability Advocacy and Information Service – Albury	\$144,943	City of Canada Bay Council	\$23,540
Disability Advocacy NSW Inc	\$397,706	Co.As.It. Italian Association of Assistance	\$17,841
Disability and Aged Information Service Inc	\$160,148	Combined Pensioners & Superannuants Association NSW Inc	\$409,500
Disability Information Advocacy Service InCorporation	\$151,109	Community Care (Northern Beaches) Inc	\$48,585
Disability South West Inc	\$160,218	Coptic Orthodox Church	\$4,035
Down Syndrome Association of NSW Inc	\$63,488	Council on the Ageing NSW Inc	\$564,187
Epilepsy Association	\$97,852	Dubbo Neighbourhood Centre Inc	\$4,350
Ethnic Child Care Family & Community Services Co-op Ltd	\$218,397	Ethnic Child Care Family & Community Services Co-op Ltd	\$32,000
Handital – NSW Inc	\$69,104	Fraternal Society of Tripoli & Mena Districts	\$19,949
Holroyd City Council	\$59,917	Greater Western Area Health Service	\$150,880
IDEAS – Information on Disability Education and Awareness Services Inc	\$807,007	Hunter/New England Area Health Service	\$99,308
Independent Living Centre NSW	\$664,096	Jewish Care	\$10,542
Intellectual Disability Rights Service Inc	\$888,695	Lifeline Northern Beaches Inc	\$4,956
		Macarthur Disability Services Ltd	\$3,149
		May Murray Neighbourhood Centre Inc	\$4,025

Ageing

The Ageing program works with government agencies, peak bodies, industry associations, academics and non-government organisations to align with the strategic outcomes of Towards 2030: Planning for Our Changing Population and to build awareness and promote appropriate policies and services for older people in NSW.

Musica Viva Australia	\$50,000
North Coast Area Health Service	\$113,639
Northern Sydney & Central Coast Area Health Service	\$101,050
Older Women's Network New South Wales Inc	\$122,815
Parkes & District Neighbourhood & Community Information Centre Inc	\$7,369
Partially Blinded Soldiers Association of Australia	\$5,116
Peninsula Senior Citizens Toy Repair Group Inc	\$933
Penrith Performing and Visual Arts Ltd	\$50,000
Philippine–Australian Society for Senior Citizens	\$35,484
South East Neighbourhood Centre Inc	\$11,581
Sutherland Shire Council	\$2,892
Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$82,441
Sydney South West Area Health Service	\$99,311
Sydney West Area Health Service	\$96,654
The Aged-Care Rights Service Inc	\$70,120
The Association of Bhanin El-Minieh	\$61,239
The Eurobodalla Adult Education Centre Inc	\$49,949
The Uniting Church in Aust Property Trust (NSW) – Sydney South (Caringbah)	\$30,907
Uniting Church in Australia Property Trust (NSW)	\$30,574

Allied Health – Dietetics (HACC)

Allows clients to meet their individual needs by providing advice and support in terms of food and nutritional care.

Central Coast Division of General Practice Ltd	\$55,000
Hunter/New England Area Health Service	\$195,814
Northern Sydney & Central Coast Area Health Service	\$40,527
South Eastern Sydney & Illawarra Area Health Service	\$192,585
Sydney South West Area Health Service	\$25,964
Sydney West Area Health Service	\$149,364

Allied Health – Occupational Therapy (HACC)

Provides assessment and treatment for clients through the specific use of selected activity. The purpose is to prevent disability, improve health and help the person to fulfil their needs by achieving optimum function and independence.

Fusion Australia Ltd – Sydney West	\$73,986
Home Care Service of NSW – Active	\$23,077
Hunter/New England Area Health Service	\$163,682
Lismore Home Modification Service Inc	\$79,121
Ourcare Services Inc	\$104,358
Port Stephens Community Home Maintenance Service Inc	\$78,021
South Coast Home Modification and Maintenance Service Ltd	\$102,468
Sydney West Area Health Service	\$248,964

Allied Health – Physiotherapy (HACC)

Provides assessment, diagnosis, treatment and prevention of disorders of human movement with special emphasis on the neurological, musculoskeletal and cardiovascular systems through physiotherapy.

FEROS Care Ltd	\$104,358
Hunter/New England Area Health Service	\$50,795
Sydney West Area Health Service	\$226,823

Allied Health – Podiatry (HACC)

Assists clients in the diagnosis and treatment, by medical, surgical, electrical, mechanical or manual methods, of ailments or abnormal conditions of the feet.

Aboriginal Medical Service Co-operative Ltd	\$56,447
Awabakal Newcastle Aboriginal Co-op Ltd	\$15,913
Barkuma Neighbourhood Centre	\$10,792
Bungree Aboriginal Association Inc	\$41,743
Burwood Council	\$414,854
Clarence Valley Council	\$13,965
Community Care (Northern Beaches) Inc	\$85,878
Integratedliving Australia Ltd	\$233,516
Kingsgrove Community Aid Centre Inc	\$198,020
Northern Sydney & Central Coast Area Health Service	\$14,726
Port Stephens Community Care Inc	\$5,671
South Eastern Sydney & Illawarra Area Health Service	\$160,580
Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$202,951
Sydney West Area Health Service	\$209,442
Tweed Shire Council	\$23,039

Allied Health – General (HACC)

Provides a service, also known as paramedical care, to clients by offering professional allied health care services.

Clarence Valley Council	\$31,550
Ourcare Services Inc	\$275,000
Vision Australia Ltd	\$66,815

Case Management (HACC)

Provides a service delivered by a formally identified agency worker who coordinates the planning and delivery of a suite of services to suit individual clients' needs.

Anglican Retirement Villages	\$115,027
Anglicare Canberra and Goulburn	\$179,014
Awabakal Newcastle Aboriginal Co-op Ltd	\$36,525

Ageing, Disability and Home Care continued

Baptist Community Services – NSW & ACT	\$446,313	Armidale Care for Seniors Inc	\$60,240
Barkuma Neighbourhood Centre	\$24,362	Armidale Dumaresq Council	\$86,607
Bega Valley Council	\$284,106	Australian Chinese Community Association of NSW Inc	\$394,229
Bungree Aboriginal Association Inc	\$448,327	Australian Korean Welfare Association	\$46,010
Campbelltown City Council	\$1,074,033	Australian Nursing Home Foundation Ltd	\$520,257
Care Connect Ltd	\$276,724	Autocephalic Greek Independent Community	\$56,941
CareWest Inc	\$735,501	Baptist Community Services – NSW & ACT	\$506,467
Catholic Healthcare Ltd	\$2,982,721	Bland Shire Council	\$88,750
CatholicCare	\$2,003,166	Camden District Care Inc	\$349,398
Centacare – Archdiocese of Broken Bay	\$34,516	Canterbury Earlwood Caring Association Ltd	\$104,154
Community Care (Northern Beaches) Inc	\$1,835,767	CAPAH Association Inc	\$56,389
Community Independence Support Services Inc	\$930,934	Catholic Healthcare Ltd	\$647,583
Community Options Illawarra Inc	\$2,756,741	Charlestown Caring Group Inc	\$25,864
Evans Community Options Inc	\$458,342	Chinese Australian Services Society Co-operative Ltd (CASS)	\$92,775
Greater Southern Area Health Service	\$91,487	Churches of Christ Community Care – Aged Care	\$159,445
Gunnedah Council	\$960,280	City of Sydney	\$263,361
Hay Shire Council	\$28,757	Co.As.It. Italian Association of Assistance	\$637,955
Home Care Service of NSW – Active	\$2,935,361	Community Care Services – Central Coast	\$130,448
Hope Healthcare Ltd – Greenwich Hospital	\$661,146	Coptic Orthodox Church	\$130,711
Integratedliving Australia Ltd	\$805,063	Dharriwaa Elders Group Inc	\$18,372
Interaction Disability Services Ltd	\$473,268	Earlwood Aged Support & Care Group Inc	\$66,057
Interchange Wingecarribee Inc	\$403,437	East Lake Macquarie Dementia Service Inc	\$311,416
Kurranulla Aboriginal Corporation	\$141,062	Eurobodalla Meals on Wheels Co-operative Ltd	\$59,759
Life Without Barriers	\$92,027	Fraternal Society of Tripoli & Mena Districts	\$218,039
Maitland Council	\$265,865	Gilgai Aboriginal Centre Inc	\$412,316
Ngunnawal Aboriginal Corporation	\$405,100	Greater Southern Area Health Service	\$6,766
North Coast Area Health Service	\$518,948	Greater Western Area Health Service	\$204,495
NSW Community Options Projects (Inc)	\$500,000	Greek Welfare Centre	\$728,633
Peninsula Community Centre Inc	\$168,044	Gunnedah Council	\$64,675
Port Stephens Community Care Inc	\$12,584	Gwydir Shire Council	\$47,065
Port Stephens Council	\$280,270	Holdsworth Street Community Centre Woollahra Inc	\$317,000
Queanbeyan City Council	\$253,028	Holroyd City Council	\$327,904
South Eastern Sydney & Illawarra Area Health Service	\$47,119	Home Care Service of NSW – Active	\$97,368
Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$1,200,556	Hope Healthcare Ltd – Greenwich Hospital	\$519,019
Sydney Regional Aboriginal Corporation Legal Service	\$47,643	Hunter/New England Area Health Service	\$89,652
Temora Shire Council	\$704,858	Hunters Hill Ryde Community Services Inc	\$296,131
The Benevolent Society	\$2,476,027	Illawarra Indo-Chinese Aged Group Inc	\$56,037
The Forrest Centre	\$555,889	Inner West Aboriginal Community Company Ltd	\$117,474
Uniting Church in Australia Property Trust (NSW)	\$561,703	Integratedliving Australia Ltd	\$16,560
Uralla Shire Council	\$393,513	Italian Social Welfare Organisation	\$199,417
Centre-Based Day Care (HACC)		Kingsgrove Community Aid Centre Inc	\$183,595
		Lithgow Information and Neighbourhood Centre	\$84,258
		Macarthur Diversity Services Inc	\$220,049
		Macedonian Welfare Centre Inc	\$103,188
		May Murray Neighbourhood Centre Inc	\$145,422
		Multicultural Communities Council of Illawarra Inc	\$86,473
		Myrtle Cottage Group Inc	\$816,424
		Nambucca Valley Community Services Council Inc	\$70,537
		Nepean Migrant Access Inc	\$222,214
		Newtown Neighbourhood Centre Inc	\$174,780
		Northern Sydney & Central Coast Area Health Service	\$27,898
Aboriginal Medical Service Co-operative Ltd	\$60,133		
Alkira Respite Service Inc	\$275,745		
Armenian Community Welfare Committee	\$253,787		

Parklands Cottage Inc	\$194,756	Bathurst Independent Living Skills Inc	\$544,260
Pole Depot Community Centre Inc	\$129,576	Beehive Industries Co-operative Ltd	\$263,959
Port Stephens Community Care Inc	\$470,258	Bellingen Shire Council	\$28,747
South East Neighbourhood Centre Inc	\$144,923	Biala Support Services Inc	\$32,640
South Eastern Sydney & Illawarra Area Health Service	\$381,991	Blackheath Area Neighbourhood Centre Inc	\$767,014
St Basil's Homes	\$301,669	Blue Mountains Disability Services Ltd	\$696,874
St Carthage's Community Care – Senior's Day Club	\$106,743	Break Thru People Solutions	\$2,835,214
St Catherine's Aged Care Services	\$216,117	Bridges Disability Services Hawkesbury Inc	\$68,278
St George Migrant Resource Centre Inc	\$842,823	Broken Hill City Council	\$651,467
Strathfield Municipal Council	\$119,782	Bucketts Way Neighbourhood Group Inc	\$373,564
Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$1,938,244	Carers NSW Inc	\$500,000
Sydney Multicultural Community Services Inc	\$445,214	CareWest Inc	\$943,115
Sydney South West Area Health Service	\$463,305	Caringa Enterprises Ltd	\$1,161,379
Tamworth Dementia Respite Service Inc	\$103,738	Casino Neighbourhood Centre Inc	\$417,767
Tamworth Oxley Community Activities Network	\$27,317	Castle Personnel Services Inc	\$2,402,434
Tamworth Regional Council	\$91,419	Catholic Healthcare Ltd	\$9,107
Tharawal Local Aboriginal Land Council	\$27,000	CatholicCare	\$947,879
The Ascent Group Australia Ltd	\$21,189	CatholicCare Canberra & Goulburn	\$18,022
The Benevolent Society	\$195,049	Centacare – Archdiocese of Broken Bay	\$1,979,792
The Frank Whiddon Masonic Homes of New South Wales	\$57,397	Centacare – Port Macquarie	\$259,986
The Rock and District Meals on Wheels Association Inc	\$38,793	Central Coast Alternative Care Group Ltd	\$924,257
The Uniting Church in Aust Property Trust (NSW) – Sydney South (Ella)	\$339,735	Central Coast Disability Network Inc	\$291,777
The Uniting Church in Australia Property Trust (NSW) – Wesley	\$545,258	Central Coast Living Options Inc	\$130,422
United Protestant Association of NSW Ltd	\$88,321	Central Coast Post School Options Inc	\$2,567,366
Uniting Church in Australia Property Trust (NSW)	\$3,354,784	Challenge Disability Services	\$4,470,292
Uralla Shire Council	\$214,338	Chester Hill Neighbourhood Centre Inc	\$13,085
Walcha Council	\$9,767	Chinese Australian Services Society Co-operative Ltd (CASS)	\$25,108
Waratah Respite Centre (Mid North Coast) Inc	\$354,452	Christie Centre Inc	\$12,526
Warrigal Care	\$128,729	Civic Residential Services (Division of SLAS Ltd)	\$832,010
Waverley Council	\$93,916	Clarence Valley Council	\$841,935
Wingecarribee Adult Day Care Centres Inc	\$552,992	Coffs Harbour Challenge Inc	\$112,424
Wollondilly Support and Community Care Inc	\$394,216	Coffs Harbour Support Services Inc	\$1,068,268
Community Access		Community First Step	\$256,568
Provides an opportunity for people with a disability to gain and use their abilities to enjoy their full potential for social independence.		Community Living & Respite Services Inc	\$45,704
		Community Options Brokerage Service Inc	\$1,120,839
		Community Programs Inc	\$1,164,009
		Cooma Challenge Ltd	\$70,101
		Cowra Special Needs Services Inc	\$523,844
		Crowle Foundation Ltd	\$1,969,429
		Currajong Disability Services Inc	\$724,911
		Delando Corporation Ltd	\$176,146
		Disability Enterprises Leura	\$941,281
		Disability Services Australia Ltd	\$8,348,510
		Disability South West Inc	\$258,866
		Dunrossil Challenge Foundation Ltd	\$623,869
		Elouera Association Inc	\$78,495
		Endeavour Industries Ltd	\$957,265
		Essential Personnel Association Inc	\$1,602,966
		Eurella Community Services Inc	\$493,688
		Eurobodalla Council	\$295,866
		Family Resource & Network Support Inc	\$466,765
Ability Options Ltd	\$2,228,549		
Accessible Arts	\$184,963		
Accommodation Network Pty Ltd	\$1,488,230		
ACES Inc	\$1,547,939		
Aftercare	\$537,362		
Anowah Community Living Inc	\$268,545		
Armidale Dumaresq Council	\$53,268		
Australian Foundation for Disability (AFFORD)	\$6,354,423		
Australian Home Care Services Pty Ltd	\$41,900		
Autism Spectrum Australia (ASPECT)	\$1,309,387		
Ballina District Community Services Association Inc	\$583,311		
Bankstown Handicapped Children's Centre Association Inc t/a Allevia	\$178,504		

Ageing, Disability and Home Care continued

Flintwood Disability Services Inc	\$4,268,382	Miroma	\$626,875
FOCAS Shoalhaven Inc	\$499,916	Mudgee Disability Support Service Inc	\$36,210
Gilgandra Council	\$482,878	Multiple Sclerosis Ltd (MSL)	\$73,866
Glen Innes Severn Council	\$158,089	Multitask Human Resource Foundation Ltd	\$1,207,177
Glenray Industries Ltd	\$199,008	Murray Human Services Inc	\$90,962
Greenacres Disability Services	\$6,170,787	NADO Inc	\$3,418,552
Griffith Post School Options Inc	\$299,442	Nambucca Valley Phoenix Ltd	\$262,018
Hastings District Respite Care Inc	\$51,840	New Deal Association	\$233,056
Hastings Headway Inc	\$229,608	New Era Independent Living Centre	\$428,568
HeadEast Eastern Sydney Acquired Brain Injury CAS Inc	\$349,185	New Horizons Enterprises Ltd	\$3,267,971
Headstart Acquired Brain Injury Service Inc	\$669,854	NEW IDAFE Inc	\$900,276
Headway Adult Development Program Inc	\$242,705	New Lake Peer Support Inc	\$913,565
Headway Illawarra Inc	\$281,272	Newcastle & Hunter Community Access Inc	\$2,830,243
Inala	\$1,974,531	Newcastle-Westlake Social Club Inc	\$53,133
Integratedliving Australia Ltd	\$1,220,413	Newtown Neighbourhood Centre Inc	\$265,573
Interaction Disability Services Ltd	\$389,140	Newtrain Inc	\$124,444
Interchange Bathurst Inc	\$153,716	Ningana Enterprises Inc	\$276,489
Interchange Wingecarribee Inc	\$757,033	North West Disability Services Inc	\$3,164,360
Inverell Council	\$1,541,679	Northside Enterprise Inc	\$864,661
Inverell Disability Services	\$197,726	Nova Employment & Training Program Inc	\$1,326,760
Italian Social Welfare Organisation	\$14,096	On Track Community Programs Inc	\$120,927
Job Centre Australia Ltd t/a First Contact Human Resources	\$872,669	On-Focus Inc	\$757,094
Jobsupport Inc	\$1,984,881	On-Q Human Resources Ltd	\$531,635
Junction House Inc	\$176,908	Open Arms Care Inc	\$309,926
Kaiyu Enterprises Inc	\$394,121	Orange City Council	\$48,783
Kalianna Enterprises Inc, Marro Training and Community Access Services	\$579,915	Parent to Parent Association Inc	\$42,691
Kalparrin Inc	\$757,386	Peckys Ltd	\$1,032,063
Kempsey Respite Services Inc	\$18,712	Port Stephens Community Care Inc	\$18,137
Kempsey Workpool Inc	\$541,532	Port Stephens Council	\$40,479
Kirinari Community Services Ltd	\$8,782	Psychiatric Rehabilitation Australia (PRA)	\$991,363
Kurrajong-Waratah	\$1,706,773	Queanbeyan City Council	\$47,607
Lachhaven Inc	\$102,334	Recreation Rendezvous Inc	\$212,569
Lambing Flat Enterprises Ltd	\$639,118	R E D Inc	\$1,731,836
Life Without Barriers	\$8,106,030	Respite & Recreation Inc	\$157,715
Lifeskills Plus Inc	\$574,275	Response Services Inc	\$3,186,664
Lifestyle Solutions (Aust) Ltd	\$4,950,374	Riding for the Disabled Association (NSW)	\$60,164
Lithgow Information and Neighbourhood Centre	\$136,064	Royal Rehabilitation Centre Sydney	\$5,477
Lithgow Uniting Church	\$933,147	Rozelle Neighbourhood Centre Inc	\$46,480
Living and Learning Services for Adults with Disabilities Inc	\$969,152	Samaritans Foundation – Diocese of Newcastle	\$1,991,190
Macarthur Disability Services Ltd	\$6,881,143	SEE Foundation Inc	\$1,610,298
McCall Gardens Community Ltd	\$303,738	Seton Villa	\$39,255
Macleay Kalipso Inc	\$38,546	Sharing Places Inc	\$85,324
Macleay Options Inc	\$164,416	Skills Innovative Training Enterprise Inc (SITE)	\$101,016
Mai-Wel Ltd	\$2,602,133	Southern Sydney Trusted Care	\$87,706
Manly Council	\$28,843	Southlake Community Service Inc	\$138,987
Manning Valley Respite Care Service Inc	\$51,840	Spinal Cord Injuries Australia Ltd	\$167,281
Mental Health Carers ARAFMI NSW Inc	\$58,174	St George & Sutherland Community College	\$2,126,119
Mercy Centre, Lavington Ltd	\$725,046	St Vincent de Paul Society	\$454,556
Merry Makers (Central Coast) Inc	\$20,939	Studio Artes Northside Inc	\$933,888
Minimbah Challenge Inc	\$1,344,905	Sunnyfield	\$7,406,107
		Sunnyhaven Ltd	\$1,112,020

Sunraysia Residential Services Inc	\$19,409	Community Support	Provides services to support the needs of a person with a disability to live in a non-institutional setting within their community. Service types include therapy support for individuals, early childhood intervention, behaviour/specialist intervention, counselling, case management and local coordination.
Sylvanvale Foundation	\$2,205,135		
Taree Community College Inc	\$576,583		
The Ascent Group Australia Ltd	\$625,808		
The Creativity Centre Inc (operating as) Eastern Respite and Recreation	\$1,039,256		
The Deaf Society of NSW	\$350,058		
The Disability Trust	\$2,214,820		
The Housing Connection (NSW) Inc	\$192,902	Ability Options Ltd	\$371,018
The Junction Works Ltd	\$3,667,873	Aboriginal Medical Service Western Sydney Co-Operative Ltd	\$666,667
The Leisure Company Integrated Recreation Inc	\$950,795	Accommodation Network Pty Ltd	\$38,320
The Lorna Hodgkinson Sunshine Home	\$3,843,317	Anglicare Canberra and Goulburn	\$543,272
The Northcott Society	\$3,998,233	Arbias Ltd	\$800,000
The Paraplegic & Quadriplegic Association of NSW – North	\$42,060	Australian Foundation for Disability (AFFORD)	\$262,334
The Personnel Group Ltd	\$102,335	Autism Spectrum Australia (ASPECT)	\$3,222,178
The Salvation Army New South Wales Property Trust	\$128,196	Awabakal Newcastle Aboriginal Co-op Ltd	\$152,099
The Spastic Centre of NSW	\$6,691,066	Ballina District Community Services Association Inc	\$246,469
The Uniting Church in Aust Property Trust (NSW) – Sydney South (Ella)	\$919,788	Bankstown Community Resource Group Inc	\$72,019
The Uniting Church in Australia Property Trust (NSW) – Wesley	\$2,075,315	Bankstown Handicapped Children's Centre Association Inc t/a Allevia	\$73,224
Thorndale Foundation Ltd	\$213,280	Barnardos Australia	\$352,268
Tuesday Night Club Inc	\$152,654	Bathurst Early Childhood Intervention Service Inc	\$225,248
Tulgeen Group	\$1,004,603	Berrigan Shire Council	\$70,949
Tweed Valley Respite Service Inc	\$1,765,736	Beverley Park Kids Inc	\$70,902
Uniting Church in Australia Property Trust (NSW)	\$66,425	Blackheath Area Neighbourhood Centre Inc	\$60,000
Valley Industries Ltd	\$1,409,443	Blue Mountains Disability Services Ltd	\$80,743
Valmar Support Services Ltd	\$1,220,323	Byron Shire Early Intervention Association Inc	\$119,685
Vision Australia Ltd	\$714,045	Campbelltown City Council	\$248,282
Wagga Wagga Community Access Support Service Inc	\$596,718	Canowindra Tweed Byron Aged & Disabled Aboriginal Corporation	\$666,667
Wareemba Community Living (W.C.L.) Inc	\$49,756	Canterbury City Council	\$116,063
Warrah Society	\$1,632,213	Care Connect Ltd	\$564,831
Wheelchair & Disabled Association of Aust (BASS) – HWNS House With No Steps	\$1,492,326	Carers NSW Inc	\$1,087,224
Wheelchair & Disabled Association of Aust (Forbes) – HWNS House With No Steps	\$567,387	CareWest Inc	\$789,724
Wheelchair & Disabled Association of Aust – HWNS Hunter Region	\$3,376,361	Caringa Enterprises Ltd	\$9,261
Wheelchair & Disabled Association of Aust (Southern) – HWNS House With No Steps	\$1,952,730	Casino Neighbourhood Centre Inc	\$182,203
Windgap Foundation Ltd	\$2,964,406	Catherine Sullivan Centre	\$282,483
Witmore Enterprises Inc	\$406,426	CatholicCare	\$434,966
Woodville Community Services Inc	\$2,339,483	CatholicCare Canberra & Goulburn	\$7,962
Work & Leisure Centre for Adult Association Inc	\$1,672,846	Centacare – Port Macquarie	\$233,508
Workability Personnel Inc	\$987,926	Challenge Disability Services	\$7,183
Yallambee Deniliquin Ltd	\$482,323	Children First Inc	\$490,712
Yarrabin Outreach Inc	\$314,668	Civic Residential Services (Division of SLAS Ltd)	\$5,117
Yawarra Aboriginal Corporation	\$114,567	Coffs Harbour Support Services Inc	\$6,310
Young Men's Christian Association of Sydney	\$160,936	Community Care (Northern Beaches) Inc	\$213,284
YOUTHCONNECTIONS.COM.AU	\$220,506	Community Connections Australia	\$3,054
		Community Links Wollondilly Inc	\$93,925
		Community Options Illawarra Inc	\$213,284
		Community Programs Inc	\$179,508
		Connect Child & Family Services Inc	\$294,129
		Cooinda Family Support Group Inc	\$232,203
		Cooma Challenge Ltd	\$91,099
		Cowra Early Intervention Group Inc	\$30,544

Ageing, Disability and Home Care continued

Cowra Special Needs Services Inc	\$94,592	Lifestyle Solutions (Aust) Ltd	\$5,117
Crowle Foundation Ltd	\$6,567	Lithgow Early Intervention Service	\$45,316
Cubby House Toy Library Inc	\$20,000	Macarthur Disability Services Ltd	\$276,858
Currajong Disability Services Inc	\$29,609	Macarthur District Temporary Family Care Inc	\$26,215
Disability Services Australia Ltd	\$530,388	Manning & Great Lakes Early Intervention Inc	\$340,593
Dolleina Pty Ltd	\$7,655	Marayong Pre-School Kindergarten Inc	\$48,512
Early Education (EarlyEd) Inc	\$872,735	Marist Youth Care Ltd	\$39,219
Early Links Inclusion Support Service Inc	\$405,996	Mater Dei Ltd	\$131,437
Eurella Community Services Inc	\$120,042	Mercy Centre, Lavington Ltd	\$95,651
Fairfield Council	\$100,126	Mid North Coast Community Care Options Inc	\$36,438
Firstchance Inc	\$1,380,710	Mission Australia (Sydney City Mission)	\$664,735
Foster Grandparents Scheme Hunter Region Inc	\$87,780	Monaro Early Intervention Service Inc	\$122,955
Gandangara Management Service Ltd	\$666,667	Moree Pre-School Inc	\$48,114
Gilgai Aboriginal Centre Inc	\$340,287	Multiple Sclerosis Ltd (MSL)	\$1,909,136
Glen Innes Severn Council	\$103,279	Multitask Human Resource Foundation Ltd	\$27,789
Goulburn & District Children's Services Association	\$180,453	Muscular Dystrophy Association of NSW	\$135,000
Great Lakes Council	\$36,438	Nambucca Valley Children's Group Inc	\$129,605
Greater Western Area Health Service	\$52,440	New Horizons Enterprises Ltd	\$433,735
Griffith Early Intervention Service	\$146,948	Noah's Ark Centre of Shoalhaven Inc	\$674,856
Gunnedah Council	\$100,479	North Coast Area Health Service	\$49,073
Gunnedah Family and Children's Services Inc	\$43,389	Northern Beaches Interchange Inc	\$19,057
Hastings Early Intervention Inc	\$273,331	Northern Sydney & Central Coast Area Health Service	\$155,385
Hawkesbury Early Childhood Intervention Service Inc	\$154,815	Nurruby Children's Services Inc	\$51,008
Headstart Acquired Brain Injury Service Inc	\$6,883	Open Arms Care Inc	\$68,102
Home Care Service of NSW – Active	\$373,785	Orana Early Childhood Intervention & Education Project Inc	\$279,724
Hope Healthcare Ltd – Greenwich Hospital	\$23,977	Orange and District Early Education Program Inc	\$356,284
Horizon Early Childhood Intervention Service Inc	\$191,871	Orange City Council	\$20,075
Hunter/New England Area Health Service	\$298,731	Pathways Early Childhood Intervention Inc	\$1,050,276
Hunter Carers for Intellectual Disability	\$15,314	Pedal Early Childhood Intervention Service Inc	\$136,538
Hunter Prelude Early Intervention Centre Inc	\$617,678	Penrith City Council	\$104,080
Illawarra Multicultural Services Inc	\$369,705	Playability Inc	\$125,302
Institute for Family Advocacy & Leadership Development	\$200,000	Queanbeyan Children Special Needs Group	\$106,624
Integratedliving Australia Ltd	\$2,524	Rainbow Children's Centre Inc	\$139,647
Interaction Disability Services Ltd	\$772,474	R E D Inc	\$35,139
Interchange Illawarra Inc	\$23,664	Respite & Recreation Inc	\$29,025
Intereach NSW Inc	\$141,363	Royal Institute for Deaf & Blind Children	\$3,311,270
Inverell Disability Services	\$74,410	Royal Rehabilitation Centre Sydney	\$5,541
Jumbunna Community Pre-School & Early Intervention Centre	\$189,277	SDN Child and Family Services Pty Ltd	\$552,247
Kempsey Early Intervention Program Inc	\$130,458	Silverlea Early Childhood Services Inc	\$190,627
Kenthurst Pre-School Kindergarten Inc	\$45,881	South Eastern Sydney & Illawarra Area Health Service	\$88,809
Kids Korner Combined Occasional Care Centre Inc	\$39,808	Special Needs Support Group Inc	\$303,333
Koorana Child & Family Centre Inc	\$653,800	Springwood Children's Centre Inc	\$48,181
KU Children's Services	\$661,341	Summerland Early Intervention Program	\$170,379
Kurrajong-Waratah	\$685,766	Sunnyfield	\$193,220
Lady Gowrie Child Centre	\$85,000	Sunnyhaven Ltd	\$54,034
Lambing Flat Enterprises Ltd	\$130,484	Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$1,175,741
Lapstone Pre-School Kindergarten Association Inc	\$412,602	Sydney South West Area Health Service	\$178,740
Leapfrog Ability Inc	\$2,550,376	Sylvanvale Foundation	\$10,589
Learning Links	\$2,515,737	The Ascent Group Australia Ltd	\$2,527
Life Without Barriers	\$2,531,555	The Deaf Society of NSW	\$30,752
Lifestart Co-operative Ltd	\$2,122,461	The Disability Trust	\$51,908

The Forsight Foundation for the Deaf/Blind	\$28,691	Ethnic Child Care Family & Community Services Co-op Ltd	\$224,995
The Housing Connection (NSW) Inc	\$29,379	Greater Western Area Health Service	\$200,562
The Junction Works Ltd	\$811,334	Holdsworth Street Community Centre Woollahra Inc	\$96,038
The Northcott Society	\$4,920,452	Home Care Service of NSW – Active	\$60,000
The Paraplegic & Quadriplegic Association of NSW – North	\$17,415	Hope Healthcare Ltd – Greenwich Hospital	\$183,262
The Paraplegic & Quadriplegic Association of NSW – West	\$106,527	Hunter/New England Area Health Service	\$215,049
The Shepherd Centre	\$449,587	Hunters Hill Ryde Community Services Inc	\$73,430
The Spastic Centre of NSW	\$12,274,240	IDEAS – Information on Disability Education and Awareness Services Inc	\$190,140
The Toy Box Centre Inc t/a Bridges for Learning	\$139,750	Independent Living Centre NSW	\$151,811
The Uniting Church in Aust Property Trust (NSW) – Sydney South (Caringbah)	\$13,099	Integratedliving Australia Ltd	\$134,331
The Uniting Church in Australia Property Trust (NSW) – Wesley	\$1,005,892	Macarthur Disability Services Ltd	\$148,134
The University of Newcastle – Special Education Centre	\$175,431	Mosman Municipal Council	\$39,086
Tomaree Neighbourhood Centre Inc	\$54,645	North Coast Area Health Service	\$15,869
Tulgeen Group	\$16,073	North Ryde Community Aid & Information Centre	\$21,220
Tweed Shire Council	\$213,284	North Sydney Community Service Ltd	\$58,167
Tweed Valley Early Childhood Intervention Service Inc	\$251,507	Northern Beaches Community Service Ltd	\$128,931
Uniting Church in Australia Property Trust (NSW)	\$7,318,785	Northern Sydney & Central Coast Area Health Service	\$17,503
Vision Australia Ltd	\$350,413	Parent to Parent Association Inc	\$58,489
Walcha Council	\$14,577	Pole Depot Community Centre Inc	\$176,673
Wareemba Community Living (W.C.L.) Inc	\$29,894	Share Care Inc	\$17,397
Western Sydney Intellectual Disability Support Group Inc	\$144,093	South Eastern Sydney & Illawarra Area Health Service	\$115,159
Wheelchair & Disabled Association of Aust (BASS) – HWNS House With No Steps	\$23,490	St George Migrant Resource Centre Inc	\$552,657
Wheelchair & Disabled Association of Aust (Forbes) – HWNS House With No Steps	\$159,771	Stroke and Disability Information (Hunter) Inc	\$112,090
Wheelchair & Disabled Association of Aust (Southern) – HWNS House With No Steps	\$22,046	Sutherland Shire Community Care Network Inc	\$224,789
Windgap Foundation Ltd	\$15,067	Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$287,448
Women's Activities & Self Help House – WASH House	\$107,553	Sydney West Area Health Service	\$16,644
Woodstock Support Inc	\$185,389	Sydney West Multicultural Services Inc	\$70,070
Yarrabin Outreach Inc	\$304,131	Tamworth Regional Council	\$60,787
Yarran Early Intervention Centre	\$793,788	The Association of Bhanin El-Minieh	\$55,000
YOUTHCONNECTIONS.COM.AU	\$105,799	The Forrest Centre	\$115,466
		TRI Community Exchange Inc	\$37,846

Counselling/Support, Information & Advocacy (HACC)

Provides a service offering assistance in understanding and managing situations, behaviours and relationships associated with a person's need for care, including advocacy and the provision of advice, information and training.

Alzheimer's Australia NSW	\$583,472
Broken Hill City Council	\$111,080
Catholic Healthcare Ltd	\$723,789
CatholicCare	\$234,600
Centacare – Diocese of Wollongong	\$248,862
Christian Community Aid Service Inc	\$102,315
Citizen Advocacy Western Sydney Inc	\$91,444
Co.As.It Italian Association of Assistance	\$99,412
COA Sydney Inc	\$66,495
Community Care (Northern Beaches) Inc	\$212,537
Council on the Ageing NSW Inc	\$23,391

Domestic Assistance (HACC)

Offers clients assistance with domestic chores, including cleaning, dishwashing, clothes washing and ironing, shopping (unaccompanied) and bill paying.

ADSSI Ltd	\$213,090
All Care in Home Services	\$73,051
Awabakal Newcastle Aboriginal Co-op Ltd	\$10,792
Baptist Community Services – NSW & ACT	\$5,594,584
Barkuma Neighbourhood Centre	\$7,207
Canterbury City Community Centre Inc	\$71,087
Catholic Healthcare Ltd	\$3,660,211
Clarence Valley Council	\$497,566
Community Independence Support Services Inc	\$176,578
FEROS Care Ltd	\$440,829
H N McLean Memorial Retirement Village Ltd	\$183,947
Home Care Block Grant	\$75,397,344

Ageing, Disability and Home Care continued

Home Care Service of NSW – Active	\$1,084,756	Biala Services Inc	\$5,000
Hunter/New England Area Health Service	\$97,281	Biripi Aboriginal Corporation Medical Centre	\$5,000
Kincare Community Services Ltd	\$2,693,604	Blacktown Meals on Wheels Inc	\$10,526
Port Stephens Community Care Inc	\$4,134	Blayney Voluntary Meals on Wheels Service	\$8,736
Randwick Meals on Wheels Inc	\$57,805	Blue Mountains Food Service Inc	\$26,368
Rozelle Neighbourhood Centre Inc	\$76,450	Boggabri Old Peoples Welfare Committee Inc	\$5,000
Sarmace Pty Ltd t/a Sue Mann's Nursing & Community Care	\$1,251,349	Bombala Council	\$5,000
Southern Cross Care Services Pty Ltd	\$598,166	Botany Bay City Council	\$7,235
Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$156,537	Broken Hill City Council	\$5,000
The Benevolent Society	\$254,884	Brunswick Valley Meals on Wheels Service Inc	\$5,798
The Uniting Church in Australia Property Trust (NSW) – Wesley	\$1,349,761	Bucketts Way Neighbourhood Group Inc	\$5,000
Uniting Church in Australia Property Trust (NSW)	\$675,062	Burwood Community Welfare Services Inc	\$5,880
Warrigal Care	\$117,882	Burwood Council	\$5,000

DVA Grant Funding

Department of Veterans Affairs grant funding refers to strategic HACC initiatives funded from the financial support provided by the DVA to the HACC program in NSW, in recognition of the assistance provided to the veteran community.

Adelong/Batlow and District Meals on Wheels Service Inc	\$5,000	Byron Shire Respite Service Inc	\$7,308
ADSSI Ltd	\$48,913	Byron-Ballina Home Modification and Maintenance Service Inc	\$11,277
Age Concern Albury Wodonga Inc	\$5,000	Cabonne Council	\$12,468
Albury Meals on Wheels Inc	\$13,102	Cabramatta Community Centre	\$7,606
Alkira Respite Service Inc	\$5,000	Camden District Care Inc	\$5,177
Alzheimer's Australia NSW	\$5,000	Camden Haven Meals on Wheels Association Inc	\$12,696
Anglicare Canberra and Goulburn	\$5,000	Campbelltown City Council	\$5,000
Armenian Community Welfare Committee	\$5,000	Campbelltown Meals on Wheels & Housebound Resource Service Inc	\$14,347
Armidale Care for Seniors Inc	\$5,000	Canowindra Tweed Byron Aged & Disabled Aboriginal Corporation	\$5,000
Armidale/Uralla Meals on Wheels Inc	\$12,942	Canterbury City Community Centre Inc	\$21,019
Australian Red Cross NSW – Central Coast	\$32,016	Canterbury Earlwood Caring Association Ltd	\$5,000
Australian Red Cross NSW – Hunter	\$5,047	Canterbury Meals on Wheels Inc	\$15,773
Australian Red Cross NSW – Southern	\$5,000	CAPAH Association Inc	\$5,000
Ballina District Community Services Association Inc	\$5,000	Care Connect Ltd	\$5,000
Ballina Meals on Wheels Inc	\$9,616	CareWays Community Inc	\$48,913
Balranald Meals on Wheels	\$5,000	CareWest Inc	\$5,000
Bankstown City Aged Care Ltd	\$5,259	Caringbah Neighbour Aid Inc	\$7,429
Baptist Community Services – NSW & ACT	\$48,913	Carrathool Shire Council	\$5,000
Bathurst Information and Neighbourhood Centre	\$17,688	Carrington Centennial Care Ltd	\$5,000
Bathurst Meals on Wheels Services Inc	\$11,998	Casino Meals on Wheels	\$7,726
Bathurst Seymour Centre Inc	\$5,000	Catholic Healthcare Ltd	\$34,315
Baulkham Hills Shire Council – t/a Hills Community Care	\$48,913	CatholicCare	\$6,691
Bay & Basin Community Resources Inc	\$14,974	Centacare – Archdiocese of Broken Bay	\$5,000
Bega Valley Council	\$5,000	Centacare Catholic Family Services – Parramatta Diocese	\$5,000
Bega Valley Home Modification and Maintenance Project Inc	\$6,039	Centacare – Diocese of Wollongong	\$5,000
Bega Valley Meals on Wheels Co-operative Ltd	\$24,185	Central Coast Alternative Care Group Ltd	\$5,000
Bellingen Shire Council	\$5,000	Central Darling Shire Council	\$5,000
Belmont Meals on Wheels Inc	\$11,281	Charlestown and District Meals on Wheels Inc	\$13,080
Beresfield & District Community Care Inc	\$10,660	Charlestown Caring Group Inc	\$8,999
Berrigan Shire Council	\$9,922	Chinese Australian Services Society Co-operative Ltd (CASS)	\$5,000
		Christian Community Aid Service Inc	\$18,059
		Churches of Christ Community Care – Aged Care	\$5,000
		City of Canada Bay Council	\$8,386
		City of Liverpool Meals on Wheels Inc	\$9,059
		City of Ryde	\$5,000
		City of Sydney	\$11,234
		Clarence Valley Council	\$25,622
		Clarence Valley Home Modification and Maintenance Service Inc	\$40,985

Co.As.It Italian Association of Assistance	\$5,000	Grafton District Meals on Wheels Service Inc	\$17,257
COA Sydney Inc	\$16,877	Great Lakes Community Resources Inc	\$5,000
Coalfields NeighbourCare Inc	\$9,918	Great Lakes Council	\$15,509
Coffs Harbour Aboriginal Family Community Care Inc	\$5,000	Great Lakes Meals on Wheels Inc	\$25,372
Coffs Harbour Home Modification and Maintenance Service Inc	\$30,199	Greater Hume Shire Council	\$5,000
Coffs Harbour Meals on Wheels Inc	\$48,913	Greek Welfare Centre	\$5,000
Community Care (Northern Beaches) Inc	\$28,154	Griffith Meals on Wheels Inc	\$5,000
Community Care Services – Central Coast	\$17,162	Griffith Neighbourhood House	\$5,000
Community Independence Support Services Inc	\$5,000	Gulgong Hostel Association Inc	\$5,755
Community Programs Inc	\$5,427	Gundagai Neighbourhood Centre Inc	\$5,000
Community Restaurant Miranda Inc	\$48,913	Gunnedah Council	\$5,755
Concord Community Food Services Inc	\$5,000	Gunnedah Meals on Wheels Association Inc	\$7,463
Coolamon Shire Council	\$5,000	Guyra Shire Council	\$6,902
Cooma – Monaro Council	\$12,028	Gwydir HACC Services Inc	\$11,463
Coonamble Meals on Wheels	\$5,000	Gwydir Shire Council	\$5,707
Coonamble Parent Support Host Family Respite Care	\$5,000	GyMEA Community Aid & Information Centre Inc	\$5,000
Cootamundra Meals on Wheels Service Inc	\$5,000	H N McLean Memorial Retirement Village Ltd	\$37,072
Cowra Information & Neighbourhood Centre	\$6,656	Hastings District Respite Care Inc	\$12,067
Cowra Special Needs Services Inc	\$5,000	Hastings Home Modification and Maintenance Service Inc	\$9,551
Cowra/Grenfell Meals on Wheels Food Services Inc	\$12,520	Hawkesbury City Council	\$5,000
Cronulla Neighbour Aid Inc	\$5,000	Hawkesbury Colo Meals on Wheels Inc	\$9,310
Currajong Disability Services Inc	\$5,000	Hay Shire Council	\$16,946
Deniliquin Meals on Wheels Inc	\$5,000	Holbrook Meals on Wheels Service Inc	\$5,000
DIAL US Inc	\$5,000	Holdsworth Street Community Centre Woollahra Inc	\$11,795
Disability South West Inc	\$5,000	Holroyd City Council	\$36,861
Dubbo Neighbourhood Centre Inc	\$5,000	Home Modifications Lake Macquarie/Newcastle Inc	\$48,913
Dungog & District Neighbourcare Inc	\$21,830	Homebush-Strathfield Community Service Inc	\$5,000
East Lake Macquarie Dementia Service Inc	\$5,000	Hornsby Council	\$28,715
Easy Care Gardening Inc	\$48,913	Hunters Hill Congregational Church	\$7,446
ECHO Bondi Junction Neighbourhood Centre Inc	\$10,388	Hunters Hill Ryde Community Services Inc	\$17,770
Engadine Community Services Inc	\$5,000	Hurstville Community Food Services Association Inc	\$8,197
Ethnic Communities Council of Newcastle and Hunter Region Inc	\$5,000	Illaroo Cooperative Aboriginal Corporation	\$5,000
Eurobodalla Council	\$5,371	Illawarra Indo-Chinese Aged Group Inc	\$5,000
Eurobodalla Meals on Wheels Co-operative Ltd	\$16,208	Illawarra Retirement Trust	\$5,000
Evans Community Options Inc	\$5,000	Inner West Neighbour Aid Inc	\$21,545
Fairfield Food Services Inc	\$8,796	Integratedliving Australia Ltd	\$26,321
Far West HACC Services Inc	\$5,000	Interchange Illawarra Inc	\$5,000
FEROS Care Ltd	\$5,000	Interchange Shoalhaven Inc	\$5,000
Food Distribution Network Inc	\$5,000	Interchange Wingecarribee Inc	\$5,000
Forbes and District Meals on Wheels Association Inc	\$8,809	Intereach NSW Inc	\$5,000
Forbes/Bland Home Modification and Maintenance Service Inc	\$10,600	Inverell Disability Services	\$5,000
Fraternal Society of Tripoli & Mena Districts	\$5,000	Inverell HACC Services Inc	\$10,863
Fusion Australia Ltd – Sydney West	\$16,963	Inverell Senior Citizens Welfare Association Inc	\$12,545
Gilgai Aboriginal Centre Inc	\$5,000	Jannali Neighbour Aid (Nightingale) Inc	\$11,631
Gilgandra Council	\$5,000	Jesmond Neighbourhood Centre Inc	\$5,000
Glen Innes Severn Council	\$12,916	June Community Centre Inc	\$9,215
Gloucester Home Maintenance Project Inc	\$5,000	Karabi Community & Development Services Inc	\$5,000
Gloucester Meals on Wheels Inc	\$5,000	Kempsey & District Meals on Wheels Inc	\$10,220
Gosford City Food Services Inc	\$48,913	Kempsey Council	\$12,407
Goulburn & District Meals on Wheels Service Inc	\$5,569	Kiama Meals on Wheels Inc	\$16,213
Goulburn Mulwaree Council	\$5,000	Kiama Municipal Council	\$8,831

Ageing, Disability and Home Care continued

Kincare Community Services Ltd	\$10,621	Nambucca Valley Community Services Council Inc	\$15,320
Kingsgrove Community Aid Centre Inc	\$48,913	Narrabri Home and Community Care Inc	\$5,000
Kogarah Community Services Inc	\$9,094	Narrabri Meals on Wheels Inc	\$5,000
Kogarah Meals on Wheels Service Inc	\$25,583	Narrandera Council	\$5,000
Kootingal Moonbi Meals on Wheels	\$5,000	National Disability Services Ltd	\$20,000
Ku-ring-gai Neighbourhood Centre Inc	\$7,864	Nepean Food Services Inc	\$15,591
Kurri Kurri Community Centre Inc	\$21,109	Nepean Volunteer Services Inc	\$5,000
Kyogle District Care Connections Inc	\$8,628	Newcastle and District Meals on Wheels Inc	\$48,913
Lachlan Shire Council	\$12,498	Newcastle Elderly Citizens Centre Inc	\$5,000
Lake Macquarie Support Services Inc	\$12,420	Newtown Neighbourhood Centre Inc	\$5,000
Lane Cove Community Aid Service	\$48,913	Nimbin Health & Welfare Association Inc	\$5,000
Leeton Shire Council	\$5,000	North Ryde Community Aid & Information Centre	\$19,914
Leichhardt Council	\$5,000	North Shoalhaven Meals Co-operative Ltd	\$48,913
Lifeline Harbour to Hawkesbury Inc	\$7,023	North Sydney Community Service Ltd	\$24,681
Lismore Home Modification Service Inc	\$48,913	Northern Beaches Community Service Ltd	\$48,913
Lithgow Information and Neighbourhood Centre	\$10,811	Northern Illawarra Meals on Wheels Inc	\$5,694
Lithgow Uniting Church	\$5,000	Northern Illawarra Neighbour Aid Inc	\$5,000
Liverpool Plains Shire Council	\$12,520	Northern Rivers Community Transport Inc	\$10,129
Lockhart & District Community Services Inc	\$5,000	Northern Settlement Services Ltd	\$5,000
Macarthur Disability Services Ltd	\$5,000	Novacare Inc	\$20,264
Macarthur Diversity Services Inc	\$5,000	NSW Transport and Infrastructure	\$1,498,831
Macedonian Welfare Centre Inc	\$5,000	Open Arms Care Inc	\$15,246
Macleay Home Modification and Maintenance Service Inc	\$5,000	Orange City Council	\$21,817
Maitland Community Care Services Inc	\$22,011	Our Lady of Consolation Aged Care Services	\$48,913
Maitland Council	\$5,000	Ourcare Services Inc	\$10,984
Manly Council	\$16,635	Parkes & District Neighbourhood & Community Information Centre Inc	\$19,555
Manly Warringah Pittwater Community Aid Service Inc	\$48,913	Parkes Shire Food Service Inc	\$9,974
Manning Support Services Inc	\$39,031	Parklands Cottage Inc	\$5,000
Manning Valley Food Services Inc	\$24,263	Parramatta Council	\$36,438
Manning Valley Respite Care Service Inc	\$5,000	Peninsula Community Centre Inc	\$48,913
Marrickville Council	\$9,051	Pennant Hills Neighbour Aid Inc	\$10,561
May Murray Neighbourhood Centre Inc	\$5,000	Pole Depot Community Centre Inc	\$5,000
Meals on Wheels Auburn Inc	\$7,938	Port Kembla Meals on Wheels Service Inc	\$5,000
Meals on Wheels Dubbo	\$13,693	Port Macquarie Meals Service Committee Inc	\$36,201
Meals on Wheels Iluka Association Inc	\$5,000	Port Stephens Community Care Inc	\$39,039
Meals on Wheels Queanbeyan Inc	\$7,170	Port Stephens Community Home Maintenance Service Inc	\$48,913
Meeting House Inc	\$5,824	Port Stephens Council	\$5,000
Menai District Neighbourhood Service Inc	\$7,571	Queanbeyan City Council	\$5,328
Mercy Community Services	\$33,319	Randwick Council	\$10,060
Mid Richmond Neighbourhood Centre Inc	\$11,519	Redfern & Inner City Home Support Service Inc	\$5,000
Mid Western Regional Council	\$5,975	Richmond Community Services Inc	\$5,000
Midwest Community Care Inc	\$5,000	Riverstone Neighbourhood Centre and Community Aid Service Inc	\$5,000
Miranda District Neighbour Aid Inc	\$6,540	Riverwood Community Centre Inc	\$11,031
Morriset & Toronto Meals on Wheels Inc	\$16,126	Rockdale Community Services Inc	\$22,028
Mortdale Community Services Inc	\$5,000	Rockdale Council	\$7,899
Mosman Municipal Council	\$30,105	Rozelle Neighbourhood Centre Inc	\$5,000
Multicultural Communities Council of Illawarra Inc	\$5,000	Rylstone District Care & Transport Inc	\$5,310
Murray Shire Council	\$9,806	Rylstone Kandos District Meals on Wheels Association Inc	\$5,000
Murrumburrah-Harden Flexible Care Services Inc	\$5,000	Sawtell District Meals on Wheels Inc	\$48,913
Myrtle Cottage Group Inc	\$8,417	Shellharbour Council	\$8,757
Nambucca Bellingen Home Maintenance Service Inc	\$5,000	Shoalhaven Neighbourhood Centre Inc	\$6,743

Provides a formal linen service to clients, usually by a separate laundry facility or hospital.

ADSSI Ltd	\$230,066
Lane Cove Community Aid Service	\$30,005

Home Maintenance (HACC)

Provides assistance for clients with the maintenance and repair of their home, garden or yard to keep their home in a safe and habitable condition.

ADSSI Ltd	\$112,462
Awabakal Newcastle Aboriginal Co-op Ltd	\$21,034
Baptist Community Services – NSW & ACT	\$164,726
Barkuma Neighbourhood Centre	\$13,864
Cabramatta Community Centre	\$35,029
Canterbury City Community Centre Inc	\$348,101
Clarence Valley Council	\$361,249
Cowra Information & Neighbourhood Centre	\$40,346
Easy Care Gardening Inc	\$702,092

Ageing, Disability and Home Care continued

Gulgong Hostel Association Inc	\$11,129
Hawkesbury City Council	\$252,911
Home Care Service of NSW – Active	\$264,849
Home Modifications Lake Macquarie/Newcastle Inc	\$938,516
Hunter/New England Area Health Service	\$45,158
Lane Cove Community Aid Service	\$158,154
Leeton Shire Council	\$34,273
Leichhardt Council	\$98,917
Lismore Home Modification Service Inc	\$25,182
Macleay Home Modification and Maintenance Service Inc	\$35,722
Manly Warringah Pittwater Community Aid Service Inc	\$148,421
Nambucca Bellingen Home Maintenance Service Inc	\$35,722
Narrandera Council	\$14,038
Northern Beaches Community Service Ltd	\$316,959
Peninsula Community Centre Inc	\$195,981
Port Stephens Community Care Inc	\$7,719
Port Stephens Community Home Maintenance Service Inc	\$182,510
St George Community Services Inc	\$90,171
Sutherland Shire Home Modification & Maintenance Service Inc	\$120,032
The Uniting Church in Australia Property Trust (NSW) – Wesley	\$304,834
Uniting Church in Australia Property Trust (NSW)	\$615,875

Home Modification (HACC)

Provides funding for structural changes to a client's home so they can continue to live and move safely about their house, including the installation of grab rails, hand rails, ramps and shower rails.

Cabramatta Community Centre	\$342,044
CareWest Inc	\$445,196
Clarence Valley Council	\$80,000
Coffs Harbour Home Modification and Maintenance Service Inc	\$382,115
Cowra Information & Neighbourhood Centre	\$152,241
Forbes/Bland Home Modification and Maintenance Service Inc	\$136,002
Fusion Australia Ltd – Sydney West	\$801,787
Home Care Service of NSW – Active	\$153,259
Home Modifications Lake Macquarie/Newcastle Inc	\$454,390
Hunter/New England Area Health Service	\$717,816
Kurri Kurri Community Centre Inc	\$4,142,854
Leichhardt Council	\$141,060
Lismore Home Modification Service Inc	\$502,328
Macleay Home Modification and Maintenance Service Inc	\$152,878
Manly Warringah Pittwater Community Aid Service Inc	\$1,054,868
Murrumbidgee Shire Council	\$120,209
Nambucca Bellingen Home Maintenance Service Inc	\$133,905
Narrandera Council	\$24,564
NSW Home Modification and Maintenance Services State Council	\$500,000
Parkes & District Neighbourhood & Community Information Centre Inc	\$219,136
Port Stephens Community Home Maintenance Service Inc	\$205,225
South Coast Home Modification and Maintenance Service Ltd	\$131,013
Sutherland Shire Home Modification & Maintenance Service Inc	\$285,835

Sydney South West Area Health Service	\$10,129
The Uniting Church in Australia Property Trust (NSW) – Wesley	\$1,084,948
Uniting Church in Australia Property Trust (NSW)	\$235,892

Meals Service (HACC)

Provides funding for meals which are prepared and delivered to the client. It also includes meal services provided in a community kitchen. It does not include meals prepared in the client's home.

Adelong/Batlow and District Meals on Wheels Service Inc	\$52,899
Albury Meals on Wheels Inc	\$121,700
Armidale/Uralla Meals on Wheels Inc	\$153,981
Australian Chinese Community Association of NSW Inc	\$65,837
Balranald Meals on Wheels	\$23,128
Bankstown City Council	\$296,544
Bathurst Meals on Wheels Services Inc	\$134,328
Belmont Meals on Wheels Inc	\$144,017
Blacktown Meals on Wheels Inc	\$455,901
Blue Mountains Food Service Inc	\$537,886
Booroongen Djugun Aboriginal Corporation	\$87,746
Burwood Community Welfare Services Inc	\$186,547
Camden Haven Meals on Wheels Association Inc	\$135,904
Camden Meals on Wheels Inc	\$212,428
Campbelltown Meals on Wheels & Housebound Resource Service Inc	\$277,985
Canterbury Meals on Wheels Inc	\$243,158
Casino Meals on Wheels	\$63,741
Charlestown and District Meals on Wheels Inc	\$169,822
Christian Community Aid Service Inc	\$302,615
City of Canada Bay Council	\$71,642
City of Liverpool Meals on Wheels Inc	\$192,046
City of Sydney	\$595,582
Clarence Valley Council	\$135,975
COA Sydney Inc	\$138,205
Coffs Harbour Meals on Wheels Inc	\$155,633
Concord Community Food Services Inc	\$69,807
Coonamble Meals on Wheels	\$46,864
Cootamundra Meals on Wheels Service Inc	\$95,682
Cowra/Grenfell Meals on Wheels Food Services Inc	\$192,411
Crookwell Meals on Wheels Service Inc	\$11,303
Deniliquin Meals on Wheels Inc	\$49,389
Denman Meals on Wheels Service Inc	\$8,705
Fairfield Food Services Inc	\$457,108
Forbes and District Meals on Wheels Association Inc	\$95,700
Gilgandra Council	\$86,529
Gosford City Food Services Inc	\$554,369
Goulburn & District Meals on Wheels Service Inc	\$76,641
Grafton District Meals on Wheels Service Inc	\$125,283
Great Lakes Meals on Wheels Inc	\$150,496
Greater Southern Area Health Service	\$47,627
Greater Western Area Health Service	\$133,103

Griffith Meals on Wheels Inc	\$64,618	Walla Walla Meals on Wheels Inc	\$2,297
Gunnedah Meals on Wheels Association Inc	\$54,272	Warren Meals on Wheels Inc	\$41,772
Gwydir Shire Council	\$28,900	Waverley Council	\$188,289
Hawkesbury Colo Meals on Wheels Inc	\$156,932	Wentworth District Meals on Wheels Association	\$80,347
Holbrook Meals on Wheels Service Inc	\$73,277	West Wyalong Meals on Wheels Inc	\$73,838
Holroyd City Council	\$196,303	Wingecarribee Food Services Co-operative Ltd	\$187,184
Home Care Block Grant	\$28,204	Wollondilly Support and Community Care Inc	\$137,963
Home Care Service of NSW – Active	\$343,484	Wollongong Meals on Wheels Association Inc	\$188,913
Homebush-Strathfield Community Service Inc	\$79,566	Woollahra Council	\$45,190
Hunter/New England Area Health Service	\$16,751	Woollahra Voluntary Community Service Inc	\$186,324
Hunters Hill Ryde Community Services Inc	\$131,486	Wyong Shire Food Services Inc	\$591,069
Hurstville Community Food Services Association Inc	\$174,432	Yass Meals on Wheels Inc	\$35,522
Integratedliving Australia Ltd	\$90,119	Young Meals on Wheels Organisation Inc	\$120,822
Inverell Senior Citizens Welfare Association Inc	\$85,330		
Kiama Meals on Wheels Inc	\$101,321	Multi Service Outlet (HACC)	
Kogarah Meals on Wheels Service Inc	\$163,145	Multi Service Outlet refers to the arrangement to deliver multiple HACC service types under one agreement with Ageing, Disability and Home Care.	
Kootingal Moonbi Meals on Wheels	\$35,468	ADSSI Ltd	\$2,477,898
Ku-ring-gai Meals on Wheels Service	\$332,703	Age Concern Albury Wodonga Inc	\$888,321
Lane Cove Community Aid Service	\$151,310	Alzheimer's Australia NSW	\$105,508
Leeton Shire Council	\$55,655	Awabakal Newcastle Aboriginal Co-op Ltd	\$250,181
Manly Council	\$226,074	Ballina District Community Services Association Inc	\$531,789
Marrickville Council	\$406,548	Ballina Meals on Wheels Inc	\$167,478
Meals on Wheels Auburn Inc	\$214,878	Bankstown City Aged Care Ltd	\$283,612
Meals on Wheels Dubbo	\$204,246	Baptist Community Services – NSW & ACT	\$2,407,276
Meals on Wheels Iluka Association Inc	\$52,845	Bathurst Information and Neighbourhood Centre	\$194,037
Meals on Wheels Narrandera Branch Inc	\$103,839	Bathurst Seymour Centre Inc	\$266,372
Meals on Wheels Queanbeyan Inc	\$111,942	Baulkham Hills Shire Council – t/a Hills Community Care	\$2,859,616
Mid Western Regional Council	\$74,704	Bay & Basin Community Resources Inc	\$706,942
Morisset & Toronto Meals on Wheels Inc	\$172,870	Bega Valley Home Modification and Maintenance Project Inc	\$192,416
Mosman Municipal Council	\$113,277	Bega Valley Meals on Wheels Co-operative Ltd	\$423,949
Narrabri Meals on Wheels Inc	\$81,042	Bellingen Shire Council	\$104,104
Nepean Food Services Inc	\$400,944	Beresfield & District Community Care Inc	\$313,907
Newcastle and District Meals on Wheels Inc	\$850,625	Berrigan Shire Council	\$199,329
Newcastle Elderly Citizens Centre Inc	\$74,295	Biala Services Inc	\$419,628
North Shoalhaven Meals Co-operative Ltd	\$254,133	Blacktown Meals on Wheels Inc	\$47,358
Northern Illawarra Meals on Wheels Inc	\$130,368	Bland Shire Council	\$137,191
Open Arms Care Inc	\$104,426	Blayney Voluntary Meals on Wheels Service	\$65,110
Port Kembla Meals on Wheels Service Inc	\$65,800	Boggabri Old Peoples Welfare Committee Inc	\$111,100
Randwick Meals on Wheels Inc	\$227,562	Bombala Council	\$188,537
Rockdale Council	\$218,998	Booroongen Djugun Aboriginal Corporation	\$721,904
Rylstone Kandos District Meals on Wheels Association Inc	\$62,659	Botany Bay City Council	\$208,172
Sutherland Food Services Inc	\$250,708	Broken Hill City Council	\$464,615
Swansea Meals on Wheels Inc	\$80,607	Brunswick Valley Meals on Wheels Service Inc	\$229,928
Tamworth Meals on Wheels Inc	\$145,093	Bucketts Way Neighbourhood Group Inc	\$201,971
Tea Gardens Hawks Nest Meals on Wheels Inc	\$104,577	Byron Shire Respite Service Inc	\$318,442
Tenterfield Meals on Wheels Inc	\$63,100	Byron-Ballina Home Modification and Maintenance Service Inc	\$304,740
The Benevolent Society	\$509,115	Cabonne Council	\$203,173
The Rock and District Meals on Wheels Association Inc	\$45,545		
United Protestant Association of NSW Ltd	\$47,909		
Villawood Senior Citizens	\$40,284		
Wagga Wagga Meals on Wheels Inc	\$190,386		

Ageing, Disability and Home Care continued

Care Connect Ltd	\$27,556	Holroyd City Council	\$108,740
Carers NSW Inc	\$588,553	Home Care Block Grant	\$645,961
CareWays Community Inc	\$903,395	Home Care Service of NSW – Active	\$3,649,659
CareWest Inc	\$150,521	Hornsby Council	\$387,426
Carrathool Shire Council	\$62,660	Hunter/New England Area Health Service	\$2,066,599
Carrington Centennial Care Ltd	\$680,642	Hunters Hill Congregational Church	\$348,200
Casino Neighbourhood Centre Inc	\$420,946	Illaroo Cooperative Aboriginal Corporation	\$474,244
Catholic Healthcare Ltd	\$852,415	Illawarra Retirement Trust	\$80,975
Centacare – Diocese of Wollongong	\$658,895	Inner West Neighbour Aid Inc	\$536,358
Central Darling Shire Council	\$93,758	Integratedliving Australia Ltd	\$192,402
City of Ryde	\$313,110	Interchange Illawarra Inc	\$463,521
Clarence Valley Council	\$477,496	Interchange Shoalhaven Inc	\$405,351
Clarence Valley Home Modification and Maintenance Service Inc	\$310,272	Interchange Wingecarribee Inc	\$218,253
Coalfields NeighbourCare Inc	\$656,571	Intereach NSW Inc	\$685,794
Coffs Harbour Home Modification and Maintenance Service Inc	\$372,536	Inverell HACC Services Inc	\$220,928
Community Care Services – Central Coast	\$1,347,095	Jack Towney Hostel Aboriginal Corporation	\$40,024
Community Programs Inc	\$779,643	Jesmond Neighbourhood Centre Inc	\$274,892
Coolamon Shire Council	\$81,272	Jewish Care	\$406,787
Cooma Challenge Ltd	\$113,366	Junee Community Centre Inc	\$202,426
Cooma Monaro Council	\$324,475	Katoomba Neighbourhood Centre Inc	\$259,078
Creating Links Co-operative Ltd	\$304,544	Kempsey & District Meals on Wheels Inc	\$183,488
Dubbo Neighbourhood Centre Inc	\$122,659	Kempsey Council	\$716,057
Dungog & District Neighbourcare Inc	\$382,645	Kiama Municipal Council	\$1,255,919
Ethnic Communities Council of Newcastle and Hunter Region Inc	\$556,212	Kurranulla Aboriginal Corporation	\$109,912
Eurobodalla Council	\$862,771	Kurri Kurri Community Centre Inc	\$2,197,303
Eurobodalla Meals on Wheels Co-operative Ltd	\$247,630	Kyogle District Care Connections Inc	\$564,905
Family Resource & Network Support Inc	\$1,028,788	Lachlan Shire Council	\$229,439
Far West HACC Services Inc	\$131,680	Lake Macquarie Support Services Inc	\$431,070
Fusion Australia Ltd – Sydney West	\$872,527	Lane Cove Community Aid Service	\$379,442
Glen Innes Severn Council	\$937,520	Lismore Meals on Wheels Service Inc	\$225,103
Gloucester Home Maintenance Project Inc	\$115,082	Lithgow Information and Neighbourhood Centre	\$378,117
Gloucester Meals on Wheels Inc	\$68,328	Liverpool Plains Shire Council	\$245,314
Goulburn Mulwaree Council	\$264,947	Lockhart & District Community Services Inc	\$222,815
Great Lakes Community Resources Inc	\$243,923	Macarthur Diversity Services Inc	\$426,468
Great Lakes Council	\$2,127,049	Maitland Community Care Services Inc	\$609,574
Greater Hume Shire Council	\$517,632	Manning Support Services Inc	\$623,058
Greater Southern Area Health Service	\$305,930	Manning Valley Food Services Inc	\$212,017
Greater Western Area Health Service	\$201,175	Meals on Wheels Auburn Inc	\$48,870
Greek Welfare Centre	\$356,560	Menai District Neighbourhood Service Inc	\$375,358
Gulgong Hostel Association Inc	\$147,246	Mercy Care Centre Young	\$89,129
Gundagai Neighbourhood Centre Inc	\$124,379	Mercy Community Services	\$1,585,439
Gunnedah Council	\$134,995	Mid North Coast Community Care Options Inc	\$773,647
Guyra Shire Council	\$125,274	Mid Richmond Neighbourhood Centre Inc	\$384,709
Gwydir HACC Services Inc	\$326,178	Mid Western Regional Council	\$123,849
Gwydir Shire Council	\$74,715	Midwest Community Care Inc	\$2,204,185
Gymea Community Aid & Information Centre Inc	\$184,547	Mortdale Community Services Inc	\$259,546
Hastings District Respite Care Inc	\$969,060	Multicultural Communities Council of Illawarra Inc	\$904,687
Hastings Home Modification and Maintenance Service Inc	\$331,384	Multi-Purpose Allira Gathering Association Inc	\$40,764
Hawkesbury City Council	\$119,335	Murray Shire Council	\$94,768
Hawkesbury/Penrith Respite Services Inc	\$796,690	Murrumbidgee Shire Council	\$91,730
Hay Shire Council	\$162,969	Murrumburrah-Harden Flexible Care Services Inc	\$122,145

Non Output Service (HACC)

Offers non-output services that provide a range of activities to enhance HACC service provision by HACC funded agencies.

Age Concern Albury Wodonga Inc	\$19,972
Aged and Community Services Association of NSW & ACT Inc	\$1,459,500
Alzheimer's Australia NSW	\$961,178
Armidale Dumaresq Council	\$44,968
Ashfield Council	\$45,829
Auburn Council	\$29,941
Australian Chinese Community Association of NSW Inc	\$169,707
Australian Red Cross NSW – Northern	\$128,375
Bankstown Area Multicultural Network Inc	\$380,351
Bankstown City Council	\$37,779
Bathurst Information and Neighbourhood Centre	\$81,340
Baulkham Hills Council	\$33,347
Blacktown City Council	\$50,134
Blue Mountains City Council	\$31,251
Booroongen Djugun Aboriginal Corporation	\$100,749
Botany Bay City Council	\$34,496
Bungree Aboriginal Association Inc	\$118,684
Burwood Council	\$409,883
Camden Council	\$34,496
Campbelltown City Council	\$34,496
Canterbury City Community Centre Inc	\$107,038
Canterbury City Council	\$44,126
CareWest Inc	\$29,340
Catholic Healthcare Ltd	\$135,000
Central Coast Disability Network Inc	\$243,363

Ageing, Disability and Home Care continued

Central West Community College Ltd	\$33,740	Nepean Volunteer Services Inc	\$85,699
City of Canada Bay Council	\$60,235	New England HACC Development Inc	\$418,583
City of Ryde	\$103,970	Newcastle Council	\$13,287
City of Sydney	\$58,773	North Coast Area Health Service	\$37,029
Clarence Valley Council	\$28,242	North Sydney Council	\$23,509
Coffs Harbour City Council	\$27,697	Northern Beaches Community Service Ltd	\$71,276
Combined Pensioners & Superannuants Association NSW Inc	\$64,941	Northern Rivers Social Development Council Inc	\$186,992
Community Transport Organisation Inc	\$258,484	Northern Settlement Services Ltd	\$83,486
Council of Social Service of NSW	\$321,682	Northern Sydney & Central Coast Area Health Service	\$99,357
Council on the Ageing NSW Inc	\$130,316	Northside Community Forum Inc	\$277,458
Cowra Special Needs Services Inc	\$30,039	NSW Home Modification and Maintenance Services State Council	\$296,272
Disability and Aged Information Service Inc	\$60,057	NSW Meals on Wheels Association Inc	\$760,170
Dubbo Neighbourhood Centre Inc	\$41,894	NSW Neighbour Aid & Social Support Association Inc	\$36,384
Ethnic Child Care Family & Community Services Co-op Ltd	\$275,906	NSW Service for Treatment & Rehabilitation Torture & Trauma Survivors (STARTTS)	\$92,527
Ethnic Communities' Council of NSW Inc	\$89,189	NSW Transport and Infrastructure	\$1,020,869
Fairfield Council	\$32,325	Orange City Council	\$277,667
Forbes/Bland Home Modification and Maintenance Service Inc	\$31,506	Parkes & District Neighbourhood & Community Information Centre Inc	\$39,802
Gilgai Aboriginal Centre Inc	\$297,772	Penrith City Council	\$115,584
Gosford City Council	\$390,768	Pittwater Council	\$30,076
Hawkesbury City Council	\$33,601	Playability Inc	\$36,776
Holdsworth Street Community Centre Woollahra Inc	\$24,063	Port Macquarie-Hastings Council	\$35,281
Holroyd City Council	\$26,961	Queanbeyan City Council	\$121,478
Home Care Service of NSW – Active	\$651,148	Queanbeyan Multilingual Centre Inc	\$19,085
Hornsby Council	\$42,210	Randwick Council	\$27,319
Hunter Rural Division of General Practice Ltd	\$56,560	Richmond Valley Council	\$13,178
Hunter Urban Division of General Practice Ltd t/a GP Access	\$90,315	Rockdale Council	\$29,005
Hunters Hill Council	\$9,986	Shoalhaven Council	\$28,673
Hurstville City Council	\$32,055	Sisters of Charity Outreach	\$80,000
Illawarra Forum Inc	\$465,906	South Eastern Sydney & Illawarra Area Health Service	\$48,351
Inner South West Community Development Organisation	\$159,693	Southern Cross University	\$76,500
Inner Sydney Regional Council for Social Development Co-op Ltd	\$122,616	Special Broadcasting Service Corporation	\$125,000
Integratedliving Australia Ltd	\$213,814	St George Community Services Inc	\$337,797
Interchange Respite Care NSW Inc	\$153,645	St George Migrant Resource Centre Inc	\$108,735
Kiama Municipal Council	\$30,255	Strathfield Municipal Council	\$28,183
Kogarah Council	\$33,601	Sutherland Shire Community Care Network Inc	\$138,996
Ku-ring-gai Council	\$102,194	Sutherland Shire Council	\$38,869
Kurranulla Aboriginal Corporation	\$136,903	Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$21,600
Lake Macquarie City Council	\$60,990	Sydney West Area Health Service	\$56,331
Lane Cove Community Aid Service	\$72,197	Tamworth Regional Council	\$34,845
Lane Cove Council	\$64,250	The Hammond Care Group	\$45,217
Leichhardt Council	\$31,624	The Junction Neighbourhood Centre Inc	\$177,130
Liverpool City Council	\$27,292	The SAX Institute	\$45,816
Local Government and Shires Associations of NSW	\$113,095	The Uniting Church in Australia Property Trust (NSW) – Wesley	\$189,943
Macarthur Disability Services Ltd	\$516,742	TRI Community Exchange Inc	\$303,321
Macarthur Diversity Services Inc	\$35,476	Tweed Shire Council	\$28,760
Manly Council	\$31,251	University of New South Wales	\$488,598
Manning Support Services Inc	\$89,612	Vision Australia Ltd	\$872,567
Marrickville Council	\$57,560	Wagga Wagga City Council	\$227,883
Mid North Coast Regional Council for Social Development	\$295,867	Warringah Council	\$29,696
Mosman Municipal Council	\$38,624	Waverley Council	\$32,340
Nambucca Council	\$15,288		

Wellington Council	\$25,052
Western Sydney Community Forum Inc	\$329,794
Willoughby City Council	\$79,687
Wingecarribee Shire Council	\$31,484
Wollondilly Shire Council	\$34,496
Wollongong City Council	\$91,561
Woollahra Council	\$33,094
Wyong Council	\$30,802

Nursing Care (HACC)

Provides professional care by a registered or enrolled nurse.

Continence Foundation of Australia in NSW Inc	\$82,479
Integratedliving Australia Ltd	\$30,000
Justor Pty Ltd t/a Newcastle & District Nursing Service	\$101,071
Kincare Community Services Ltd	\$390,650
Lane Cove Community Aid Service	\$375,785
Mercy Community Services	\$182,091
Nurses on Wheels Inc	\$852,615
Sarmace Pty Ltd t/a Sue Mann's Nursing & Community Care	\$202,896
Southern Cross Care Services Pty Ltd	\$339,728
Spinal Cord Injuries Australia Ltd	\$150,404
Sydney West Area Health Service	\$444,448
Uniting Church in Australia Property Trust (NSW)	\$58,161

Other Food Services (HACC)

Provides assistance with the preparation and cooking of a meal in a client's home and the provision of advice on nutrition, storage or food preparation.

Bathurst Meals on Wheels Services Inc	\$154,654
Blue Mountains Food Service Inc	\$63,661
Camden Haven Meals on Wheels Association Inc	\$33,406
Canowindra Tweed Byron Aged & Disabled Aboriginal Corporation	\$13,038
Coffs Harbour Aboriginal Family Community Care Inc	\$71,605
Coffs Harbour Meals on Wheels Inc	\$57,515
Community Restaurant Miranda Inc	\$143,352
Food Distribution Network Inc	\$278,682
Great Lakes Meals on Wheels Inc	\$57,515
Holdsworth Street Community Centre Woollahra Inc	\$11,129
Kiama Meals on Wheels Inc	\$13,315
Kincare Community Services Ltd	\$64,680
Meals on Wheels Dubbo	\$108,180
Open Arms Care Inc	\$22,578
South East Neighbourhood Centre Inc	\$144,170
Waverley Council	\$11,129

Other Support

Grants under other support include research and evaluation of the provision of services for people with a disability funded under the National Disability Agreement, training and development services, peak bodies to support non-government disability funded agencies in achieving positive outcomes for people with a disability and any other services that are completely outside any of the service types already defined.

Ability Options Ltd	\$190,123
Affordable Community Housing Ltd	\$29,096
Aged and Community Services Association of NSW & ACT Inc	\$140,000
Bathurst Independent Living Skills Inc	\$12,624
Blue Mountains Disability Services Ltd	\$121,374
Brain Injury Association of NSW Inc	\$163,907
Bunyarra – Accommodation Service for People With Disabilities Inc	\$8,763
Carers NSW Inc	\$1,000,000
CareWest Inc	\$250,000
Caringa Enterprises Ltd	\$96,696
Challenge Disability Services	\$174,109
Civic Residential Services (Division of SLAS Ltd)	\$293,346
Community Care (Northern Beaches) Inc	\$250,000
Community Connections Australia	\$695,829
Community Options Illawarra Inc	\$250,000
Cowra Special Needs Services Inc	\$29,097
Disability Advocacy and Information Service – Albury	\$4,755
Disability Services Australia Ltd	\$414,606
Early Childhood Intervention Australia (NSW Chapter) Inc	\$56,657
Flintwood Disability Services Inc	\$120,350
Gosford City Council	\$69,000
Greenacres Disability Services	\$96,572
Illawarra Forum Inc	\$111,000
Kurrajong-Waratah	\$452,924
Lambling Flat Enterprises Ltd	\$49,269
Life Without Barriers	\$250,000
Lifestyle Solutions (Aust) Ltd	\$235,434
McCall Gardens Community Ltd	\$84,243
Mai-Wel Ltd	\$127,302
Mid North Coast Regional Council for Social Development	\$95,000
Miroma	\$21,933
Motor Neurone Disease Association of NSW Inc	\$145,000
Nambucca Valley Phoenix Ltd	\$1,680
National Disability Services Ltd	\$7,396,244
New Horizons Enterprises Ltd	\$270,843
North West Disability Services Inc	\$51,296
NSW Council for Intellectual Disability	\$298,681
People with Disability Australia Inc	\$385,239
Physical Disability Council of NSW Inc	\$224,619
Queanbeyan Children Special Needs Group	\$35,000
Samaritans Foundation – Diocese of Newcastle	\$500,000
Southern Sydney Trusted Care	\$72,626

Ageing, Disability and Home Care continued

St George Community Housing Ltd	\$69,131
Sunnyfield	\$852,499
Sunnyhaven Ltd	\$133,526
Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$1,250,000
Sydney West Area Health Service	\$55,037
Technical Aid to the Disabled	\$436,847
The Children's Hospital, Westmead	\$75,278
The Northcott Society	\$264,132
The Spastic Centre of NSW	\$469,112
Tulgeen Group	\$100,962
Tweed Shire Council	\$250,000
Valley Industries Ltd	\$23,630
Valmar Support Services Ltd	\$283,671
Wentworth Community Housing Ltd	\$165,715
Westhaven Association	\$113,203
Wheelchair & Disabled Association of Aust (BASS) – HWNS House With No Steps	\$487,231
Wheelchair & Disabled Association of Aust (Forbes) – HWNS House With No Steps	\$34,572
Wheelchair & Disabled Association of Aust – HWNS Hunter Region	\$112,213
Wheelchair & Disabled Association of Aust (Southern) – HWNS House With No Steps	\$366,767

Personal Care (HACC)

Provides assistance to clients with daily self-care tasks, including eating, bathing, toileting, dressing, grooming, getting in and out of bed and moving about the house.

All Care in Home Services	\$83,486
Awabakal Newcastle Aboriginal Co-op Ltd	\$10,792
Baptist Community Services – NSW & ACT	\$5,424,366
Barkuma Neighbourhood Centre	\$7,207
Blue Mountains Food Service Inc	\$83,508
Catholic Healthcare Ltd	\$2,458,766
FEROS Care Ltd	\$352,982
Home Care Block Grant	\$68,835,611
Home Care Service of NSW – Active	\$648,674
Hunter/New England Area Health Service	\$97,282
Integratedliving Australia Ltd	\$304,689
Kincare Community Services Ltd	\$2,023,714
Port Stephens Community Care Inc	\$4,134
Sarmace Pty Ltd t/a Sue Mann's Nursing & Community Care	\$1,044,661
Southern Cross Care Services Pty Ltd	\$2,764,410
Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$156,537
Sydwest Multicultural Services Inc	\$77,951

Respite

Provides planned short-term or time-limited breaks for families and other unpaid carers of people with a disability from their usual care-giving role, while providing meaningful activities for the person with a disability.

Accommodation Network Pty Ltd	\$176,345
Alliance Health Services Group Pty Ltd	\$198,040
Anglicare Canberra and Goulburn	\$433,952
Australian Foundation for Disability (AFFORD)	\$457,148
Australian Home Care Services Pty Ltd	\$27,056
Ballina District Community Services Association Inc	\$145,161
Bankstown Handicapped Children's Centre Association Inc t/a Allevia	\$245,380
Baptist Community Services – NSW & ACT	\$802,191
Bega Valley Council	\$118,678
Biala Support Services Inc	\$64,274
Booroongen Djugun Aboriginal Corporation	\$140,336
Broken Hill City Council	\$221,950
Bucketts Way Neighbourhood Group Inc	\$87,036
Bungree Aboriginal Association Inc	\$67,220
Care for Children with Disabilities Inc – Armidale	\$22,070
CareWest Inc	\$323,382
Casino Neighbourhood Centre Inc	\$204,027
CatholicCare	\$2,299,998
Centacare – Archdiocese of Broken Bay	\$1,586,344
Central Coast Alternative Care Group Ltd	\$641,670
Central Coast Community College	\$338,767
Challenge Disability Services	\$235,261
Challenge Foundation Goulburn Inc	\$204,348
Civic Residential Services (Division of SLAS Ltd)	\$2,873,605
Clarence Valley Council	\$860,832
Community and Specialist Support Inc	\$101,373
Community Living & Respite Services Inc	\$46,200
Community Options Brokerage Service Inc	\$68,826
Community Programs Inc	\$401,987
Cooma Challenge Ltd	\$56,113
Coonamble Parent Support Host Family Respite Care	\$52,250
Cowra Special Needs Services Inc	\$270,849
Creating Links Co-operative Ltd	\$82,731
Currajong Disability Services Inc	\$47,328
Disability Services Australia Ltd	\$174,839
Disability Services Port Stephens Inc	\$77,009
ESP Healthcare	\$42,915
Estia Foundation of Australia	\$1,028,122
Eurobodalla Council	\$594,765
Evans Community Options Inc	\$161,587
Family Link Care & Support Service Inc	\$612,945
Family Resource & Network Support Inc	\$964,847
Firstchance Inc	\$103,239

Flintwood Disability Services Inc	\$1,373,099	Rainbow Home & Respite Services Pty Ltd	\$334,581
Glen Innes Severn Council	\$1,017,041	R E D Inc	\$5,051
Great Lakes Council	\$348,181	Recreation Sports and Aquatics Club Inc	\$40,000
Greenacres Disability Services	\$451,534	Respite & Recreation Inc	\$582,108
Hastings District Respite Care Inc	\$527,565	Respite Care Bega Valley Inc	\$380,869
Hawkesbury/Penrith Respite Services Inc	\$374,780	Riverina Community College Ltd	\$262,000
Holiday Coast Respite Co-operative Ltd	\$104,674	Riverlink Interchange Inc	\$624,871
Home Care Service of NSW – Active	\$2,181,326	Samaritans Foundation – Diocese of Newcastle	\$1,233,285
Hunter Brain Injury Respite Options Inc	\$835,686	Share Care Inc	\$372,710
Inner West Aboriginal Community Company Ltd	\$68,219	Skills Innovative Training Enterprise Inc (SITE)	\$140,765
Integratedliving Australia Ltd	\$444,278	Southern Cross Care Services Pty Ltd	\$49,079
Interaction Disability Services Ltd	\$574,003	Southern Sydney Trusted Care	\$111,458
Interchange Bathurst Inc	\$665,448	Sport and Recreation a Division of Communities NSW	\$245,808
Interchange Illawarra Inc	\$590,019	St Anthony's Family Care	\$337,217
Interchange Respite Care Inc	\$56,000	St Carthage's Community Care – Respite Program	\$1,127,843
Interchange Shoalhaven Inc	\$473,199	St Vincent de Paul Society – Sutherland Margaret House Respite Care Services	\$226,309
Interchange Wingecarribee Inc	\$328,292	Sunnyfield	\$6,548,076
Intereach NSW Inc	\$116,908	Sunnyhaven Ltd	\$473,233
Inverell Disability Services	\$114,458	Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$1,378,531
Kalparrin Inc	\$683,848	Sydney Community College Ltd	\$481,000
Kempsey Respite Services Inc	\$375,133	Sylvanvale Foundation	\$1,366,710
Kiama Community College Inc	\$204,128	The Ascent Group Australia Ltd	\$60,473
Kincare Community Services Ltd	\$356,240	The Benevolent Society	\$278,167
Kurrajong-Waratah	\$615,986	The Creativity Centre Inc (Operating as) Eastern Respite and Recreation	\$1,012,201
Lambing Flat Enterprises Ltd	\$16,000	The Disability Trust	\$3,425,972
Leapfrog Ability Inc	\$252,845	The Junction Works Ltd	\$228,567
Life Without Barriers	\$1,631,791	The Lorna Hodgkinson Sunshine Home	\$624,859
Lifeskills Plus Inc	\$138,594	The Northcott Society	\$4,706,651
Lithgow Uniting Church	\$141,673	The Spastic Centre of NSW	\$3,188,797
Lovely Care Pty Ltd	\$509,057	The Uniting Church in Aust Property Trust (NSW) – Sydney South (Ella)	\$221,464
Lower Hunter Temporary Care Inc	\$413,916	The Uniting Church in Australia Property Trust (NSW) – Wesley	\$1,487,751
Macarthur District Temporary Family Care Inc	\$836,733	Tweed Valley Respite Service Inc	\$928,858
McCall Gardens Community Ltd	\$283,695	Uniting Church in Australia Property Trust (NSW)	\$606,494
Manning Valley Respite Care Service Inc	\$331,178	Uralla Shire Council	\$61,410
Mercy Centre, Lavington Ltd	\$1,167,682	Valleys to Plateau Community Support Services Inc	\$243,830
Multitask Human Resource Foundation Ltd	\$116,758	Westhaven Association	\$113,840
Myrtle Cottage Group Inc	\$130,644	Wheelchair & Disabled Association of Aust (BASS) – HWNS House With No Steps	\$2,950,472
NADO Inc	\$655,304	Wheelchair & Disabled Association of Aust (Forbes) – HWNS House With No Steps	\$532,023
New Lake Peer Support Inc	\$1,101,120	Wheelchair & Disabled Association of Aust – HWNS Hunter Region	\$481,650
Newcastle Temporary Care Ltd	\$981,713	Woodstock Support Inc	\$988,373
Ningana Enterprises Inc	\$467,236	Workability Personnel Inc	\$112,839
North Coast Area Health Service	\$30,729	Wyanga Aboriginal Aged Care Program	\$40,968
North West Disability Services Inc	\$1,071,069	Yarrabin Outreach Inc	\$617,546
Northern Beaches Interchange Inc	\$145,595	Yass Valley Council	\$44,413
On-Focus Inc	\$10,661	Yawarra Aboriginal Corporation	\$40,968
Open Arms Care Inc	\$236,449	Young Men's Christian Association of Sydney	\$219,551
Orange City Council	\$103,239	YOUTHCONNECTIONS.COM.AU	\$108,239
Quality Health Care Pty Ltd	\$48,079		
Queanbeyan City Council	\$339,489		

Ageing, Disability and Home Care continued

Respite Care (HACC)

Provides assistance to unpaid carers from a substitute carer who provides supervision and assistance to their care recipient (even though the carer may still be present).

Aboriginal Medical Service Co-operative Ltd	\$104,764
ADSSI Ltd	\$1,119,843
All Care in Home Services	\$104,358
Anglicare Canberra and Goulburn	\$104,396
Australian Chinese Community Association of NSW Inc	\$130,462
Awabakal Newcastle Aboriginal Co-op Ltd	\$10,792
Bankstown Handicapped Children's Centre Association Inc t/a Allevia	\$446,833
Baptist Community Services – NSW & ACT	\$3,172,006
Barkuma Neighbourhood Centre	\$7,207
Barnardos Australia	\$72,567
Baulkham Hills Shire Council – t/a Hills Community Care	\$39,945
Bungree Aboriginal Association Inc	\$234,661
Cabramatta Community Centre	\$86,283
Care Connect Ltd	\$380,909
Care for Children with Disabilities Inc – Armidale	\$107,500
CareWest Inc	\$130,816
Catholic Healthcare Ltd	\$388,188
CatholicCare	\$299,112
Centacare – Archdiocese of Broken Bay	\$765,215
Central Coast Alternative Care Group Ltd	\$539,878
Community Care (Northern Beaches) Inc	\$628,324
Coonamble Parent Support Host Family Respite Care	\$137,425
Currajong Disability Services Inc	\$234,366
Disability South West Inc	\$399,789
Family Link Care & Support Service Inc	\$181,535
Greater Southern Area Health Service	\$28,685
Greater Western Area Health Service	\$46,271
Guriwal Aboriginal Corporation	\$161,366
Home Care Block Grant	\$13,981,121
Home Care Service of NSW – Active	\$603,664
Hope Healthcare Ltd – Greenwich Hospital	\$517,653
Hunters Hill Ryde Community Services Inc	\$50,112
Inner West Aboriginal Community Company Ltd	\$67,443
Integratedliving Australia Ltd	\$1,813,578
Interchange Bathurst Inc	\$117,933
Interchange Respite Care Inc	\$162,094
Interchange Wingecarribee Inc	\$56,376
Intereach NSW Inc	\$71,371
Inverell Disability Services	\$177,439
Italian Social Welfare Organisation	\$10,792
Kempsey Respite Services Inc	\$24,962
Kincare Community Services Ltd	\$1,214,595
Lambing Flat Enterprises Ltd	\$151,401
Lithgow Uniting Church	\$43,938
Lower Hunter Temporary Care Inc	\$216,019

Macarthur District Temporary Family Care Inc	\$423,024
Manning Valley Respite Care Service Inc	\$196,950
Mid Western Regional Council	\$79,312
Multicultural Communities Council of Illawarra Inc	\$10,000
Narrandera Council	\$5,839
Ningana Enterprises Inc	\$107,801
North Sydney Community Service Ltd	\$8,691
Northern Beaches Interchange Inc	\$331,890
Northern Settlement Services Ltd	\$147,438
Port Stephens Community Care Inc	\$4,134
Respite Care Bega Valley Inc	\$123,948
Riverlink Interchange Inc	\$890,082
Rozelle Neighbourhood Centre Inc	\$325,389
Share Care Inc	\$320,982
Southern Cross Care Services Pty Ltd	\$172,550
Southern Sydney Trusted Care	\$956,333
Sunnyfield	\$304,262
Sutherland Shire Community Care Network Inc	\$7,931
Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$786,281
Sydney South West Area Health Service	\$167,857
Sydwest Multicultural Services Inc	\$86,241
Tamworth Dementia Respite Service Inc	\$16,486
Tenterfield HACC Committee Inc	\$85,346
The Benevolent Society	\$1,129,475
The Creativity Centre Inc (Operating as) Eastern Respite and Recreation	\$666,109
The Hammond Care Group	\$223,583
The Lorna Hodgkinson Sunshine Home	\$480,719
The Northcott Society	\$367,494
The Uniting Church in Australia Property Trust (NSW) – Wesley	\$786,216
Uniting Church in Australia Property Trust (NSW)	\$792,711
Uralla Shire Council	\$72,018
Woodstock Support Inc	\$411,361
Yarrabin Outreach Inc	\$92,077

Social Support (HACC)

Provides assistance by a companion (paid worker or volunteer), either within the home environment or while accessing community services. The assistance is primarily directed towards meeting the client's need for social contact and/or accompaniment in order to participate in community life.

Acquired Brain Injury Group Inc	\$210,905
ADSSI Ltd	\$199,041
Armenian Community Welfare Committee	\$26,545
Auburn Diversity Services Inc	\$58,560
Australian Chinese Community Association of NSW Inc	\$99,125
Australian Red Cross NSW – Central Coast	\$631,772
Australian Red Cross NSW – Hunter	\$129,945
Australian Red Cross NSW – Southern	\$42,364
Awabakal Newcastle Aboriginal Co-op Ltd	\$218,228

Baptist Community Services – NSW & ACT	\$1,325,834	Interchange Wingecarribee Inc	\$286,714
Barkuma Neighbourhood Centre	\$267,403	Inverell HACC Services Inc	\$25,124
Barnardos Australia	\$49,972	Italian Social Welfare Organisation	\$15,913
Biripi Aboriginal Corporation Medical Centre	\$238,421	Jannali Neighbour Aid (Nightingale) Inc	\$134,780
Bland Shire Council	\$22,407	Karabi Community & Development Services Inc	\$131,443
Blue Mountains Aboriginal Culture & Resource Centre Inc (ACRC)	\$89,603	Katoomba Neighbourhood Centre Inc	\$57,930
Blue Mountains Recreation and Respite Service Inc	\$96,131	Kempsey Respite Services Inc	\$187,280
Bridges Disability Services Hawkesbury Inc	\$187,505	Kincare Community Services Ltd	\$135,000
Bungree Aboriginal Association Inc	\$227,849	Kings Cross Community & Information Centre Inc	\$106,865
Cabramatta Community Centre	\$89,086	Kogarah Community Services Inc	\$664,782
Canowindra Tweed Byron Aged & Disabled Aboriginal Corporation	\$127,551	Ku-ring-gai Neighbourhood Centre Inc	\$119,515
Care Connect Ltd	\$401,380	Lachhaven Inc	\$31,374
Caringbah Neighbour Aid Inc	\$85,598	Lane Cove Community Aid Service	\$33,872
Catholic Healthcare Ltd	\$947,452	Leeton Shire Council	\$23,334
CatholicCare	\$1,201,115	Lifeline Harbour to Hawkesbury Inc	\$74,503
Centacare – Archdiocese of Broken Bay	\$446,659	Lifeline Northern Beaches Inc	\$19,972
Centacare Catholic Family Services – Parramatta Diocese	\$197,619	Lithgow Uniting Church	\$161,066
Central Coast Alternative Care Group Ltd	\$845,154	Lower Hunter Peer Support Inc	\$166,954
Charlestown Caring Group Inc	\$171,219	Lower Hunter Temporary Care Inc	\$63,677
Chester Hill Neighbourhood Centre Inc	\$42,505	Lower Mountains Neighbourhood Centre Inc	\$40,062
Christian Community Aid Service Inc	\$252,703	Macarthur Disability Services Ltd	\$59,081
Clarence Valley Council	\$228,831	Macarthur District Temporary Family Care Inc	\$528,276
Coffs Harbour Aboriginal Family Community Care Inc	\$75,492	Macarthur Diversity Services Inc	\$114,030
Community Care (Northern Beaches) Inc	\$231,016	Manly Warringah Pittwater Community Aid Service Inc	\$559,657
Community Independence Support Services Inc	\$568,942	Manning Valley Respite Care Service Inc	\$179,882
Community Transport (Central Coast) Inc	\$23,372	Marrickville Council	\$75,560
Cowra Special Needs Services Inc	\$104,854	May Murray Neighbourhood Centre Inc	\$14,685
Cronulla Neighbour Aid Inc	\$134,006	Meeting House Inc	\$27,361
DIAL US Inc	\$99,491	Merana Aboriginal Community Association for the Hawkesbury	\$59,630
Disability Services Port Stephens Inc	\$98,943	Mercy Community Services	\$389,757
Disability South West Inc	\$94,052	Mid Mountains Neighbourhood Centre Inc	\$53,433
Dubbo Neighbourhood Centre Inc	\$8,460	Mid Richmond Neighbourhood Centre Inc	\$143,546
ECHO Bondi Junction Neighbourhood Centre Inc	\$225,565	Midwest Community Care Inc	\$173,352
Engadine Community Services Inc	\$83,694	Miranda District Neighbour Aid Inc	\$114,357
Ethnic Child Care Family & Community Services Co-op Ltd	\$246,417	Mosman Municipal Council	\$49,590
Eurobodalla Meals on Wheels Co-operative Ltd	\$21,034	Multicultural Home Respite Inc	\$307,129
Evans Community Options Inc	\$109,741	Myrtle Cottage Group Inc	\$38,975
FEROS Care Ltd	\$146,101	Narrandera Council	\$37,826
Gilgandra Council	\$10,792	Nepean Food Services Inc	\$21,851
Greater Southern Area Health Service	\$21,159	Nepean Volunteer Services Inc	\$139,053
Greater Western Area Health Service	\$55,827	New Lake Peer Support Inc	\$551,309
Griffith Neighbourhood House	\$88,967	Newtown Neighbourhood Centre Inc	\$377,422
Gunnedah Council	\$39,157	Nimbin Health & Welfare Association Inc	\$92,380
Gwydir Shire Council	\$77,617	Ningana Enterprises Inc	\$62,249
Holbrook Meals on Wheels Service Inc	\$16,644	North West Disability Services Inc	\$199,102
Holdsworth Street Community Centre Woollahra Inc	\$620,433	Northern Beaches Community Service Ltd	\$80,648
Holroyd City Council	\$81,479	Northern Beaches Interchange Inc	\$316,588
Home Care Service of NSW – Active	\$316,951	Northern Rivers Community Transport Inc	\$137,388
Hunters Hill Ryde Community Services Inc	\$387,536	Northern Rivers Social Development Council Inc	\$12,086
Integratedliving Australia Ltd	\$516,135	Northern Settlement Services Ltd	\$317,718
Interchange Respite Care Inc	\$22,407	Parkes & District Neighbourhood & Community Information Centre Inc	\$105,625

Ageing, Disability and Home Care continued

Peckys Ltd	\$75,180
Pennant Hills Neighbour Aid Inc	\$80,487
Presbyterian Aged Care t/a Presbyterian Aged Care NSW & ACT	\$36,530
Queanbeyan City Council	\$71,078
Recreation and Peer Support Inc	\$136,177
Redfern & Inner City Home Support Service Inc	\$519,981
Richmond Community Services Inc	\$146,976
Riverstone Neighbourhood Centre and Community Aid Service Inc	\$134,311
Rylstone District Care & Transport Inc	\$90,605
Sarmace Pty Ltd t/a Sue Mann's Nursing & Community Care	\$379,734
Share Care Inc	\$451,258
Shoalhaven Neighbourhood Centre Inc	\$198,798
South East Neighbourhood Centre Inc	\$213,112
South Sydney Community Transport Inc	\$95,104
South Wallsend Neighbourhood Development Group Inc	\$60,958
Southlake Community Service Inc	\$5,671
Springwood Neighbourhood Centre Cooperative Ltd	\$40,062
Sydney Anglican Home Mission Society Council t/a ANGLICARE NSW	\$460,048
Sydney Regional Aboriginal Corporation Legal Service	\$65,200
Sydney South West Area Health Service	\$66,576
Sydney West Multicultural Services Inc	\$239,073
Tamworth Oxley Community Activities Network	\$82,379
Tamworth Regional Council	\$38,323
Tenterfield HACC Committee Inc	\$83,322
The Ascent Group Australia Ltd	\$8,102
The Benevolent Society	\$246,692
The Disability Trust	\$42,010
The Frank Whiddon Masonic Homes of New South Wales	\$15,913
The Junction Neighbourhood Centre Inc	\$217,295
The Neighbourhood Club Inc	\$9,536
The Northcott Society	\$109,504
The Uniting Church in Aust Property Trust (NSW) – Sydney South (Ella)	\$187,568
The Uniting Church in Australia Property Trust (NSW) – Wesley	\$177,521
United Protestant Association of NSW Ltd	\$18,056
Uniting Church in Australia Property Trust (NSW)	\$843,702
Uralla Shire Council	\$116,881
Walcha Council	\$60,015
Wallsend Area Community Carers Inc	\$66,433
Warrigal Care	\$32,376
Weddin Community Services Inc	\$49,673
Wee Waa & District Home & Community Care Association Inc	\$161,778
Wollondilly Support and Community Care Inc	\$148,332
Woy Woy Peninsula Neighbourhood Service	\$65,432
Wyanga Aboriginal Aged Care Program	\$107,641
Yarrawarra Aboriginal Corporation	\$55,679
Young Adults Disabled Association Inc – YADA	\$71,229

Transport (HACC)

Provides assistance with transportation either directly (such as a ride in a vehicle provided or driven by an agency worker or volunteer) or indirectly (such as taxi vouchers or subsidies).

Awabakal Newcastle Aboriginal Co-op Ltd	\$10,792
Barkuma Neighbourhood Centre	\$7,207
Booroongen Djugun Aboriginal Corporation	\$153,793
Gilgai Aboriginal Centre Inc	\$91,638
Glen Innes Severn Council	\$12,775
Guriwal Aboriginal Corporation	\$69,201
Home Care Service of NSW – Active	\$67,120
Integratedliving Australia Ltd	\$6,966
Nepean Food Services Inc	\$23,128
NSW Transport and Infrastructure	\$40,023,753
Port Stephens Community Care Inc	\$4,134
The Ascent Group Australia Ltd	\$7,519
Uniting Church in Australia Property Trust (NSW)	\$21,159
Uralla Shire Council	\$98,784

Community Services

Funds granted to non-government organisations

Community Services provides funding to non-government organisations across NSW to deliver services, programs and projects to support children, families and communities. All funded services are listed here, including whole-of-government programs. The types of services that receive funding include preschools and childcare centres, family support services, out-of-home care providers, neighbourhood centres, support services for Aboriginal families, emergency housing projects, parenting programs and child abuse prevention initiatives.

Aboriginal Child, Youth & Family Strategy

Albury Wodonga Aboriginal Health Service Inc	Creating a Continuum of Care for Aboriginal Families	\$100,000
	Cultural Baby Bundle – Albury	\$50,000
Awabakal Newcastle Aboriginal Co-operative Ltd	ACYFS Aboriginal Pre School Project	\$72,973
	Transition to School for Aboriginal Children	\$32,602
Bankstown Community Resource Group Inc	Bankstown Aboriginal Supported Playgroup (Parents Playing a Part)	\$30,000
	Let's Read Training & Professional Support Project	\$10,000
Barnardos Australia	Aboriginal Early Years Project – ACYFS – IW	\$15,690
	Aboriginal Early Years Project – ACYFS – SES	\$15,690
	Playgroups as Training Grounds Gilgandra	\$35,000
	Queanbeyan Aboriginal Homework Club	\$15,420
Blue Mountains Aboriginal Culture and Resource Centre	ACYFS Aboriginal Family Support	\$93,000
Bowraville Community Pre-School Inc	Bowraville – Bridges Project	\$95,837
Brewarrina Business Coop Ltd	Implementing a Health Families Young People Plan in Murdi Paaki	\$42,166
Buyinbin Aboriginal Corporation	Tabulam Children's & Youth Activities	\$3,398
Campbelltown Family Support Service Inc	Campbelltown Aboriginal Family Worker (WISH Project)	\$30,000
	Minto Aboriginal Supported Playgroup Project	\$30,000
CatholicCare	Playgroups as Training Grounds Parkes Lachlan	\$140,000
Central West Family Support Group Inc	Condobolin Our Space Projects	\$10,000
Child and Family Services Wyong Shire	Aboriginal Language Outreach Project	\$62,000
Country Rugby League of NSW Inc	Parenting Through Sport in Murdi Paaki	\$150,000
Dalaigur Pre-School & Children's Services Inc	School Starters Project	\$2,500
Eurobodalla Family Support Service Inc	Batemans Bay Referral – Only Supported Playgroup – ACYFS	\$10,242
	Moruya Indigenous Youth Project	\$20,000
	South Coast Indigenous Boys Strategy Development Project	\$15,150
Family Worker Training & Development Program	ACYFS – Learning & Development	\$76,712
Gandangara Local Aboriginal Land Council	Boomerang Parenting Program	\$23,000

Glen Innes Severn Council	Glen Innes Aboriginal Supported Playgroup	\$34,149
Gugin Gudduba Local Aboriginal Land Council	Kidz Space Children's & Youth Activities	\$7,085
Gunnedah Shire Council	Gunnedah Indigenous Youth Worker	\$56,709
Illawarra Aboriginal Corporation	Noogaleek Aboriginal Intensive Transition to School	\$17,000
Illawarra Aboriginal Medical Service Aboriginal Corporation	Aboriginal Family Worker – Fathers	\$70,855
	Aboriginal Home Safety Kits 09/10	\$4,000
Illawarra Area Child Care Ltd	Clipper Road Aboriginal Intensive Transition to School	\$14,891
Illawarra Koori Men's Group	Hey Dad Aboriginal Men's Parenting Program	\$3,480
Inverell Disability Services Inc	FFIG-DROG Infrastructure	\$10,866
Jubullum Aboriginal Lands Council	Tabulam Children's & Youth Activities	\$10,440
Junbung Elders Aboriginal Corporation	Junbung Youth Activities Project	\$44,820
KARI Aboriginal Resource Inc	KARI Mums and Daughters Camp	\$23,000
Macleay Community Preschool Inc	Macleay Community Preschool	\$20,826
Merana Aboriginal Community Association for the Hawkesbury	ACYFS Aboriginal Family Support Service	\$93,000
Mid Richmond Neighbourhood Centre Inc	Box Ridge Coraki Playgroup Transport Project	\$3,481
	Coraki Boxridge Youth Activities Project	\$31,133
Mingaletta Aboriginal & Torres Strait Islander Corporation	Aboriginal Parent Support Project	\$111,033
Muli Muli Cultural Youth Aboriginal Corporation	Muli Muli Cultural Youth Project	\$5,644
Muloobinba Aboriginal Corporation	Aboriginal Young Parenting Support Project	\$173,782
Nambucca Shire Council	Nambucca Shire Aboriginal Youth Worker Service	\$11,290
Narrabri & District Community Aid Service Inc	Aboriginal Child Youth & Family Strategy – Learning Development Network	\$8,535
	Narrabri Aboriginal Community Development Worker	\$85,924
Nepean Community and Neighbourhood Services	ACYFS Making Tracks	\$93,000
NSW Department of Education & Training	Batemans Bay Early Learning Support Project	\$25,000
	Bodallamu Transition to School Kit – Wollondilly	\$10,000
	Boggabilla Supported Playgroup	\$31,209
	Central Coast Transition to School	\$50,000
	Goulburn SACC Homework and Learning Centre	\$20,350
	Hastings Aboriginal Children in ECS Pathways Project	\$10,000
	Miller Aboriginal Supported Playgroup	\$30,000
	Queanbeyan SACC Early Learning Support Project	\$25,605
	Queanbeyan SACC Facilitator Wage Enhancement Project	\$15,363
	Tingha Aboriginal Supported Playgroup	\$34,149
	Transition Support for South Kempsey and Dalaigur preschools	\$24,000
	West Dubbo Aboriginal Supported Playgroup	\$25,000
	Yass Homework and Learning Centre	\$22,500

Community Services continued

NSW Department of Health	Aboriginal Breastfeeding Resource Project	\$11,150	The Uniting Church in Australia Property Trust (NSW)	Alcohol & Other Drugs Program – GITS Central Coast	\$172,878
	Aboriginal Family Support Project	\$59,160		Burnside Macarthur Family Centre – GITS	\$172,878
	Hastings Aboriginal Family Strengthening Project	\$17,992	Youth Drug and Alcohol Court		
	Maari Ma Cultural Knowledge Baby Bundle	\$50,000	Accessible Arts	Accessible Arts Sustainability Model for Western Sydney	\$101,064
	Nambucca Aboriginal Family Worker	\$17,992	The Salvation Army (NSW) Property Trust	(YDAC) Case Management & Brokerage Service – Greater Western Sydney	\$808,860
Office of Community Housing	Supporting Aboriginal Communities, Families and Their Children in Western Region	\$88,757	Waverley Action for Youth Services	(YDAC) Case Management & Brokerage – Eastern Area	\$74,949
Orange City Council	Orange Cultural Knowledge Baby Bundle	\$50,000	Area Assistance Scheme		
SDN Child and Family Services Pty Ltd	Aboriginal Early Literacy Project	\$365,986	Albion Park Youth and Community Care	Albion Park Youth Project	\$60,124
Shannon House Special Services Centre Inc	Yass Aboriginal Mum and Bubs Supported Playgroup	\$11,856	Anglicare NSW	Sudanese Women's Skills Enhancement	\$11,515
South Coast Medical Service Aboriginal Corporation	Shoalhaven Aboriginal Early Support Family Worker	\$70,855	Arab Council Australia	Families Empowerment Project	\$79,331
Tamworth Family Support Service	Quirindi Supported Playgroup	\$31,245	Asian Women at Work Inc	Asian Women Workers' Self Support Groups	\$103,975
The Benevolent Society	Mungindi Aboriginal Family Worker	\$41,620	Auburn Municipal Council	Aboriginal Community Development worker	\$55,396
	Young Black and Ready for School	\$20,000		Wheel Deals Scholarship Project	\$27,289
The Council of the Shire of Hornsby	Aboriginal Community Facilitator	\$16,422	Auburn Youth Centre Inc	Youth Mobile Sport and Rec Hub	\$10,611
The Family Centre Inc	Tweed FIG Health Plan	\$8,701	Australian Red Cross National Office	PhotoVoice in Western Sydney	\$78,377
The Northcott Society	Airds Aboriginal Supported Playgroup (Aboriginal Play Links)	\$30,000	Bankstown City Council	Bankstown ATSI Capacity Building	\$53,420
The Uniting Church in Australia Property Trust (NSW)	Aboriginal Breastfeeding Resource & Supervision/Support Project	\$59,841	Bankstown Community College Inc	Access for disability project	\$50,500
Tweed Aboriginal Corporation For Sport	Tweed Heads Children's and Youth Activities	\$26,099	Bankstown Community Resource Group Inc	Training in Community and Literacy Program	\$72,474
Upper Hunter Community Services Inc	Muswellbrook Transition to School	\$24,326	Baulkham Hills Holroyd Parramatta Migrant Resource Centre	Family Violence Action Research	\$110,000
Wingecarribee Family Support Service	Wingecarribee Aboriginal Supported Playgroup	\$30,000		Together as One	\$82,082
Alcohol & Other Drugs			Bellambi Neighbourhood Centre	Northern District Aboriginal Community Project	\$58,394
Cabramatta – Family Support & Counselling			Bellingen Shire Council	Reaching Youth – Enriching Lives	\$60,000
The Uniting Church in Australia Property Trust (NSW)	Moving Forward	\$230,000		Young, fun, together as one	\$65,000
Getting It Together Scheme			Blue Mountains Aboriginal Culture and Resource Centre	Community Cultural Development Program	\$75,255
Cabramatta Community Centre Inc	Getting It Together Scheme (GITS) – Cabramatta	\$32,262		Coordinator	\$102,420
Drug Arm Australasia Inc	GITS – Tommelah/Boggabilla	\$172,878	Blue Mountains Food Services	Telephone & computer upgrade	\$20,000
Marist Youth Care Ltd	Nepean Youth Brokerage Service	\$32,262	Boolarng Nangamai Aboriginal Corporation	Blue Mountains Food Circle Project	\$45,160
Northern Rivers Social Development Council Inc	Lismore GITS Intensive Case Management Project	\$172,878		Getting Connected	\$22,111
Phoenix House Youth Services Inc	Rage Project – GITS	\$32,262	Butucarbin Aboriginal Corporation	Capital for fencing & renovations	\$40,000
Samaritans Youth Services	The Hub – GITS	\$24,197	Byron Shire Council	Sounding Out, Acting Up & Playing Safe	\$28,700
South Sydney Youth Services	Streetbeat Intensive Support Program	\$172,878	Cabramatta Community Centre	The Community Photocopy Project	\$36,912
Southern Youth and Family Services Association Inc	Resourcing Adolescents to Gain Essentials (RAGE) Shoalhaven	\$172,878	Camden Council	Drivers for Learners in Macarthur – mentoring program	\$40,000
	Wollongong Youth Refuge – GITS	\$32,262	CareWorks NSW	ChainBreakers Recovery	\$95,493
St Francis Social Services	HYPa Project	\$172,878	Cassia Community Centre/ Holroyd Community Development Association Inc	Community garden infrastructure	\$25,746
Thankakali Aboriginal Corporation	Case Management for Vulnerable Youth	\$172,878	CC Australia – Italian Friendship Group Inc	Italian Connection	\$27,369
The Salvation Army (NSW) Property Trust	Kings Cross Intensive Support Program	\$172,878	Centacare	Family Reconciliation and Mediation Project	\$71,694
The Ted Noffs Foundation Inc	Case Management/Brokerage Youth Support	\$172,878	Centacare Ballina	Sheraton House bathrooms upgrade	\$72,000
			Central Coast Community Women's Health Centre Ltd	Construction of an additional room	\$66,004

Cessnock City Council	Millfield Hall improvements	\$65,000	Kyogle Family Support Service Inc	Billy's Blues	\$25,000
Chess	Expansion of bike recycling program	\$44,445	Lady Denman Heritage Complex Inc	Outdoor shelter multifunction space	\$38,552
Chester Hill Neighbourhood Centre Inc	Carport/shade tank for CHNC	\$23,000	Lake Macquarie City Council	Learn to Live Community Kitchen	\$90,000
Christ Preachers' Church International	Basic Survival Skills in the Water	\$10,410		Westlakes Aboriginal Elders Respite	\$46,181
Christian Outreach Centre	Crossroad Community Cooperative	\$12,066	Lismore Neighbourhood Centre Inc	Ground floor renovation LNC	\$23,300
Clarence Valley Council	Wooloweyah Scout Hall upgrade	\$24,420	Liverpool City Council	Liverpool Services Sector	\$29,660
Coast Shelter	Community restaurant refurbishment	\$110,000		2168: Safe and Proud Communities	\$109,151
Community Activities Lake Macquarie Inc	Not a hair on my head	\$10,000	Local Community Services Association	Transition Project	\$254,616
Community Connections North Coast Inc	Lismore CBD Youth Connections	\$34,259	Macarthur Diversity Services	Food of the World	\$25,788
Community Links Wollondilly Inc	Camden Family Support	\$70,000	Maitland City Council	Mobile meeting & performance place	\$98,000
Connect Child and Family Services Inc	Aboriginal & CALD Resource Kits	\$18,268	Marist Youth Care Ltd	Pottery for Youth 'At Risk'	\$34,295
Coomaditchie United Aboriginal Corporation	Out of the Shadows	\$62,401	Methodist Church of Samoa in Australia Property Trust	Back to School	\$20,000
Disability Enterprises Leura	Liberty Swing	\$35,300	Mid Richmond Neighbourhood Centre Inc	Mid Richmond Outreach Youth Service	\$71,694
Doonside Kindergarten Inc	Preschool Outdoor Playspace Renovations	\$10,121	Mindaribba Local Aboriginal Land Council	Mindaribba Youth Drop-In Centre	\$78,600
Dungog Soccer Club Inc	Amenities Block	\$90,500	Moonan Flat Soldiers Memorial Hall	Upgrade of Moonan Flat Hall	\$106,900
Eagles Raps Inc	ERYC's Learning Centre	\$15,395	Mountains Outreach Community Service Inc	Young Parent Peer Education Project	\$30,246
Eastlake Youth Centre Inc	Mums R Us	\$26,692	Mountains Youth Services Team Inc	Katoomba Youth Centre Kitchen	\$31,492
Fairfield Community Resource Centre	Active Seniors Coordinator	\$96,716	Mt Druitt Ethnic Communities Agency	Together @Blacktown	\$66,905
Family Development Services Inc	The FIBS Project	\$90,435	Mullumbimby Community Garden Inc	MCG Horticultural Therapy Program	\$39,490
Fig Tree Community Garden	Friends of Figtree	\$32,444	Mullumbimby Neighbourhood Centre	Byron Shire Domestic Violence Outreach	\$108,437
Gloucester Historical Society	Museum refurbishment	\$11,000	Muswellbrook Shire Council	Gentle Aquatic Exercise Program	\$10,930
Gloucester Shire Council	Gloucester Cultural Venue Project	\$12,100	Nabiac Memorial Neighbourhood Centre Association	Nabiac Pool – stage 2, main pool	\$65,000
Gosford City Council	Gosford Shopfront Art Project	\$53,626	Nambucca River Volunteer Marine Rescue Squad	Launching Safe Communities Together	\$110,000
	Public and Commercial Spaces for Young People	\$71,694	Nambucca Shire Council	Skate Safe	\$11,300
Grafton Ngerrie Land Council	The Shed	\$13,205		Uniting Us – Unkya Reserve Utilities	\$18,984
Great Lakes Community Resources Inc	Short Film 'RESPECT'	\$31,600	Nambucca Valley Community Services Council Inc	Growing Together – Macksville Community Gardens	\$16,789
Greater Taree City Council	It's All About ME (Mentoring Environ)	\$34,210	New Italy Museum Inc	The New Italy Community Development Project	\$40,000
Greek Orthodox Archdiocese Of Australia Greek Welfare Centre NSW	Upgrade toilet for disabled access	\$14,980	New School of Arts Neighbourhood House Inc	South Grafton Arts Hub	\$15,575
Greenacre Area Neighbourhood Centre Inc	Transition Development	\$102,420	Ngaimpe Aboriginal Corporation	The Glen Centre Program	\$35,297
Hawkesbury City Council	WYSH – Working to strengthen Youth Services in the Hawkesbury	\$94,623	Northern Rivers Social Development Council	Reconnect Rock and Water Project	\$30,450
Holroyd City Council	City Gardens Multipurpose Kiosk	\$65,000	Nowra Youth Services Inc	GLBT Community Development Program	\$47,323
	Wenty Youth Centre Renovations	\$105,350	Odyssey House McGrath Foundation	Renovation – Parents & Children's Cottage	\$39,810
Holroyd Parramatta Migrant Services	African Food Project	\$68,200	Open Family Australia	Warwick Farm, Our Neighbourhood, Our Future	\$107,866
Holroyd Youth Services	Mobile Youth Service	\$21,089		OzHarvest Beyond Parramatta	\$59,678
Illawarra Filipino & Multicultural Women's Group Inc	Weaving Our Friendships	\$11,295	OzHarvest Ltd		
Illawarra Koori Men's Group	BADV (Brothers Against Domestic Violence)	\$77,128	Penrith City Council	Northern Rural Community Development Project – Penrith	\$76,650
Information and Cultural Exchange Inc	ICE Capital Works Upgrade	\$110,000		TransitionY	\$60,000
Kempsey Shire Council	Macleay Valley Youth Centre	\$73,000	Penrith Women's Health Centre	Bridges Project	\$83,644
	Stuarts Point Hall	\$47,700	Peppercorn Services Inc	Man Made Meals	\$66,048
Kyogle Council	Kyogle Community Learning Centre Coordinator	\$33,576			

Community Services

continued

Police and Community Youth Clubs NSW Ltd	Community kitchen	\$12,678	The Benevolent Society	Hunter Men Accessing Resources and Services (MARS)	\$88,853
	Creating Young Leaders	\$61,422		Kids Create Tomorrow	\$51,295
	PCYC facility repair & enhancement	\$20,440	The Berkeley Vale Neighbourhood Centre	In SYNC	\$56,633
	PCYC Training/Audio Visual Room	\$23,738			
	Security, access & hygiene upgrade	\$49,665	The Entrance Men's Shed Inc	The Entrance Men's Shed	\$33,090
	Teen Queens	\$10,700	The Richmond Fellowship of NSW	Young Women's Dual Diagnosis	\$75,314
	Youth Underground Project	\$93,051	The Salvation Army	Target 20/40 Men's Centre	\$72,200
Port Kembla Community Project	Working community co-op	\$58,882	The Salvation Army (NSW) Property Trust	African shop and arts craft co-op, Auburn	\$84,123
Port Macquarie Hastings Council	Non-council owned rural halls works	\$51,175	The Ted Noffs Foundation Inc	Sports, music and theatre equipment	\$17,341
Quigley Cooperative Ltd	Na-Ya Boo-Larng Aboriginal Women's	\$12,762	The Trustee for Tabulam Public Hall Trust	Rejuvenate the hall for community use	\$109,130
	Quigley Co-operative Women's Initiative	\$30,000	The Upper Hunter Children's Mobile Outreach Service Inc	Toybox Holiday Activities	\$5,000
Realartworks Inc	Normal Television Production Unit	\$24,869	TLC Volunteers Maitland	Your Grief	\$52,786
Richmond Valley Council	Making Coraki Youth Hall user-friendly	\$31,406	Tweed Shire Council	Improvements for Doon Doon Hall	\$41,800
Riding for the Disabled Association of Raymond Terrace and Lower Hunter Centre	Construction of horse yards/shelter	\$23,807	UCA – Parramatta Nepean Presbytery	Willmot Cyber Cafe – Moving Forward	\$22,000
Rosie's Place Inc	Colours of Truth	\$46,554	Uniting Care – Casino Transport	Improving Network Communications	\$17,220
Rouse Hill Learning and Community Partnership	Learn2 Get Skilled @ Rouse Hill	\$78,000	Uniting Church in Australia NSW Board of Mission	Shaping Pacific Generations: intergenerational Workshops with Pacific Island Communities	\$8,534
San Remo Community Environment Projects Inc	Construction of toilet facility	\$10,350	UnitingCare Burnside	Northern Wyong Shire Community Building Project	\$71,694
San Remo Neighbourhood Centre Inc	Boyz 2 Men	\$18,687	Upper Hunter Shire Council	Cassilis Centre kitchen upgrade	\$33,990
Scout Association of Aust NSW Branch	Dungog Scout Hall disabled access	\$19,818	Upper Hunter Youth Services Inc	Upper Hunter mobile toilet facility	\$59,290
	Singleton Scout Hall – new kitchen	\$10,038		Activity Centre upgrade	\$15,447
	Scout Hall facilities upgrade	\$57,904	Volunteering Wingecarribee Inc	Moss Vale SC and Community Centre	\$19,113
Seaboard Community Neighbourhood Services Inc	Community facility upgrade	\$29,728	Wanaruah Local Aboriginal Land Council	Ngapaalowa	\$7,070
Self Advocacy Sydney	Western Sydney Leaders Development	\$20,700	Warlga Ngurra Women's and Children's Refuge	Kup-Poon-Dee Community Services	\$100,170
Shellharbour Aboriginal Community Youth Association Inc	Moving Forway, Staying Strong	\$90,548	Warrawong Residents Forum	Warrawong Community Kitchen	\$65,000
Shellharbour City Council	Performance & entertainment service	\$28,950	Westlake Macquarie Family Support	Stay Safe – education package for families experiencing violence	\$55,000
Singleton Council	Disabled access Albion Park Hall	\$22,968	Wingecarribee Shire Council	Aboriginal Cultural Centre	\$20,387
	Safe Play: Kids with Special Needs	\$30,546	Wollondilly Shire Council	Indigenous liaison worker	\$51,210
	Safety Within the Family	\$33,750		Yerrinbool Community Hall outdoor	\$10,585
Society of St Vincent De Paul	Nagle Family Care & Support Centre	\$90,000		Kooris on the Move	\$47,231
South Coast Home Modifications and Maintenance Service Ltd	Home Modifications Educational Centre	\$22,554		Tahmoor Uniting Mens Shed fit-out	\$42,409
Southern Shoalhaven Youth Services Inc	Ulladulla Early Intervention Youth Worker	\$71,694		The Dilly Wanderer	\$70,000
Southern Youth and Family Services Association Inc	SYFS Shellharbour office	\$100,000	Wollondilly Support and Community Care Inc	Wollondilly Aboriginal Development Officer	\$65,371
Spencer Community Process Group Inc	Spencer Comcare	\$32,706	Wollondilly Support and Community Care Inc	Senior Citizens Development	\$39,003
Sri Om Foundation Ltd	Aged Care Companion Support Service	\$17,200		Emerton Community Cottage	\$30,500
St Michael's Family Centre Ltd	Safe Space for Kids	\$17,334	Women's Activities and Self Help House		
STARTTS Inc	Communities in Cultural Transition	\$109,611	Woodville Community Services Inc	Walk in my shoes	\$58,011
	Iraqi Youth Wellbeing and Leadership	\$48,431	YMCA of Sydney Youth and Community Services Inc	Hawkesbury Oasis facility extension	\$110,000
	Linking new arrivals to community support	\$108,326	Youth Connections Inc	YC Radio	\$36,654
Sussex Inlet Men's Shed Inc	Community facility extension	\$40,000	YWCA NSW	Wingecarribee Family Violence	\$71,694
Sydney Anglican Home Mission Society Council, t/a Anglicare, Diocese of Sydney	Joining the Dots	\$89,604			
Sydwest Multicultural Services Inc	Mobile Resource Kit	\$14,098			
	Youth Empowerment through Sports	\$13,200			
Tantrum Theatre Company	Rights, Respect and Responsibility	\$10,860			

Children's Services

Childcare – Capital & Equipment

North Sydney Council	The Northern Sydney Aboriginal Social Plan 2007–2011	\$15,000		Day Care Program – ICS	\$81,730
Early Childhood			Illawarra Multicultural Services Inc	Casual Child Minding Scheme	\$34,240
Anglicare Canberra & Goulburn	Batemans Bay Anglicare Toy Library	\$9,536	Illawarra Toy Library Association Inc	Toy Library – Illawarra	\$114,851
Armidale Neighbourhood Centre Inc	Gubi Gabun Playgroup	\$57,739	Inverell District Family Services Inc	I.D.F.S. Toy Library Mobile	\$124,651
Armidale Toy Library Inc	Armidale Toy Library	\$23,618	Ivanhoe Pre-School	Ivanhoe Pre-School	\$57,289
Bankstown Community Resource Group Inc	Bankstown Mobile Minders	\$120,056	Jumbunna Community Pre-School & Early Intervention Centre Inc	Jumbunna Community Pre-School & Early Intervention Centre	\$256,868
	Children's Services Community Development Officer	\$81,684	Khancoban & District Children's Resource Centre	Khancoban Toy Library	\$24,965
Camden Community Connections Inc	Camden Area Children's Community Support Worker	\$32,548	Kidsafe NSW Inc	Playground Advisory Unit	\$83,536
Camden Council	Children's Services Development Co-ordinator – Camden	\$60,303	Koorana Child & Family Centre Inc	Early Childhood Project – Koorana	\$60,730
			KU Children's Services	Advisers Project – Sydney	\$162,554
Campbelltown City Council	Campbelltown Child & Family Centre	\$156,552		KU Glenhaven Mobile Child Care	\$66,137
	Campbelltown City Council Mobile Toy and Book Library	\$45,898		KU James Cahill Learning Together Program	\$119,174
Canterbury City Council	Early Childhood Intervention Service	\$40,777	Lady Gowrie Child Centre	Gowrie Child & Family Info Line	\$91,706
CatholicCare	CatholicCare Early Intervention Program Speech Pathology – Position	\$58,814		Multicultural Resource Unit Project	\$90,686
	Lower North Shore Family Support Mobile	\$32,627		Rural Research & Resource Unit	\$120,359
Child and Family Services Wyong Shire	Children's Services Supported Playgroup – Wyong	\$47,438	Lake Macquarie City Council	Lake Macquarie Children's Services Worker	\$58,688
Church of England Children's Homes Burwood	Summer Hill Toy Library	\$2,676	Lapstone Pre-School Kindergarten Association Inc	Early Childhood Assessment & Referral Service	\$51,297
				Early Development Program	\$23,937
Coastwide Child & Family Services Inc	Children's Services Supported Playgroup – Gosford	\$47,438	Liverpool City Council	Family and Children's Services Planning	\$56,887
Cobar Mobile Children's Services Inc	Cobar Mobile Children's Services	\$143,088	Liverpool Districts Neighbourhood Centres Association	Pied Piper Project	\$93,923
Community Access Care Pair Inc	Community Access Care Pair	\$98,527	Macarthur Multicultural Children's Services Association Inc	Macarthur Multicultural Children's Services Development Officer	\$56,289
Community Child Care Co-operative Ltd	Core Operations – CCC	\$327,787	Marayong House Neighbourhood Centre Inc	Blacktown Roving Child Care	\$86,959
Community Connections Solutions Australia Inc	Administration Training & Support Project	\$67,948	Marrickville Council	Magic Yellow Bus Project	\$123,299
Community First Step	Children's Project Officer – Fairfield	\$66,497	Merriwa Pre-School Kindergarten Association Inc	Merriwa Activity Centre	\$22,361
	Fairfield Occasional Care Co-ordinator	\$27,627	Metro Migrant Resource Centre Inc	Child Minding Grant – Marrickville	\$7,204
	Fairfield Roving Child Care Service	\$73,007	Mission Australia	South West Early Childhood Support Service	\$134,493
	Fairfield Roving Child Care Service 98	\$38,892			
	Lansvale/Carramar/East Fairfield Supported Playgroup	\$17,064	Mobile Children's Services Association of NSW Inc	Mobile Resourcing Project	\$264,500
	Multicultural Child Care Worker	\$31,209	Monaro Early Intervention Service Inc	MEIS Toy Library, Resource Centre & Outreach Service	\$9,634
Connect Child and Family Services Inc	Possum Toy Library	\$109,120		Monaro Early Intervention Service	\$14,066
Cowra Early Childhood Services Co-operative Ltd	Cowra Children's Mobile Resource	\$18,625	Moree Family Support Inc	Aladdin's Cave Toy Library	\$8,685
			Moree Neighbourhood Centre Inc	Moree Toy Library	\$8,686
Disability South West Inc	Noah's Ark Toy Library	\$16,024	Mountains Outreach Community Service Inc	Mountains Mobile Minders	\$101,572
Early Childhood Australia NSW Inc	Early Childhood Policy	\$29,699	Narrabri & District Community Aid Service Inc	Namoi Toy Library	\$19,221
Fairfield City Council	Families Together	\$49,776		Wee Waa Toy Library	\$53,086
Gwydir Shire Council	Bingara Pre-School Toy Library	\$16,502	Network of Community Activities	Core Program – Network of Community Activities	\$148,377
Hawkesbury Community Outreach Services Inc	Hawkesbury Community Outreach Mobile Minders	\$27,623		Aboriginal Child Care Worker Project	\$45,842
Hawkesbury Early Childhood Intervention Service Inc	Hawkesbury Early Childhood Intervention Service	\$80,577	Noah's Ark Centre of Shoalhaven Inc	Day Care Program – Noah's Ark	\$54,244
Holroyd City Council	Holroyd Toy Library	\$63,459			

Community Services

continued

NSW Department of Education & Training	Barlu Kurli Preschool – Wilcannia	\$92,247	Australian Red Cross Society – NSW	Glen Mervyn Child Care Centre	\$16,852
	Box Ridge Early Childhood Transition Program	\$45,276	Australian Turkish & Kurdish Community Services Co-operative Ltd	Ana Kindergarten	\$29,354
	Cabbage Tree Island Early Childhood Transition Program	\$42,095	Awabakal Newcastle Aboriginal Co-operative Ltd	Awabakal Long Day Care Centre	\$34,622
	Curran Family Enrichment Project – Schools as Community Centres	\$30,742	Bain Park Community Pre-School Inc	Bain Park Community Pre-School	\$30,695
Ooranga Family Mobile Resource Unit Association Inc	Ooranga Family Mobile Resource Unit	\$164,460	Balmain Children's Centre Ltd	Balmain Children's Centre	\$41,857
Pathways Early Childhood Intervention Inc	Pathways Early Childhood Intervention	\$98,084	Balranald Early Learning Centre Inc	Balranald Early Learning Centre	\$37,487
Penrith City Council	Mobile Playvan Project	\$42,010	Bangalow Community Children's Centre Inc	Bangalow Community Pre-School	\$56,263
	Penrith Community Toy Library	\$88,700	Baptist Community Services – NSW & ACT	Northmead Baptist Child Care Centre – Long Day Care	\$32,011
	Special Needs Vacation Care Project – Penrith	\$4,517	Barnardos Australia	Long Day Care Program	\$28,525
	Vacation Care, 10–12 Year Olds	\$3,367	Bathurst Regional Council	Bathurst Long Day Care Centre	\$44,798
Pooncarie Public School Parents & Citizens Association Inc	Pooncarie Pre-School	\$7,873	Batlow Apple Tree Learning Centre Co-operative Ltd	Batlow Pre-School Long Day Care Centre	\$54,575
Reachout Mobile Resource Unit Inc	Reachout Toy Library	\$46,745	Bega Valley Shire Council	Bandara Children's Services – LDC RMPC	\$18,169
Resource & Toy Library Broken Hill & Far Western Region Inc	Resource & Toy Library – Broken Hill	\$104,275		Eden Child Care Centre	\$33,232
SDN Child and Family Services Pty Ltd	Child and Family Resource Centre	\$33,232	Beresfield Community Children's Education Centre	Beresfield Community Children's Education Centre	\$44,345
	SDN Parent Resource Program – Poet's Corner Outreach	\$177,104	Berrigan Children's Centre Association Inc	Berrigan Children's Centre	\$26,737
Share Care Inc	Share Care Playgroup	\$14,514	Betty Spears Child Care Centre Ltd	Betty Spears Child Care Centre	\$68,925
Shine for Kids Co-op Ltd	Winangaay Centre	\$17,369	Birrlee Long Day Care Centre Inc	Birrlee Long Day Care Centre	\$40,825
Sunny Corner Toy Library Inc	Sunny Corner Toy Library	\$25,067	Birrelee Multi-Functional Aboriginal Children's Service Aboriginal Corporation	Birrelee MACS Pre-School & Long Day Child Care Service	\$33,859
Sylvanvale Foundation	Sylvanvale Early Learning Service	\$113,338	Blacktown Anglican Child Care Centre Inc	Blacktown Anglican Child Care Centre	\$37,312
Tamworth Toy Library Inc	Tamworth Toy Library	\$11,441	Blacktown City Council	Astral Drive Child Care Centre	\$33,657
The Infants Home Ashfield	Specialist Intervention Services	\$156,639		Blackett Child Care Centre	\$32,321
	The Infants Home Learning & Development Service – Johnson House Intervention Project	\$71,361		Bob Sinclair Child Care Centre	\$31,443
The Trustees of the Society of St Vincent de Paul (NSW)	Mingaletta Family Centre	\$49,767		Cannon Street Child Care Centre	\$32,305
The Uniting Church in Australia Property Trust (NSW)	Bidwill NEWPIN	\$98,796		Dean Park Child Care Centre	\$34,193
	Children With Challenging Behaviours	\$9,364		Hassall Grove Child Care Centre	\$36,848
	Hinchinbrook Child and Family Service	\$141,032		Hawke Lane Child Care Centre	\$37,549
	The Hills Family Centre Children's Worker	\$21,978		Hillend Road Child Care Centre	\$34,189
Upper Hunter Community Services Inc	Upper Hunter Children's Mobile Outreach Service	\$176,167		Jim Lynch Child Care Centre	\$31,829
Woodbine Neighbourhood Centre Inc	Macarthur Care Pair	\$90,624		Joanne Sommarco Child Care Centre	\$34,162
Yarran Early Intervention Inc	Central Coast Toy Library for Children with Special Needs	\$27,576		John Armitage Child Care Centre	\$37,855
Young Pre-School Kindergarten Inc	Young Mobile Play Activities	\$53,921		Kerry Jones Child Care Centre	\$16,770
Long Day Care Subsidies				Kings Langley Child Care Centre	\$33,339
Abbotsford Long Day Care Centre Inc	Abbotsford Long Day Care Centre	\$35,254		Kings Park Child Care Centre	\$32,138
Abercrombie Street Child Care Ltd	Boundary Lane Children's Centre	\$46,505		Kurung Child Care Centre	\$33,339
Adamstown Child Care Centre Inc	Adamstown Child Care Centre	\$36,079		Lalor Park Child Care Centre	\$55,837
Amigoss Co-operative Ltd	Amigoss Child Care Centre	\$22,088		Leabons Lane Child Care Centre	\$33,724
Amy Hurd Child Care Centre Inc	Amy Hurd Child Care Centre	\$31,579		Maria Howey Child Care Centre	\$36,848
Anglicare Canberra & Goulburn	St Saviour's Long Day Care	\$14,670		Nan Moran Child Care Centre	\$32,905
Annette's Place Inc	Annette's Place Long Day Care – MPC	\$20,411	Blinky Bill Portland Child Care Centre Inc	Riverstone Child Care Centre	\$32,591
Ashmont Pre-School Inc	Ashmont Pre-School	\$37,610		William Lawson Child Care Centre	\$32,218
Auburn City Council	Auburn Long Day Care Centre	\$34,979		Blinky Bill Long Day Care – MPC	\$19,327
			Bolton Point Child Care Centre Inc	Bolton Point Child Care Centre	\$36,648
			Bourke & District Multi-Purpose Child Care	Bourke Child Care Centre	\$23,563

Brewarrina Child Care Centre Association Inc	Brewarrina Child Care Centre	\$7,197	Dubbo City Council	Rainbow Cottage Long Day Care	\$38,919
Bunya Child Care Centre Inc	Bunya Child Care Centre	\$34,525	Eastern Zone Gujaga Aboriginal Corporation	Gujaga Multifunctional Aboriginal Children's Service	\$33,300
Burwood Neighbourhood Child Care Co-operative Ltd	Elm St Early Learning Centre	\$32,227	Eastlake Community Child Care Inc	Belmont Long Day Care Centre	\$41,976
Byron Shire Council	Sand Hills Early Childhood Centre	\$54,486	Edgeworth Child Care Centre Inc	Edgeworth Child Care Centre	\$35,820
Campbell Street Children's Centre	Campbell Street Childcare & Early Education Centre	\$46,081	Elernmore Vale Early Learning Centre Inc	Elernmore Vale Early Learning Centre	\$37,133
Campbelltown City Council	Amarina Child Care Centre	\$37,884	Elizabeth Street Extended Hours Pre-School Inc	Elizabeth Street Extended Hours Pre-School	\$18,471
	Amber Cottage Child Care Centre	\$37,598	Erina Baptist Community Care Ltd	Erina Baptist Pre-School & Long Day Care	\$29,725
	Eagles Nest Child Care Centre	\$30,781	Euroka Children's Centre Inc	Euroka Children's Centre	\$36,159
	Kabbarli Early Learning Centre	\$34,528	Fairfield City Council	Bonnyrigg Early Learning Centre	\$34,157
	Minto Child Care Centre	\$31,921		Bonnyrigg Heights Early Learning Centre	\$35,245
	Parklands Child Care Centre	\$36,873		Cabramatta Early Learning Centre	\$39,261
	Waratah Cottage Child Care Centre	\$35,213		Canley Vale Early Learning Centre	\$27,804
	Wombat Willows Child Care Centre	\$32,774		Janice Crosio Early Learning Centre	\$32,012
Camperdown Child Care Centre	Camperdown Child Care Centre	\$38,899		St Johns Park Early Learning Centre	\$32,012
Canterbury Children's Cottage	Canterbury Children's Cottage	\$28,722		Tasman Parade Early Learning Centre	\$12,625
Canterbury City Council	Earlwood Children's Centre	\$30,016		Wakeley Early Learning Centre	\$32,700
	Hurlstone Park Children's Centre	\$32,442		Wetherill Park Early Learning Centre	\$32,846
	Lakemba Children's Centre	\$27,447	Fairfield Nursery School Inc	Fairfield Nursery School	\$32,955
	Punchbowl Children's Centre	\$29,674	Filipino Community Co-operative Ltd	HNB Long Day Care and Pre-School	\$26,274
Cardiff Early Education & Care Centre Inc	Cardiff Early Education & Care Centre	\$43,498	Forbes Child Care Centre Inc	Forbes Learning Ladder	\$55,865
Carinya Neighbourhood Children's Centre Inc	Carinya Neighbourhood Children's Centre	\$44,603	Galloway Children's Centre Ltd	Galloway Children's Centre	\$39,179
CatholicCare	Centacare Catholic Family Services Long Day Care	\$72,487	Gamumbi Early Childhood Education Centre Inc	Gamumbi Early Childhood Education Centre	\$34,415
Cessnock Multi Purpose Children's Centre Ltd	Cessnock Long Day Care Centre	\$86,702	Glen Innes Severn Council	The Gum Tree Glen Children's Centre	\$35,960
Charles Sturt University	Mitchell Child Care Centre	\$34,538	Glendale Early Education Centre Inc	Glendale Early Education Centre	\$35,181
Charlestown Child Care & Early Learning Centre	Charlestown Child Care & Early Learning Centre	\$33,265	Glendore Child Care Centre Inc	Glendore Child Care Centre	\$25,203
Children's Services Community Management	Thornton Child Care & Pre School Centre	\$34,997	Glenmark Pre-School Kindergarten Inc	Glenmark Pre- School Kindergarten	\$24,904
Chinese Australian Services Society Co-op Ltd (CASS)	Campsie Child Care Centre	\$40,392	Golden Valley Children's Learning Centre Inc	Golden Valley Children's Learning Centre	\$34,425
City of Albury Council	Banjora Children's Centre	\$49,889	Gosford City Council	James Mitchell Child Care Centre	\$42,354
City of Sydney Council	Alexandria Child Care Centre	\$37,206		Kariong Long Day Care Centre	\$37,287
Clovelly Child Care Centre	Clovelly Child Care Centre	\$39,782		Michael Burns Children's Centre	\$39,582
Communicare Sydney	Ardill Family Centre	\$31,946		Niagara Park Children's Centre	\$36,635
	Ardill House Children's Centre	\$34,839		Papalya Long Day Care Centre	\$39,417
	Kurralee Children's Centre	\$48,932		Terrigal Children's Centre	\$37,287
	Roslyn Hall Children's Centre	\$35,905		Umina Child Care Centre	\$47,527
	Turrella Children's Centre	\$42,583	Gosford Community Child Care Association Inc	Gosford Community Child Care Centre	\$38,716
Cooloon Children's Centre Inc	Cooloon Children's Centre	\$34,263	Greek Orthodox Community of NSW Ltd	Greek Community Child Care Centre	\$48,181
Coonamble Children's Services Inc	Coonamble Multi-Functional Child Care Centre	\$22,411	Green Hills Child Care Centre Inc	Greenhills Child Care Centre	\$35,958
Cowra Early Childhood Services Co-operative Ltd	Cowra Children's Mobile Resource Service – Long Day Care	\$3,120	Grenfell Pre-School & Long Day Care Centre Inc	Grenfell Long Day Care	\$40,483
	Cowra Long Day Care (Carinya)	\$45,325	Griffith Child Care Centre	Griffith Long Day Care Centre	\$65,653
Cringila Children's House	Cringila Children's House	\$26,560	Gumnut Cottage Inc	Gumnut Cottage – Coffs Harbour	\$34,904
Cudal Community Children's Centre	Cudal Long Day Care	\$2,422	Gunnedah Family & Children's Service Inc	Mary Ranken Child Care Centre	\$31,036
Cuddleprie Early Childhood Learning Centre	Cuddleprie Early Childhood Learning Centre	\$37,119	Guyra Preschool Inc	Guyra Preschool & Long Day Care Centre	\$7,206
Deniliquin Children's Centre Inc	Deniliquin Mobile – Long Day Care	\$5,518	Guyra Shire Council	Guyra Preschool & Long Day Care Centre	\$21,618
			Hamilton Child Care Centre Inc	Hamilton Child Care Centre	\$27,250

Community Services

continued

Hampden Bridge Child Care Centre Inc	Hampden Bridge Long Day Care Centre	\$35,570	Keymer Child Care Centre Inc	Keymer Child Care Centre	\$50,025
Hastings Pre-School/Long Day Care Centre Inc	Hastings Pre-School/Long Day Care Centre	\$32,936	Kindamindi Co-op Ltd	Kindamindi Neighbourhood Children's Centre	\$28,809
Hawkesbury River Child Care Inc	Hawkesbury River Child Care Centre	\$40,390	Kindilan Early childhood Centre Inc	Kindilan Child Care Centre – Forster/Tuncurry	\$99,118
Hay Plains Child Care Centre Inc	Hay Plains Child Care Centre	\$22,603	Koala Child Care Centre – Sutherland Hospital Ltd	Koala Child Care Centre	\$46,861
Hazelwood Child Care Centre Inc	Hazelwood Child Care Centre	\$29,934	Kogarah City Council	Ocean Street Kindergarten	\$9,282
Hillston Billylids Inc	Hillston Billylids	\$27,214	Kogil Street Pre-School Association Inc	Kogil Street Pre-School	\$25,467
Hobartville Long Day Pre-School Inc	Hobartville Long Day Pre-School	\$35,622	Kookaburra Korner Early Education Centre Inc	Kookaburra Korner Early Education Centre	\$40,862
Hobbit New England Pre-School & Child Care Centre Inc	Hobbit New England Pre-School & Child Care Centre	\$28,164	KU Children's Services	KU Bradfield Park Children's Centre	\$35,206
Holbrook Early Learning Centre Inc	Holbrook Children's Centre	\$44,738		KU Centennial Parklands Children's Centre	\$46,132
Holroyd City Council	Guildford West Children's Centre	\$32,015		KU Chester Hill Children's Centre	\$37,306
	Holroyd Children's Centre	\$43,624		KU Concord Children's Centre	\$23,376
	Wenty Children's Centre	\$33,053		KU CT Lewis Child Care Centre	\$45,193
Holsworthy Long Day & Occasional Care Centre	Holsworthy Long Day & Occasional Care Centre	\$31,209		KU Greenacre Children's Centre	\$36,500
Hornsby/Ku-ring-gai Montessori Society	Hornsby/Ku-ring-gai Montessori Pre-School	\$20,038		KU Kahiba Road Child Care Centre	\$32,940
Hunter Region Working Women's Group Ltd	Six Hats Early Childhood Service	\$45,380		KU Kintaiba Community Child Care Centre	\$48,540
Hurstville City Council	Penshurst Long Day Care	\$36,199		KU Laurel Tree House Child Care Centre	\$27,355
Illawarra Aboriginal Corporation	Noogaleek Children's Centre	\$40,929		KU Macquarie Park Children's Centre	\$37,182
Illawarra Area Child Care Ltd	Alunga Child Care Centre	\$29,083		KU Phillip Park Children's Centre	\$35,287
	Clipper Road Child Care Centre	\$36,340		KU Playford Park Children's Centre	\$33,324
	Keiraview Child Care Centre	\$33,018		KU Ultimo Child Care Centre	\$52,339
	Sanctuary Point Children's Centre	\$29,565		KU Union Child Care Centre	\$48,218
	Smith Street Child Care Centre	\$33,407		KU Village Green Children's Centre	\$40,496
	Wallaroo Child Care Centre	\$39,737	Kubby House Child Care Centre Inc	The Kubby House Child Care Centre	\$14,372
	Barrack Heights Children's Centre	\$34,725	Kurri Early Childhood Centre Inc	Kurri Early Childhood Centre	\$69,523
	Bulli Children's Centre	\$35,285	Lady Gowrie Child Centre	Gowrie Child Care Centre	\$73,183
	Cobbler's Hill Children's Centre	\$33,769	Lane Cove Council	Kindy Cove Long Day Care Centre	\$50,551
	Corrimal Children's Centre	\$34,943	Lao Community Advancement NSW Co-op Ltd	Vattana Neighbourhood Children's Centre	\$25,700
Illawarra Children's Services Ltd	Dapto Children's Centre	\$37,815	Leeton Child Care Centre Inc	Leeton Long Day Care Centre	\$33,734
	Kenny Street Children's Centre	\$21,917	Leichhardt Municipal Council	Annandale Child Care Centre	\$25,521
	Kiama Downs Children's Centre	\$34,166		John McMahon Child Care Centre	\$12,636
	Koonawarra Children's Centre	\$39,289		Leichhardt Children's Centre	\$35,425
	Stewart Street Children's House	\$33,596	Lismore City Council	Koala Long Day Care Centre	\$35,649
	Warrawong Children's House	\$34,834	Lithgow Rural Multi Purpose Child Care Association Inc	Gumnut House Long Day Care – MPC	\$34,711
	Western Suburbs Child Care Centre	\$47,830	Little Bear Child Care Cottage Inc	Little Bear Child Care Cottage	\$28,622
Illawarra Montessori Pre-School Inc	Illawarra Montessori Pre-School	\$31,399	Liverpool City Council	Cecil Hills Children's Centre	\$31,683
Inner City Child Care Centre	Inner City Child Care Centre	\$40,106		Hinchinbrook Multi-Purpose Children's Centre – DP	\$55,273
Inverell District Family Services Inc	Catherine Campbell Long Day Care	\$49,896		Holsworthy Children's Centre	\$37,645
Jesmond Early Education Centre Inc	Jesmond Early Education Centre	\$54,806		Prestons Children's Centre	\$34,161
Joey's Pouch Educational Child Care Centre Inc	Joey's Pouch Child Care Centre	\$31,991		Warwick Farm Children's Centre	\$35,565
Jumbunna Children's Centre Ltd	Jumbunna Children's Centre	\$28,742		Wattle Grove Children's Centre – DP	\$35,083
Katoomba Children's Cottage	Katoomba Children's Cottage	\$41,629	Macedonian Orthodox Community Church St Petka Inc	Macedonian Child Care Centre 'Ilinden'	\$20,538
Kelly's Place	Kelly's Place	\$40,735	Macksville Pre-School Childcare Centre Ltd	Macksville Pre-School Child Care Centre	\$35,997
Kemblawarra Child & Family Centre Inc	Kemblawarra Child & Family Centre	\$18,887	Maitland Child Care Centre Inc	Shamrock Hill Early Learning & Long Day Care Centre	\$38,412
Kempsey Children's Services Co-operative Ltd	Kempsey Multi-Purpose Rural Long Day Care	\$25,518	Malabar/Chifley Parents Co-operative Ltd	Blue Gum Cottage Children's Centre	\$27,153

Manly Council	The Roundhouse Child Care Centre	\$32,544		Erskine Park Children's Centre	\$33,771
Maronite Sisters of the Holy Family	Maronite Sisters Pre-School (1)	\$43,184		Jamisontown Children's Centre	\$37,708
Maroubra Neighbourhood Children's Centre	Maroubra Neighbourhood Children's Centre	\$25,925		Kindana Children's Centre	\$38,676
Marrickville Council	Addison Road Child Care Centre	\$35,522		Koala Corner Children's Centre	\$38,431
	Cavendish Street Child Care Centre	\$23,461		Platypus Playground Children's Centre	\$34,458
	Deborah Little Child Care Centre	\$52,175		Ridge-ee-Didge Children's Centre	\$34,193
	Enmore Child Care Centre	\$35,072		Stepping Stones Children's Learning Centre	\$33,657
	May Murray Child Care Centre	\$15,191		Strauss Road Children's Centre	\$35,153
	Tillman Park Child Care Centre	\$41,511		Tamara Children's Centre	\$58,330
Maryland Care & Early Education Centre Inc	Maryland Care & Early Education Centre	\$53,838		The Emu Plains Kids Place	\$33,811
McGraths Hill Children's Centre Inc	McGraths Hill Children's Centre	\$34,622		Wattle Glenn Children's Centre	\$37,362
Merindah Children's Centre Inc	Merindah Children's Centre	\$22,353		Werrianda Children's Centre	\$34,561
Merrydays Kindergarten Society Inc	Merrydays Kindergarten	\$32,140		Werrington County Children's Centre	\$36,010
Metford Child Care Centre Ltd	Metford Child Care Centre	\$39,393	Pippies Early Childhood Centre Inc	Pippies Multi Purpose Centre – Long Day Care	\$20,110
Mid-Western Regional Council	Mudgee Child Care Centre	\$37,274	Pittwater Council	Warriewood Children's Centre	\$12,915
Miller Baptist Church	Huz 'N' Buz Child Care – Long Day Care	\$62,692	Playmates Cottage Child Care Centre Dubbo Inc	Playmates Cottage Child Care Centre	\$38,919
Milperra Community and Children's Services Ltd	Milperra Child Care Centre	\$37,707	Port Stephens Council	Medowie Children's Centre	\$67,292
Moree Plains Shire Council	Gwydir Day Care & Pre-School	\$41,066	Possums' Corner Child Care Centre Inc	Possums' Corner	\$35,173
Morisset & District Children's Co-operative Ltd	Morisset & District Children's Centre	\$26,302	POW Place Community Child Care Centre Ltd	POW Place Community Child Care Centre	\$34,766
Mount Druitt Church of Christ Child Care Centre Inc	Mount Druitt Church of Christ Child Care Centre	\$22,205	Presbyterian Church of Australia in the State of New South Wales	Campbelltown Presbyterian Community Child Care Centre	\$35,056
Mount Hutton Child Care Centre	Mount Hutton Child Care Centre	\$32,755	Queanbeyan City Council	South Queanbeyan Children's Centre	\$11,108
Mount Victoria Public School Extended Hours Preschool & Early Learning Centre Inc	'Possum Patch' Children's Hub	\$19,681	Rainbow Children's Centre Inc	Rainbow Children's Centre	\$31,950
Mountain Community Children's Centre Inc	Mountain Community Children's Centre	\$60,664	Rainbow Street Child Care Centre Inc	Rainbow Street Child Care Centre	\$34,761
Multi Purpose Allira Gathering Association Inc	Multi Purpose Allira Gathering	\$32,182	Randwick Open Care For Kids Inc	Randwick Open Care For Kids	\$35,336
Muswellbrook Child Care Centre Inc	Muswellbrook Child Care Centre	\$27,881	Raymond Terrace Community Pre-School Inc	Raymond Terrace Community Pre-School Long Day Care	\$10,260
Narrandera Pre-School Inc	Narrandera Pre-School Early Childhood Centre	\$32,596	Raymond Terrace Early Education Centre Inc	Raymond Terrace Early Education Centre	\$37,154
New School of Arts Neighbourhood House Inc	South Grafton Long Day Care Centre	\$64,614	Richmond Valley Care-Ring Association Inc	Care-Ring Children's Centre	\$44,829
Nought to Five Early Childhood Centre Inc	Nought to Five Early Childhood Centre	\$28,221	Rosebery Child Care Centre	Rosebery Long Day Care	\$33,576
NSW Department of Health	Lucas Street Child Care Centre	\$32,538	Royal Society for the Welfare of Mothers & Babies	Guthrie Child Care Centre	\$27,474
Nurruby Children's Services Inc	Nurruby Childcare Centre & Pre-School	\$34,840	Rozelle Child Care Centre Ltd	Rozelle Child Care Centre	\$68,769
Orange City Council	Courallie Park Child Development Centre	\$32,104	Salamander Child Care Centre Inc	Salamander Child Care Centre	\$52,127
	Spring Street Child Care Centre	\$65,089	SDN Children's Services Inc	SDN Erskineville Children's Education & Care Centre	\$33,791
	Yarrowong Child Care Centre	\$31,218		SDN Hamilton Street Children's Education & Care Centre	\$31,314
Parkes Early Childhood Centre Inc	Parkes Long Day Care – MPC	\$28,657		SDN Hurstville Children's Education & Care Centre	\$19,766
Parramatta City Council	Dundas Child Care Centre	\$32,157		SDN Lady McKell Children's Education & Care Centre	\$31,420
	Ermington Possum Patch	\$33,436		SDN Linthorpe St Children's Education & Care Centre	\$33,907
	Frances Fisk Child Care Centre	\$34,556		SDN Lois Barker Children's Education & Care Centre	\$39,424
	Jubilee Park Child Care Centre	\$32,601		SDN Marrickville Children's Education & Care Centre	\$36,726
	Northmead Redbank Children's Centre – FT	\$37,031		SDN Mosman Children's Education & Care Centre	\$33,791
Penrith City Council	Blue Emu Children's Centre	\$34,571			
	Carita Children's Centre	\$33,339			
	Cook Parade Children's Centre	\$34,953			

Community Services

continued

	SDN Ngallia Children's Education & Care Centre	\$42,554		Hornsby Nursery and Preschool Centre	\$30,640
	SDN Northern Suburbs Children's Education & Care Centre	\$50,690		Somerville Park Early Childhood Education Centre	\$26,054
	SDN Paddington Children's Education & Care Centre	\$61,952	The Cubby House Pre-School & Occasional Care Centre Inc	Westleigh Nursery and Preschool Centre	\$35,926
	SDN Pyrmont Children's Education & Care Centre	\$36,614	The Fraternal Society of Tripoli & Mena Districts Ltd	The Cubby House Pre-School & Occasional Care Centre	\$31,558
	SDN Redfern Children's Education & Care Centre	\$45,052	The Grace Child Care Centre Inc	Arabic Australian Child Care Centre	\$31,683
	SDN Riverwood Children's Education & Care Centre	\$42,386	The Guardian Angel Pre-School Kindergarten Inc	The Grace Child Care Centre – Long Day Care	\$45,198
	SDN Surry Hills Children's Education & Care Centre	\$45,052	The Hills Shire Council	The Guardian Angel Pre-School	\$19,420
	SDN Woolloomooloo Children's Education & Care Centre	\$78,842		Castle Glen Child Care Centre	\$37,376
Shellharbour City Council	Warilla Child Care Centre	\$32,835		Ellerman Child Care Centre	\$34,014
Singleton Council	Colleen Gale Children's Centre	\$53,748		Eurambie Park Child Care Centre	\$37,721
Smithfield Child Care Centre Inc	Smithfield Child Care Centre	\$48,265		Excelsior Ave Child Care Centre	\$37,216
Snugglespot Day Care Centre Inc	Snugglespot Day Care Centre	\$70,555		North Rocks Child Care Centre	\$35,968
St Andrew's Children's Neighbourhood Centre Inc	St Andrew's Children's Neighbourhood Centre	\$20,172	The Infants Home Ashfield	The Hills Shire Council Long Day Care Centres	\$35,845
St Anthony's Family Care	St Anthony's Family Care – Early Learning Centre	\$23,063		The Infants Home Ashfield Learning & Development Service – Murray House	\$6,429
St Mark's Child Care Centre Oakhurst Inc	St Mark's Child Care Centre – Oakhurst	\$31,228		The Infants Home Learning & Development Service – Gorton House	\$17,073
St Mary's Child Care Centre Ltd	St Mary's Child Care Centre	\$32,636		The Infants Home Learning & Development Service – Johnson House	\$20,204
St Michael's Family Centre Ltd	St Michael's Long Day Care Centre – Baulkham Hills	\$20,376		The Infants Home Learning & Development Service – Robinson House	\$30,646
St Paul's Lutheran Kindergarten Inc	St Paul's Lutheran Kindergarten	\$20,390	The Salvation Army (NSW) Property Trust	The Infants Home Learning and Development Centre – Rigby House	\$17,112
St Thomas Rozelle Child Care Centre	St Thomas Child Care Centre	\$29,801	The Trustees of the Society of St Vincent de Paul (NSW)	The Salvation Army Child Care Centre – Macquarie Fields – 106444	\$34,133
Strathfield One Stop Child Care Service Inc	Strathfield One Stop Child Care Service – Long Day Care	\$62,519	The Uniting Church in Australia Property Trust (NSW)	Margaret Druitt Day Care Centre – St Vincent de Paul Society	\$40,197
Styles Street Children's Community Long Day Care Centre Inc	Styles Street Children's Community Long Day Care Centre	\$61,118		Cinderella Kindergarten	\$23,077
Sutherland Shire Council	Bradman Road Child Care Centre	\$34,200		Dove Cottage Children's Centre	\$19,451
	Caldarra Avenue Child Care Centre	\$42,882		Ella Community Child Care Centre	\$34,661
	Canberra Road Child Care Centre	\$42,435		Galston Long Day Care Centre	\$32,315
	Dianella Street Child Care Centre	\$45,197		Graham Heights Uniting Church Long Day Care	\$39,306
	Fauna Place Child Care Centre	\$33,428		Greystanes Uniting Church Child Care Centre	\$41,986
	Franklin Road Child Care Centre	\$42,656		Iluka Childcare Centre	\$39,254
	Hobart Place Child Care Centre	\$35,342		Kogarah Uniting Church Long Day Care	\$31,439
	Moore Street Child Care Centre	\$51,595		Noah's Ark Pre-School	\$35,631
	Soldiers Road Child Care Centre	\$35,192		North Bondi Kindergarten	\$13,372
	Sutherland Shire Council Long Day Care Services	\$39,356		Paddington Children's Centre	\$47,203
	Waratah Street Child Care Centre	\$35,348		Revesby Uniting Church Child Care Centre	\$33,241
Tenterfield Child Care Centre Inc	Tenterfield Long Day Care Centre	\$31,793		Sarah's Place Long Day Care	\$13,653
Tharawal Aboriginal Corporation	Tharawal Long Day Care Centre	\$38,687		Springwood Uniting Kids Care	\$15,064
The Benevolent Society	Sir Philip Baxter Child Care Centre	\$45,387		Summer Hill Children's Centre	\$23,208
	Sir Philip Baxter Child Care Centre – Extension	\$8,340		UnitingCare Ingleburn Children's Centre	\$15,666
The Council of the City of Botany Bay	Hillsdale Child Care Centre	\$45,548		UnitingCare Penrith Children's Centre	\$61,469
	Mascot Child Care Centre	\$31,314		UnitingCare Susanna Children's Centre	\$25,500
The Council of the Shire of Hornsby	Asquith Nursery and Preschool Centre	\$33,867	Tibooburra Multi Purpose Centre Inc	White Dove Children's Centre	\$30,895
	Greenway Park Early Childhood Education Centre	\$37,587	Toronto Community Child Care Centre Inc	Tibooburra Multi Purpose Centre – Long Day Care	\$13,984
				Toronto Community Child Care Centre	\$37,842

Tottenham Pre-School Kindergarten Association Inc	Tottenham Early Childhood Centre	\$4,120	Occasional Care Subsidies		
Towri Aboriginal Corporation	Towri Multi-Functional Aboriginal Children's Services Centre	\$29,057	Albury Occasional Child Care and Early Learning Centre Association Inc	Central Albury Occasional Child Care Centre	\$76,964
Toxteth Kindergarten Inc	Toxteth Kindergarten	\$17,024	Annette's Place Inc	Annette's Place Occasional Child Care	\$32,751
Trundle Children's Centre Inc	Trundle Children's Service	\$23,071	Ashfield Baptist Childcare Inc	Ashfield Baptist Childcare	\$16,056
Trustees Roman Catholic Church Diocese of Lismore	St Agnes Long Day Care Centre	\$40,514	Auburn City Council	Auburn Occasional Care	\$17,180
Tullamore Pre-School & Child Care Centre Inc	Tullamore Child Care Centre	\$1,928	Ballina River Street Children's Centre Inc	Ballina River Street Children's Centre Occasional Care	\$36,324
Tumbarumba Pre-School Kindergarten Inc	Carcoola Children's Centre	\$31,923	Bathurst Regional Council	Bathurst Neighbourhood Model Occasional Care – 'Scallywags'	\$12,811
Tumbarumba Shire Council	Puggles Children's Service Van	\$28,520	Bega Valley Shire Council	Bandara Children's Services	\$15,961
U@MQ Ltd	Gumnut Cottage	\$53,986	BHCCA	Bankstown Occasional Care	\$36,979
Ulladulla Children's Centre Inc	Ulladulla Children's Centre	\$35,448	Blinky Bill Portland Child Care Centre Inc	Blinky Bill Occasional Child Care	\$12,052
University of New South Wales	House at Pooh Corner Child Care Centre	\$55,322	Bondi Beach Cottage Inc	Bondi Beach – The Cottage Child Care Centre	\$69,054
	Kanga's House Child Care Centre	\$65,812	Botany Family & Children's Centre Inc	Botany Family & Children's Neighbourhood Occasional Care	\$19,239
UTS Child Care Inc	Magic Pudding Child Care Centre	\$47,316		Botany Occasional Care Centre	\$15,431
Warners Bay Early Learning and Care Centre Inc	Warners Bay Early Learning & Care Centre	\$47,074	Braidwood Pre-School Association Inc	Braidwood Pre-School Occasional Care	\$6,575
Warringah Council	Belrose Community & Children's Centre	\$35,510	Cabramatta Community Centre Inc	Cabramatta Community Centre Occasional Child Care	\$81,069
	Brookvale Children's Centre	\$37,862	Cammeray Occasional Child Care Centre Inc	Cammeray Occasional Child Care Centre	\$13,340
	Dee Why Child Care Centre	\$59,971	Campbelltown City Council	Namut Early Learning Centre	\$35,940
	Narrabeen Long Day Care	\$45,584	Canowindra Pre-School Kindergarten Inc	Canowindra Occasional Care	\$7,644
Waverley Council	Bronte Child Care Centre	\$49,883	Canterbury City Council	Carrington Occasional Child Care Centre	\$85,345
	Gardiner Child Care Centre	\$23,661	Caterpillar House Occasional Child Care Association Inc	Caterpillar House Occasional Child Care Centre	\$79,584
	Waverley Child Care Centre	\$38,470	Chatswood Occasional Child Care Centre Inc	Chatswood Occasional Child Care Centre	\$59,068
West Ryde Neighbourhood Children's Centre	West Ryde Neighbourhood Children's Centre	\$30,327	Children First Inc	Balmoral Street Occasional Care	\$33,642
Wilberforce Early Learning Centre Inc	Wilberforce Early Learning Centre	\$34,839		Plumpton Occasional Care Centre	\$33,745
Willoughby City Council	Artarmon Child Care Centre	\$23,909	Church of England Children's Homes Burwood	Weldon Centre Neighbourhood Occasional Care	\$9,713
	Devonshire Children's Centre	\$34,556	City of Sydney Council	Redfern Occasional Care Indigenous Support Project	\$41,601
Wiradjuri Aboriginal Corporation Community & Child Care Centre	Wiradjuri Child Care Centre	\$26,558		Redfern Occasional Child Care	\$88,122
Wollongong Unicentre Ltd	Wollongong UniCentre Children's Services – South Coast Workers Child Care Centre	\$40,825	Communicare Sydney	Rockdale Occasional Child Care Centre	\$32,434
Woodrising Community Preschool & Child Care Centre Inc	Woodrising Community Preschool & Child Care Centre	\$39,685	Community First Step	Fairfield Occasional Care	\$38,035
Woodville Community Service Inc	Carramar Child Care Centre – Long Day Care	\$33,296		The Parks Occasional Care	\$8,714
Woolgoolga Child Care Centre Inc	Woolgoolga Child Care Centre	\$19,751	Concord Occasional Child Care Inc (Concord Cubby)	Concord Occasional Child Care (Concord Cubby)	\$45,544
Woy Woy Peninsula Child Care Centre Co-operative	Woy Woy Peninsula Long Day Care Centre	\$22,510	Cowra Early Childhood Services Co-operative Ltd	Cowra Occasional Care	\$7,909
Wyong Shire Council	Kanwal Care & Education	\$62,467	Culcairn Early Childhood Centre Inc	Culcairn Occasional Care	\$10,423
	Karinya Care & Education	\$37,206	Dawn Song Children's Centre Inc	Dawn Song Occasional Child Care	\$12,638
	Northlakes Care & Education	\$41,818	Deniliquin Children's Centre Inc	Deniliquin Child Care Centre	\$26,896
	Spotted Gum Care & Education	\$37,282	Drummoynie Occasional Child Care Inc	Drummoynie Occasional Child Care Centre	\$43,505
	Tom Stone Care & Education	\$37,252	Eastwood Occasional Child Care Centre Inc	Eastwood Occasional Child Care Centre	\$39,775
Yalbilliga Boori Day Care Centre Aboriginal Corporation	Treelands Care & Education	\$37,157	Gladesville Occasional Child Care Centre Inc	Gladesville Occasional Child Care Centre	\$37,899
	Yalbilliga Boori Day Care Centre	\$32,924	Gosford Cubbyhouse Occasional & Long Day Care Centre Inc	Gosford Cubbyhouse Occasional & Long Day Care Centre	\$32,026
Yarrunga Early Learning Centre Inc	Yarrunga Children's Centre	\$42,805			
Yawarra Community & Child Care Centre Ltd	Yawarra Community Child Care Centre	\$24,115			
Young Child Care Centre	Gumnut Grove Child Care Centre	\$38,837			

Community Services

continued

Hawkesbury City Council	Richmond Occasional Child Care Centre	\$30,495	Penrith Community Aid Service Association Inc	Child Care Centre	\$49,720
Hawkesbury Community Outreach Services Inc	Hawkesbury Community Outreach Occasional Care	\$36,065	Pippies Early Childhood Centre Inc	Pippies Multi Purpose Centre – Occasional Care	\$16,338
Hay Mobile Children's Service Inc	Hay Mobile Farm Based Occasional Care	\$104,848	Pittwater Council	Warriewood Children's Centre – Occasional Care	\$33,501
Holroyd City Council	The Sometime Centre Neighbourhood Occasional Care	\$33,789	Possums' Den Coffs Harbour Inc	Possums' Den Occasional Care	\$14,774
Hurstville City Council	Hurstville Pre-school and Occasional Care Centre	\$42,295	Raymond Terrace Occasional Care Centre Inc	Raymond Terrace Occasional Care Centre	\$72,017
Illawarra Area Child Care Ltd	Short Street Occasional Care Centre	\$33,745	Revesby Now 'N' Then Occasional Child Care Centre Inc	Revesby Now 'N' Then Occasional Child Care	\$33,745
	Wallaroo Neighbourhood Occasional Care	\$12,883	Riverwood Community Centre Inc	Riverwood Christmas Occasional Care	\$9,282
Illawarra Children's Services Ltd	Narellan Early Learning Centre	\$53,441	Ryde Primary School Parents & Citizens Association	Ryde Primary School Occasional Child Care Centre	\$33,789
Jumbunna Children's Centre Ltd	Jumbunna Neighbourhood Occasional Care	\$17,724	Samaritans Youth Services	Samaritans Early Learning Centre – Newcastle	\$33,966
Kempsey Children's Services Co-operative Ltd	Kempsey Multi-Purpose Occasional Care Centre	\$33,162	SDN Children's Services Inc	Crookwell Pre-School Occasional Care	\$8,683
Kids of the Castle Occasional Care Centre Inc	Kids of the Castle Occasional Care Centre Inc	\$49,354	Shaw Street Children's Centre Inc	Shaw Street Children's Centre	\$65,155
Koninderie Community Based Pre-School Inc	Koninderie Neighbourhood Occasional Care	\$12,883	Snugglepot Day Care Centre Inc	Snugglepot Occasional Care Centre	\$19,370
Koorringal Casual Child Care Centre Inc	Koorringal Occasional Child Care	\$59,583	St Ives Occasional Care	St Ives Occasional Care	\$45,781
KU Children's Services	KU Glenhaven Preschool & Occasional Care Centre	\$72,558	St Michael's Family Centre Ltd	St Michael's Occasional Child Care Centre and Preschool – Baulkham Hills	\$63,492
	KU Macarthur Occasional Child Care Centre	\$35,369	Surry Hills Neighbourhood Centre Inc	Surry Hills Long Day Care	\$40,682
	KU Moss Vale Children's Centre & Occasional Care Centre	\$54,720	Sutherland Shire Family Services Inc	Djanaba Neighbourhood Occasional Care Service	\$41,642
	KU Play Station Occasional Care Centre	\$101,401	The Bays Occasional Child Care Centre Inc	The Bays Occasional Child Care Centre	\$47,661
Ku-ring-gai Council	Thomas Carlyle Children's Centre	\$12,811	The Cubbyhouse Pre-School & Occasional Care Centre Inc	The Cubbyhouse Occasional Care Centre	\$16,989
Lane Cove Occasional Child Care Inc	Lane Cove Occasional Child Care Centre	\$49,471	The Grace Child Care Centre Inc	The Grace Child Care Centre – Occasional Care	\$27,624
Leichhardt Municipal Council	Annandale Occasional Child Care Centre	\$10,608	The Junction Works Ltd	Tallowood Occasional Care	\$26,357
	Rozelle Occasional Care	\$18,174	The Uniting Church in Australia Property Trust (NSW)	Noah's Ark Casual Care	\$26,518
Lithgow Rural Multi Purpose Child Care Association Inc	Gumnut House Occasional Child Care	\$13,996	Thredbo Early Childhood Centre Inc	Thredbo Pre-School Occasional Care	\$16,909
Malabar Occasional Child Care Centre Inc	Malabar Occasional Child Care Centre	\$35,120	Trustees Roman Catholic Church Diocese of Lismore	St Joseph's Occasional Child Care – Laurieton	\$16,928
Manly Council	Harbour View Children's Centre	\$40,652	Valla Community Pre-School Inc	Valla Community Occasional Care	\$12,883
Mortdale Community Services Inc	Mortdale Neighbourhood Occasional Child Care	\$17,303	Warragamba-Silverdale Neighbourhood Centre Inc	Teddy Bear Cottage Occasional Care Centre	\$36,001
	Mortdale Occasional Child Care	\$31,186	Warringah Council	Warringah Mobile Occasional Care	\$50,224
Mosman Municipal Council	Mosman Occasional Child Care Centre	\$39,775	Winston Mall Children's Centre	Winston Mall Children's Centre	\$50,314
Mount Druitt Occasional Child Care Inc	Mount Druitt Occasional Child Care Centre	\$58,237	Wollondilly Shire Council	Wollondilly Neighbourhood Occasional Care Centre	\$28,838
Mountains Outreach Community Service Inc	Blue Mountains Occasional Child Care Service	\$79,133	Wombat Occasional Care Centre Inc	Wombat Occasional Care Centre	\$95,196
North Rocks/Carlingford Casual Child Care Centre	North Rocks/Carlingford Casual Child Care Centre	\$44,907	Yass Early Childhood Centre Association	Yass Occasional Child Care Centre	\$11,314
North Sydney Occasional Child Care Centre t/a Crows Nest Occasional Child Care Centre	North Sydney Occasional Child Care Centre	\$28,783			
Orange City Council	Orange Neighbourhood Model Occasional Care	\$17,180	Pre-School Brokerage – Special Needs (SCAN)		
	Orange Occasional Care Cottage	\$70,106	CareWest Inc	SCAN Western	\$221,141
Pambula Pre-School Kindergarten Association Inc	Pebbles Occasional Care	\$16,622	Children First Inc	SCAN – Western Sydney, The Hills, Blue Mountains & Hawkesbury	\$1,148,724
Parkes Early Childhood Centre Inc	Parkes Occasional Child Care Centre	\$26,359	Illawarra Children's Services Ltd	SCAN – Scheme for Children With Additional Needs	\$664,326
Parramatta City Council	Westfield Occasional Child Care Centre	\$33,250		SCAN Illawarra	\$439,933
Peninsula Community Centre Inc	Peninsula Occasional Child Care Centre	\$49,822	Inverell Disability Services Inc	SCAN – Supporting Children With Additional Needs	\$220,260
			Jumbunna Community Pre-School & Early Intervention Centre Inc	SCAN – Jumbunna	\$596,925

KU Children's Services	Northern Sydney SCAN	\$620,300	Bellbird Pre-School Inc	Bellbird Community Pre-School	\$128,751
Samaritans Youth Services	SCAN Scheme	\$910,140	Bellingen Pre-School Inc	Bellingen Pre-School	\$221,711
SDN Child and Family Services Pty Ltd	SCAN – SDN	\$1,047,904	Belmont North Pre-School Inc	Belmont North Pre-School	\$165,337
Preschool Subsidies			Bendemeer Pre-School Inc	Bendemeer Pre-School	\$35,498
Aberdare Pre-School Inc	Aberdare Pre-School	\$229,265	Bentley Community Pre-School Inc	Bentley Community Pre-School	\$68,178
Aberdeen Pre-School	Aberdeen Pre-School	\$188,565	Berala Jack & Jill Pre-School Kindergarten Inc	Berala Jack & Jill Pre-School Kindergarten	\$295,424
Adelong Pre-School Inc	Adelong Pre-School	\$50,906	Berkeley Vale Pre-School Kindergarten Inc	Berkeley Vale Pre-School	\$303,825
Albury Pre-School Inc	Albury Pre-School	\$309,205	Bermagui Pre-School Co-operative Society Ltd	Bermagui Pre-School	\$145,868
Alcheringa Pre-School Association Inc	Alcheringa Pre-School	\$457,977	Berry Community Pre-School Inc	Berry Pre-School Kindergarten	\$127,071
All Saints Pre-School Albion Park Inc	All Saints Pre-School	\$173,645	Bexley Jack & Jill Pre-School Inc	Bexley Jack & Jill Pre-School	\$209,292
Alstonville Baptist Church	Alstonville Baptist Community Pre-School	\$179,372	Bilambil Community Pre-School Inc	Bilambil Community Pre-School	\$73,043
Anglican Church Property Trust of Canberra & Goulburn	St Lukes Pre-School – Wagga Wagga	\$56,322	Binnaway Pre-School	Binnaway Pre-School	\$58,661
	St Marys Rainbow Pre-School	\$44,152	Binnowee Kindergarten Co-operative Society Ltd	Binnowee Kindergarten	\$148,224
Anglicare Canberra & Goulburn	Marulan Preschool	\$155,313	Biralee Pre-School Finley Inc	Biralee Pre-School – Finley	\$217,065
	Orana Pre-School Centre	\$125,950	Birchgrove Community Association Ltd	Emmerick Street Community Pre-School	\$58,305
	St Luke's Pre-School – Wagga Wagga	\$128,637	Birubi Point Community Pre-School Inc	Birubi Point Community Pre-School	\$121,503
	St Mary's Rainbow Pre-School	\$104,258	Blackheath Kookaburra Kindergarten Inc	Blackheath Kookaburra Kindergarten	\$169,274
Annette's Place Inc	Annette's Place Pre-School – MPC	\$77,126	Blacktown Anglican Child Care Centre Inc	Blacktown Anglican Child Care Centre Pre-School	\$29,437
Anzac Village Pre-School Association Inc	Anzac Village Pre-School	\$239,808	Blacktown Bunyip Inc	Blacktown Bunyip Mobile Pre-School	\$153,571
Arden Anglican Pre-School Kindergarten	Arden Anglican Pre-School Kindergarten	\$82,152	Blacktown City Council	Glendenning Pre-School	\$160,148
Ariah Park Pre-School Association Inc	Ariah Park Pre-School	\$81,751		Goddard Crescent Pre-School	\$242,713
Armidale Community Pre-School Inc	Armidale Community Pre-School	\$245,812		Quakers Hill Pre-School Kindergarten	\$201,853
Armidale Montessori Pre-School Inc	Armidale Montessori Pre-School	\$94,773	Bland Shire Council	Bland Pre-School	\$422,042
Arncliffe Pre-School Inc	Arncliffe Pre-School	\$201,499	Blaxland Pre-School Kindergarten	Blaxland Pre-School Kindergarten	\$201,344
Arndu St Paul's Pre-School	Arndu St Paul's Pre-School	\$182,673	Blayney Pre-School	Blayney Pre-School	\$163,421
Ashford Pre-School Kindergarten Inc	Ashford Pre-School Kindergarten	\$49,759	Blinky Bill Portland Child Care Centre Inc	Blinky Bill Pre-School	\$98,167
Austral Community Pre-School Inc	Austral Community Pre-School	\$151,523	Blue Gum Montessori Children's House Inc	Blue Gum Montessori Children's House	\$105,026
Awabakal Newcastle Aboriginal Co-operative Ltd	Awabakal Biraban Preschool	\$39,633	Bombala Pre-School Inc	Bombala Pre-School Kindergarten	\$131,828
	Awabakal Pre-School	\$209,247	Boolaroo/Speers Point Community Kindergarten Inc	Boolaroo/Speers Point Community Kindergarten	\$157,449
Ballina Fox Street Pre-School Inc	Ballina Fox Street Pre-School	\$253,353	Boori Preschool Aboriginal Corporation	Boori Preschool Aboriginal Corporation	\$112,640
Ballina River Street Children's Centre Inc	Ballina River Street Children's Centre	\$241,212	Boorowa Pre-School Centre Inc	Boorowa Pre-School Centre	\$132,551
Bambi Kindergarten Association Inc	Bambi Kindergarten	\$216,917	Bowraville Community Pre-School Inc	Bowraville Community Pre-School	\$582,288
Bankstown Montessori Association Inc	Bankstown Montessori Pre-School	\$119,508	Bradbury Pre-School Kindergarten Association Inc	Bradbury Pre-School	\$243,859
Baptist Community Services – NSW & ACT	Auburn Baptist Church Pre-School	\$283,815	Braidwood Pre-School Association Inc	Braidwood Pre-School	\$113,640
Baradine Pre-School Inc	Baradine Pre-School	\$67,953	Branxton Pre-School Inc	Branxton Pre-School	\$255,843
Barham Pre-School Association Inc	Barham Pre-School	\$170,125	Brayside Community Pre-School Inc	Brayside Community Pre-School	\$235,741
Barraba Pre-School Inc	Barraba Pre-School	\$100,507	Broken Hill Happy Day Pre-School Kindergarten Inc	Broken Hill Happy Day Pre-School	\$341,607
Baulkham Hills Pre-School	Baulkham Hills Pre-School	\$159,942	Budgewoi/Halekulani Pre-School Kindergarten Inc	Budgewoi/Halekulani Pre-School Kindergarten	\$249,882
Beacon Hill Community Kindergarten Association Ltd	Beacon Hill Pre-School	\$134,243	Bulahdelah Pre-School Inc	Bulahdelah Pre-School	\$98,975
Bega Pre-School Association Inc	Bega Pre-School	\$250,986	Bundanoon District Pre-School Kindergarten	Bundanoon District Pre-School Kindergarten	\$142,823
Bega Valley Shire Council	Bandara Children's Services – P/S RMPC	\$138,413			
	Eden Pre-School Kindergarten	\$173,747			
	Sapphire Mobile Children's Services	\$115,965			

Community Services continued

Bundarra Pre-School Kindergarten Association Inc	Bundarra Pre-School	\$67,595	Church of the Foursquare Gospel (Aust) Ltd	Calvary Chapel Pre-School Centre	\$245,997
Bundeena/Maianbar Pre-School & Children's Services Inc	Bundeena/Maianbar Pre-School	\$112,593	City of Sydney Council	Broughton Street Kindergarten	\$63,887
Bundgeam Pre-School Inc	Bundgeam Community Pre-School	\$52,477		Hilder Booter Extended Hours Kindergarten	\$124,088
Bungendore Pre-School Association Inc	Bungendore Pre-School	\$188,386	Clunes Community Pre-School Association Inc	Clunes Community Pre-School	\$75,553
Bunyip Pre-School Harden Inc	Bunyip Pre-School – Harden	\$120,684	Cobar Pre-School Centre Association Inc	Cobar Pre-School	\$195,780
Burren Junction Pre-School Association Inc	Burren Junction Pre-School	\$62,800	Cobargo Pre-School Inc	Cobargo Pre-School	\$87,557
Burrumbuttock Pre-School Centre Inc	Burrumbuttock Pre-School Centre	\$74,057	Coffs Harbour Pre-School Association Inc	Coffs Harbour Pre-School	\$275,666
Byron Bay Pre-School Inc	Cavanbah Centre	\$250,082	Coldstream Community Pre-School Inc	Coldstream Community Pre-School	\$105,095
	Jonson Street Centre	\$127,832	Coleambally Pre-School Kindergarten Inc	Coleambally Pre-School Kindergarten	\$127,035
Cabarita-Mortlake Pre-School Kindergarten Inc	Cabarita-Mortlake Pre-School	\$149,344	Collarenebri Pre-School Inc	Collarenebri Pre-School	\$80,610
Calrossy Anglican School Council	Calrossy Pre-School	\$151,719	Collaroy Plateau Community Kindergarten Inc	Collaroy Plateau Community Kindergarten	\$135,910
Camden Pre-School Kindergarten Co-operative Ltd	Camden Pre-School Kindergarten	\$203,088	Comboyne Community Pre-School Kindergarten Inc	Comboyne Pre-School	\$45,752
Cameragal Montessori School	Cameragal Montessori School	\$72,525	Communicare Sydney	Kinder Kapers Pre-School	\$259,941
Campbell Page Ltd	Mogo Aboriginal Preschool	\$39,000		Strathfield Sessional Pre-School	\$238,396
Campbelltown Community Pre-School Inc	Campbelltown Community Pre-School	\$249,386	Community Child Care Co-operative Ltd	CSPS Statewide Preschool Development & Support	\$2,469,695
Canowindra Pre-School Kindergarten Inc	Canowindra Pre-School Kindergarten	\$219,556	Community Programs Inc	Jacaranda Preschool	\$226,769
Canterbury Community Child Care Centre Inc	Canterbury Community Child Care Centre	\$216,995	Como Pre-School Kindergarten Association Inc	Como Pre-School	\$166,171
Cardiff Community Pre-School Inc	Cardiff Community Pre-School	\$162,889	Concord Kindergarten Association Inc	Concord Kindergarten	\$146,502
CareWest Inc	CSP Central and Orana Far West Preschool Development & Support	\$1,289,643	Concord West-Rhodes Pre-School Inc	Concord West-Rhodes Pre-School	\$135,876
	SCAN Western	\$254,803	Condobolin Pre-School and Childcare Centre	Condobolin Pre-School Kindergarten	\$289,299
Carinya Neighbourhood Children's Centre Inc	Carinya Neighbourhood Children's Centre – Pre-School	\$28,327	Coogee Synagogue Batory Kindergarten Inc	Coogee Synagogue Batory Kindergarten	\$74,326
Carlingford West Kindergarten Inc	Carlingford West Kindergarten	\$86,857	Cooks Hill Community Pre-School Inc	Cooks Hill Community Pre-School	\$104,895
Casino Baptist Church Christian Community Pre-School	Casino Christian Community Pre-School	\$164,504	Coolah Pre-School Kindergarten Inc	Coolah Pre-School Kindergarten	\$151,402
Castle Hill Pre-School Kindergarten Inc	Castle Hill Pre-School Kindergarten	\$157,692	Coolamon Pre-School Association Inc	Coolamon Pre-School	\$154,871
Catherine Field Pre-School Kindergarten Inc	Catherine Field Pre-School	\$156,078	Coolamon Shire Council	Ardlethan Pre-School	\$65,923
Cawongla Playhouse Inc	Cawongla Playhouse	\$99,470	Cooloon Children's Centre Inc	Jarjum Pre-School	\$60,250
Central Shoalhaven Mobile Pre-School	Central Shoalhaven Mobile Pre-School	\$222,794	Cooma Lambie Street Pre-School Association Inc	Cooma Lambie Street Pre-School	\$237,029
Charles Sturt University	Campus Pre-School	\$236,734	Cooma North Pre-School Association Inc	Cooma North Pre-School	\$236,679
Cherrybrook Community Pre-School Inc	Cherrybrook Community Pre-School	\$107,760	Coonamble Pre-School Association Inc	Coonamble Pre-School	\$217,765
Children First Inc	Balmoral Street Pre-School	\$396,142	Cooranbong Valley Community Pre-School Inc	Cooranbong Valley Community Pre-School	\$118,257
	Plumpton Long Day Care Centre – Pre-School	\$35,478	Cootamundra Centenary Pre-School Association Inc	Cootamundra Centenary Pre-School	\$345,725
	SCAN – Western Sydney 'The Hills' Blue Mountains & Hawkesbury	\$918,776	Copmanhurst Pre-School	Copmanhurst Pre-School	\$43,952
Children's Services Community Management	Clarence Town Pre-School	\$152,596	Corowa Pre-School Association Inc	Corowa Pre-School Centre	\$333,616
	Seaham Pre-School	\$74,796	Country Women's Association of NSW	Coraki CWA Pre-School	\$145,991
	Wallalong Pre-School	\$96,006		Nundle CWA Pre-School	\$101,883
Chillingham and Tyalgum Community Pre-School Inc	Chillingham & Tyalgum Community Pre-School	\$131,130	Coutts Crossing Pre-School Inc	Coutts Crossing Pre-School	\$83,578
Christ Church Gladesville Pre-School Kindergarten Inc	Christ Church Gladesville Pre-School Kindergarten	\$249,233	Cowra Early Childhood Services Co-operative Ltd	Cowra Children's Mobile Resource	\$51,483
Christ Church St Ives Pre-School Inc	Christ Church St Ives Pre-School	\$129,656			

Cranbrook School	St Mark's Pre-School	\$92,161	Elonera Ltd	Elonera Montessori Pre-School	\$94,333
	St Michael's Pre-School – Vacluse	\$92,656	Emanuel School	The Kornmehl Centre	\$154,323
Crescent Head Community Pre-School	Crescent Head Community Pre-School	\$122,741	Engadine Church of Christ Pre-School Kindergarten Inc	Engadine Church of Christ Pre-School Kindergarten	\$113,088
Cringila Community Co-operative	Southern Suburbs Mobile Pre-School	\$167,991	Engadine Pre-School Kindergarten Inc	Engadine Pre-School Kindergarten	\$223,235
Cronulla Pre-School Kindergarten Association Inc	Cronulla Pre-School Kindergarten	\$245,587	Eugowra Community Children's Centre Inc	Eugowra Community Children's Centre	\$152,973
Crookwell Neighbourhood Centre Inc	Crookwell Mobile Children's Services	\$31,295	Eungai Pre-School Inc	Eungai Pre-School	\$87,500
Cudal Community Children's Centre	Cudal Community Pre-School	\$42,224	Euston Pre-School Association Inc	Euston Pre-School	\$84,779
Culburra & Districts Pre-School Inc	Culburra & Districts Pre-School Inc	\$92,054	Evans Head Pre-School Inc	Evans Head Pre-School	\$207,085
Culcairn Early Childhood Centre Inc	Culcairn Pre-School	\$116,719	Fairfield City Council	Bonnyrigg Heights Early Learning Centre Pre-School	\$29,533
Cumnock Village Pre-School Inc	Cumnock Village Pre-School	\$66,971		Fairfield Early Learning Centre Pre-School	\$175,075
Currambena Pre-School	Currambena Pre-School	\$61,758		Marlborough Street Early Learning Centre Pre-School	\$268,772
Dalaigur Pre-School & Children's Services Inc	Dalaigur Pre-School	\$439,881		Mobile 1 Early Learning Centre Pre-School	\$211,017
Dandaloo Gayngil Aboriginal Corporation Inc	Dandaloo Gayngil Pre-School & Occasional Care Centre – Toomelah	\$119,767		Mobile 2 Early Learning Centre Pre-School	\$211,392
Dareton Pre-School Inc	Dareton Pre-School	\$52,405		Mobile 3 Early Learning Centre Pre-School	\$152,035
Delegate & District Pre-School	Delegate & District Pre-School	\$36,161		Mobile 4 Early Learning Centre	\$153,524
Deniliquin Children's Centre Inc	Deniliquin Mobile	\$90,997		Tasman Parade Early Learning Centre Pre-School	\$143,666
	Deniliquin Pre-School Kindergarten	\$279,669	Federal Community Children's Centre Inc	Federal Pre-School	\$77,372
Denman Children's Centre Association Inc	Denman Children's Centre	\$243,744	Felton Street Early Learning Pre-School Inc	Felton Street Early Learning Pre-School	\$246,182
Doonside Kindergarten Inc	Doonside Kindergarten	\$264,516	Forbes Pre-School Kindergarten Co-op Ltd	Forbes Pre-School Kindergarten	\$316,095
Dorrigo Pre-School Association Inc	Dorrigo Pre-School	\$181,045	Forest Hill Community Pre-School Inc	Forest Hill Pre-School	\$104,908
Drummond Park Pre-School Association Inc	Drummond Park Pre-School	\$113,871	Frederick Street Kindergarten Co-op Ltd	Frederick Street Kindergarten	\$259,588
Drummoyne Baptist Pre-School Centre	Drummoyne Baptist Pre-School Centre	\$114,371	Gainmara Birrilee Pre-School Association Inc	Gainmara Birrilee Pre-School	\$231,048
Drummoyne Pre-School Kindergarten Inc	Drummoyne Pre-School Kindergarten	\$130,944	Ganmain Pied Piper Pre-School Inc	Pied Piper Pre-School	\$64,534
Dubbo & District Pre-School Kindergarten Inc	Dubbo & District Pre-School Kindergarten	\$429,365	Gilgandra Pre-School Inc	Gilgandra Pre-School	\$229,811
Dubbo West Pre-School Inc	Dubbo West Pre-School	\$421,187	Girrawong Pre-School Inc	Girrawong Pre-School	\$197,057
Dunedoo Pre-School Kindergarten	Dunedoo Pre-School Kindergarten	\$171,691	Girrinbai Community Pre-School Inc	Girrinbai Community Pre-School	\$231,323
Dungog Community Pre-School Kindergarten Inc	Dungog Community Pre-School Kindergarten	\$201,061	Glen Innes Pre-School Association Inc	Glen Innes Pre-School	\$321,446
Dunoon Pre-School Inc	Dunoon Community Pre-School	\$83,447		Glen Innes Pre-School – Outreach Program	\$99,548
Durrumbul Community Pre-School Association Inc	Durrumbul Community Pre-School	\$128,966	Glenbrook Pre-School Kindergarten Inc	Glenbrook Pre-School Kindergarten	\$200,160
East Lindfield Community Pre-School Inc	East Lindfield Community Pre-School	\$133,191	Glenorie Pre-School Association Inc	Glenorie Pre-School	\$122,532
East Lismore Community Pre-School Inc	East Lismore Community Pre-School	\$261,349	Glenreagh Pre-School Inc	Glenreagh Pre-School	\$71,336
East Maitland Pre-School Kindergarten Association Inc	East Maitland Pre-School – Brunswick Street	\$237,728	Gloucester Pre-School Inc	Gloucester Pre-School	\$253,321
	East Maitland Pre-School – George Street	\$229,042	Goodooga Pre-School	Goodooga Pre-School	\$45,811
East Willoughby Pre-School Inc	East Willoughby Pre-School	\$71,114	Goonellabah Pre-School Inc	Goonellabah Pre-School	\$199,100
Eastern Suburbs Montessori Association Ltd	Montessori East – Bondi	\$122,053	Gordon Preschool Centre	Gordon Preschool Centre	\$233,418
Eden Creek/Fairymount Pre-School Inc	Eden Creek/Fairymount Pre-School	\$212,353	Gorokan Pre-School Inc	Gorokan Pre-School	\$358,014
Edgeworth Community Pre-School	Edgeworth Community Pre-School	\$114,912	Gosford Pre-School Inc	Gosford Pre-School	\$226,472
Elanora Heights Community Centre Pre-School	Elanora Heights Community Centre Pre-School	\$139,185	Goulburn Pre-School Association Inc	Goulburn Pre-School	\$247,500
Elizabeth Macarthur Montessori Pre-School Association Inc	Elizabeth Macarthur Montessori Pre-School	\$102,484	Goulding Hill Pre-School Inc	Goulding Hill Pre-School	\$177,951
			Granville Multicultural Community Centre Inc	Preparation Program for Children from CALD	\$123,118

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Grays Point Pre-School Kindergarten Association	Grays Point Pre-School	\$104,067	Illawarra Aboriginal Corporation	Winnanggay Pre-School	\$137,575
Great Lakes Children's Centre Inc	Great Lakes Children's Centre	\$290,103	Illawarra Area Child Care Ltd	The Basin Pre-School	\$111,938
Greater Hume Shire Council	Walla Walla Children's Services	\$38,535	Illawarra Children's Services Ltd	Bellambi Point Pre-School	\$167,417
Greenacre Church of Christ	Greenacre Church of Christ Pre-School	\$195,186		Helensburgh Community Pre-School	\$208,464
Grenfell Pre-School & Long Day Care Centre Inc	Grenfell Pre-School	\$38,927		Port Kembla Pre School	\$122,162
Greta Community Pre-School Inc	Greta Community Pre-School	\$127,151		SCAN – Scheme For Children With Additional Needs	\$430,377
Griffith Child Care Centre	Griffith Central Pre-School	\$619,865		SCAN – South West Sydney	\$754,756
Griffith East Pre-School Inc	Griffith East Pre-School Kindergarten	\$298,536		Wollongong City Pre-School	\$111,736
Griffith Pre-School Kindergarten Inc	Griffith Pre-School Kindergarten	\$246,201	Iluka Pre-School Inc	Iluka Pre-School	\$106,646
Griffith Wiradjuri Aboriginal Pre-School Inc	Griffith Wiradjuri Aboriginal Pre-School	\$152,095	Inaburra Communications Ltd	Inaburra Pre-School	\$240,831
Gudga-Ga-Nura Aboriginal Pre-School Association	Gudga-Ga-Nura Pre-School	\$31,200	Inner Sydney Montessori Association	Inner Sydney Montessori – Balmain	\$93,150
Gulargambone Pre-School	Gulargambone Pre-School	\$77,820		Inner Sydney Montessori – Kinta	\$88,615
Gulgong Pre-School Inc	Gulgong Pre-School	\$144,970	Inverell Disability Services Inc	SCAN – Supporting Children With Additional Needs	\$264,543
Gulpa Pre-School Inc	Gulpa Pre-School	\$112,890	Inverell District Family Services Inc	Ashford Pre-School Kindergarten	\$21,507
Gummaney Aboriginal Corporation	Gummaney Aboriginal Pre-School	\$150,114		Inverell Jack & Jill Pre-School	\$227,467
Gumnut Bowral Memorial Kindergarten Inc	Gumnut Bowral Memorial Kindergarten	\$218,922		Kindamindi Pre-School	\$296,449
Gumnut Community Pre-School	Gumnut Community Pre-School	\$106,751	Jacaranda Pre-School Centre Inc	Kingstown Preschool	\$19,407
Gundagai Pre-School Kindergarten Inc	Gundagai Pre-School Kindergarten	\$214,798		Northern Roads Activity Van – Pre-School	\$343,595
Gunnedah Baptist Child Care Association Ltd	Gunnedah Baptist Community Pre-School	\$323,477	Jack & Jill Pre-School Association (Lithgow) Inc	Tingha Pre-School	\$139,254
Gunnedah Preschool Kindergarten Association Inc	Gunnedah Preschool	\$273,773		Jacaranda Pre-School – Caringbah	\$244,790
Gunning & District Pre-School Inc	Gunning Playgroup	\$42,289	Jannali Pre-School Kindergarten Inc	Jack & Jill Pre-School	\$311,384
Gwydir Mobile Children's Services Inc	Gwydir Mobile Children's Services	\$201,103		Jannali Pre-School Kindergarten	\$164,544
Gwydir Shire Council	Bingara Pre-School	\$127,127	Jarjum Centre Inc	Jarjum Centre	\$84,308
Gyndarna Pre-School	Gyndarna Pre-School	\$421,511	Jerilderie Pre-School Kindergarten Inc	Jerilderie Pre-School Kindergarten	\$121,149
Hamilton Community Pre-School Inc	Hamilton Community Pre-School	\$170,377	Jerry Bailey Children's Centre Association Inc	Jerry Bailey Children's Centre	\$31,692
Happy Days Kindergarten	Happy Days Kindergarten – Wentworthville	\$156,089	Jesmond Community Pre-School	Jesmond Community Pre-School	\$229,889
Harbord Kindergarten Inc	Harbord Kindergarten 1	\$143,691	Jindera Pre-School Association Inc	Jindera Preschool	\$132,988
	Harbord Kindergarten 2	\$85,792	Jumbunna Community Pre-School & Early Intervention Centre Inc	Jumbunna Mobile Services	\$130,729
Hawkesbury City Council	Forgotten Valley Mobile Resource Unit	\$107,034		SCAN – Jumbunna	\$404,677
Hawkesbury Community Outreach Services Inc	Hawkesbury Community Outreach Mobile Preschool	\$138,113	Jumping Jacks Community Pre-School Inc	Sugartowns Community Pre-School	\$70,613
Hay Mobile Children's Service Inc	Hay Mobile Resource Unit	\$131,640	June RSL Memorial Pre-School Inc	Jumping Jacks Community Pre-School	\$220,027
Hay Pre-School Kindergarten Inc	Hay Pre-School Kindergarten	\$204,554	Kangaroo Valley Pre-School Inc	June RSL Memorial Pre-School	\$236,434
Heathdene Community Services Inc	Heathdene Pre-School Kindergarten	\$211,448	Kapooka Early Childhood Centre Inc	Kangaroo Valley Pre-School	\$117,562
Henry Street Community Pre-School Association Inc	Henry Street Community Pre-School	\$107,131		Kapooka Early Childhood Centre	\$143,888
Henty Early Childhood Association Inc	Henty Early Childhood Centre	\$119,703	Karingal Pre-School – Nelson Bay Inc	Karingal Pre-School – Nelson Bay	\$182,041
Hibiscus Children's Centre	Hibiscus Children's Centre	\$150,089	Karuah Community Pre-School Association Inc	Karuah Pre-School	\$107,984
Hills Montessori Society	Hills Montessori School	\$116,012	Katoomba/Leura Pre-School Association Inc	Katoomba Leura Pre-School	\$288,416
Holsworthy Pre-School Parent's Association Inc	Holsworthy Pre-School	\$224,786	Keiraville Community Pre-School Inc	Keiraville Community Pre-School	\$218,253
Holy Family Parish – Mount Druitt	Holy Family Pre-School	\$173,695	Kellyville Pre-School Kindergarten Inc	Kellyville Pre-School Kindergarten	\$150,708
Howlong Pre-School Association Inc	Howlong Pre-School Centre	\$107,058	Kempsey Children's Services Co-operative Ltd	Kempsey Central Pre-School	\$115,872
Hunters Hill Pre-School Inc	Hunters Hill Pre-School	\$172,179		Kempsey Multi-Purpose Pre-School	\$29,207
				Kempsey South Pre-School	\$113,042
				South Kempsey Preschool Aboriginal Support Program	\$409,531

Kenthurst Pre-School Kindergarten Inc	Kenthurst Pre-School	\$212,155	KU Gwynneville Preschool	\$144,597
Kesser Torah College Ltd	Kesser Torah Pre-School	\$231,622	KU Hazelbrook Preschool	\$162,546
Khancoban & District Children's Resource Centre	Khancoban Pre-School	\$18,878	KU Heathcote Preschool	\$104,062
Kiama Pre-School Inc	Jamberoo Community Pre School	\$103,229	KU Hebersham Preschool	\$214,038
	Kiama Pre-School Kindergarten	\$208,919	KU Henson Street Preschool	\$99,780
Killarney Vale Pre-School Kindergarten Inc	Killarney Vale Pre-School Kindergarten	\$234,408	KU Isobel Pulsford Memorial Preschool	\$144,448
Kinburra Pre-School Inc	Kinburra Pre-School	\$229,006	KU James Cahill Preschool	\$147,941
King Street Community Pre-School East Maitland	King Street Community Pre-School East Maitland	\$170,782	KU John J Carroll Preschool	\$166,748
Kingscliff Mini School Inc	Kingscliff Mini School	\$171,413	KU Kangaroo Preschool	\$202,737
Kinma Ltd	Kinma School Pre-School	\$72,042	KU Karingal Preschool	\$164,345
Kogarah City Council	South Hurstville Kindergarten	\$194,178	KU Killara Park Preschool	\$117,908
Koninderie Community Based Pre-School Inc	Koninderie Community Based Pre-School	\$187,908	KU Killarney Heights Preschool	\$137,869
Koolyangarra Pre-School Aboriginal Corporation	Koolyangarra Pre-School	\$225,510	KU Kingfisher Preschool	\$197,075
Koorana Child & Family Centre Inc	Koorana Phillip Street Pre-School	\$268,479	KU Koala Preschool	\$199,552
	Koorana-Croydon Street Pre-School	\$188,619	KU Kookaburra Preschool	\$181,527
Kootingal & District Pre-School Inc	Kootingal & District Pre-School	\$680,783	KU Lance Preschool and Children's Centre	\$102,804
KU Children's Services	KU Avalon Preschool	\$135,064	KU Leichhardt Preschool	\$75,870
	KU Bambara Road Preschool	\$89,901	KU Lethbridge Park Preschool	\$102,059
	KU Bel Air Preschool	\$134,434	KU Liverpool City Preschool	\$162,680
	KU Berowra Preschool	\$150,871	KU Macarthur Learning Together Preschool	\$68,234
	KU Bilya Gulyangarri	\$82,953	KU Macquarie Fields Preschool	\$152,462
	KU Bligh Park Preschool	\$82,179	KU Maitland Mobile PreSchool	\$153,388
	KU Briar Cottage Preschool	\$136,295	KU Maybanke Preschool	\$104,389
	KU Bulli Preschool	\$219,864	KU Mayfield Preschool	\$235,607
	KU Burnside Preschool	\$189,828	KU Merewether Preschool	\$139,991
	KU Burwood Preschool	\$125,801	KU Milperra Preschool	\$154,874
	KU Cammeray Preschool	\$134,743	KU Mobile 1 Preschool	\$76,412
	KU Castlcreag Preschool	\$156,329	KU Mobile 3 Preschool	\$64,659
	KU Chatswood Community Preschool	\$139,997	KU Mosman Community Preschool	\$117,021
	KU Chatswood West Preschool	\$116,419	KU Newport Preschool	\$143,779
	KU Cheltenham Memorial Preschool	\$151,401	KU North Ryde Preschool	\$167,850
	KU Cobbitty Preschool	\$150,507	KU Northern Villages Mobile Preschool	\$84,797
	KU Conjola Place Preschool	\$94,330	KU Osborne Park Preschool	\$168,246
	KU Coomaling Mobile Preschool	\$117,773	KU Padstow Preschool	\$240,232
	KU Corrimall East Preschool	\$133,407	KU Peninsula Preschool	\$135,437
	KU Croydon Preschool	\$124,611	KU Penrith Preschool	\$246,626
	KU Crusader Preschool	\$189,669	KU Peter Pan La Perouse Preschool	\$152,583
	KU Donkin Memorial Preschool	\$228,480	KU Peter Pan Paddington Preschool	\$125,208
	KU East Killara Preschool	\$115,852	KU Petersham Preschool	\$162,181
	KU Eastwood Preschool	\$193,527	KU Phoenix Preschool	\$104,156
	KU Fox Valley Preschool	\$77,066	KU Randwick-Coogee Preschool	\$231,745
	KU Frances Newton Preschool	\$97,451	KU Revesby Preschool	\$159,886
	KU Galston Preschool	\$148,603	KU Rushcutters Bay Preschool	\$155,829
	KU Georges Hall Preschool	\$154,539	KU Rydalmere Preschool	\$141,989
	KU Grandstand Preschool	\$118,249	KU Saddington Street Preschool	\$44,825
	KU Greenwich Community Preschool	\$73,428	KU Shalvey Preschool	\$193,460
	KU Grevillea Preschool	\$98,563	KU South Turramurra Preschool	\$73,006
			KU St Ives Barra-Brui Preschool	\$99,793
			KU Sunbeam Preschool	\$126,001
			KU Sutherland Preschool	\$165,706

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	KU Swansea Preschool	\$39,632	Lower Hunter Children's Activity Van Association Inc	Cessnock Children's Activity Van	\$124,402
	KU Wahroonga Preschool	\$121,952		Lower Hunter Children's Activity Van	\$192,520
	KU Wentworthville Preschool	\$156,706	Lower Macleay Pre-School Inc	Lower Macleay Pre-School	\$198,151
	KU West Merrylands Preschool	\$119,095	Lutheran Church of Australia Queensland District	Grace Lutheran Pre-School	\$246,128
	KU West Pymble Preschool	\$121,721	Lyrebird Pre-School Kindergarten	Lyrebird Pre-School Kindergarten	\$258,462
	KU Western Mobile Preschool	\$87,022	Macarthur Pre-School Kindergarten Association Inc	Macarthur Pre-School	\$201,932
	KU Westmead Preschool	\$273,929			
	KU Wickham Preschool	\$188,379	Maclean Community Preschool Inc	Maclean Community Preschool	\$172,743
	KU Windale Preschool	\$196,806	Macquarie Hills Community Pre-School Inc	Macquarie Hills Community Pre-School	\$227,452
	KU Wombarra Preschool	\$139,064			
	KU Yagoona Preschool	\$173,868	Macquarie Pre-Schools Co-operative Ltd	Blackalls Park Pre-School	\$169,308
	Northern Sydney SCAN	\$546,079		Carey Bay Pre-School	\$225,119
Kulai Pre-School Aboriginal Corporation	Kulai Pre-School	\$228,330	Maitland Nursery School Inc	Maitland Community Preschool	\$242,083
Kunghur Community Pre-School Inc	Kunghur Community Pre-School	\$45,915	Manildra Pre-School Kindergarten Inc	Manildra Pre-School Kindergarten	\$21,112
Kurnell Pre-School Kindergarten Inc	Kurnell Pre-School Kindergarten	\$110,264	Manilla Community Pre-School Inc	Manilla Community Pre-School & Occasional Care	\$181,171
Kurri Kurri Pre-School	Kurri Kurri Pre-School	\$295,578	Manly Council	Ivanhoe Park Pre-School	\$55,967
Kyogle Pre-School & Outside School Hours Care Association Inc	Kyogle Pre-School	\$211,000		Manly Community Pre-School	\$137,645
Lady Game Community Kindergarten Inc	Lady Game Community Kindergarten	\$116,453	Manly Vale Community Kindergarten Inc	Manly Vale Community Kindergarten	\$86,337
Lake Cargelligo District Community Children's Centre Association Inc	Lake Cargelligo Pre-School Kindergarten	\$171,854	Manly Warringah Montessori Society	Farmhouse Montessori School	\$106,985
Lalor Park Pre-School Kindergarten Association Inc	Lalor Park Pre-School Kindergarten	\$244,168	Marayong Pre-School Kindergarten Inc	Marayong Pre-School Kindergarten	\$232,766
Lane Cove Children's Centre	Birralee Lane Cove Kindergarten	\$258,597	Marrickville Council	Globe Wilkins Pre-School	\$191,823
Lapstone Pre-School Kindergarten Association Inc	Lapstone Pre-School	\$145,077	Masada College	Masada Preschool	\$80,618
Larool Pre-School Inc	Larool Pre-School	\$147,576		Poppy Cottage Preschool	\$50,652
Lawrence Community Pre-School Inc	Lawrence Community Pre-School	\$46,336	Mathoura Pre-School Inc	Mathoura Pre-School	\$70,884
Lawson Community Pre-School Association Inc	Lawson Community Pre-School	\$187,992	Mayfield Central Community Pre-School Kindergarten Ltd	Mayfield Central Community Pre-School	\$153,038
Learning Links	Learning Links Pre-School	\$212,888	Medowie Community Pre-School Inc	Medowie Community Pre-School	\$155,464
Leeton Pre-School Association	Leeton Pre-School	\$387,833	Mendooran Preschool Inc	Mendooran Preschool	\$94,134
Lennox Head Community Pre-School Inc	Lennox Head Community Pre-School	\$249,868	Menindee Children's Centre	Menindee Children's Centre	\$116,982
Lightning Ridge Pre-School	Lightning Ridge Pre-School	\$180,557	Merriwa Pre-School Kindergarten Association Inc	Merriwa Pre-School Kindergarten	\$112,991
Lilly Pilly Community Pre-School Inc	Lilly Pilly Community Pre-School	\$129,313	Merrylands Christian Pre-School Association Inc	St Thomas/St Anne's Pre-School	\$162,550
Lindfield Montessori Society Inc	Lindfield Montessori Pre-School	\$47,103	Milton Ulladulla Pre-School Association	Milton Ulladulla Pre-School	\$248,888
Lismore Parish Centre Pre-School Inc	Parish Centre Pre-School	\$163,078	Mindaribba Local Aboriginal Land Council	Mindaribba Local Aboriginal Land Council Pre-School	\$110,179
Lismore Preschool Kindergarten Inc	Lismore Preschool	\$222,664	Mingoola Pre-School Inc	Mingoola Pre-School	\$38,596
Lithgow Rural Multi Purpose Child Care Association Inc	Gumnut House Pre-School	\$160,611	Minimbah Pre-School, Primary School Aboriginal Corporation	Minimbah Pre-School	\$270,514
Little Yuin Pre-School Aboriginal Corporation	Child and Family Centre Project Worker	\$15,000	Miranda Kindergarten Association Inc	Miranda Kindergarten	\$245,668
	Little Yuin Aboriginal Day Care Centre	\$89,580	Mission Australia	Miller Community Pre-School & Early Intervention Support	\$254,572
Lockhart Pre-School Kindergarten Inc	Lockhart Pre-School Kindergarten	\$70,724		Rossmore Community Pre-School	\$159,245
Long Flat Pre-School	Long Flat Pre-School	\$43,934	Mittagong Pre-School Kindergarten Inc	Mittagong Pre-School Kindergarten	\$228,887
Long Jetty Preschool Inc	Long Jetty Preschool	\$250,381	Moama & District Pre-School Centre Inc	Moama & District Pre-School	\$315,308
Lower Bucca Community Pre-School Inc	Lower Bucca Community Pre-School	\$91,871	Molong & District Pre-School Association	Molong & District Pre-School	\$159,942
			Monaro Mobile Pre-School Inc	Monaro Mobile Pre-School	\$189,101

Moree Pre-School Inc	Moree Pre-School	\$306,715	NSW Council of YMCA's	Bankstown City YMCA Pre-School Kindergarten	\$167,986
Moresby Park Pre-School Inc	Moresby Park Pre-School	\$189,033	NSW Department of Education & Training	Queanbeyan South Public School Transition Program	\$29,578
Moriah War Memorial College Association	Moriah College Pre-School: John I Einfeld Campus	\$164,569	Oberon Children's Centre Inc	Oberon Children's Centre	\$107,584
	Moriah Pre-School Kindergarten	\$141,060	Ocean Shores Pre-School Inc	Ocean Shores Pre-School	\$133,531
Mortdale/Oatley Baptist Church	Minooka Pre-School Centre	\$205,965	Old Bar Community Pre-School	Old Bar Community Pre-School	\$209,287
Moruya Pre-School Kindergarten Inc	Moruya Pre-School Kindergarten	\$195,118	Ooranga Family Mobile Resource Unit Association Inc	Ooranga Mobile Early Childhood Service	\$316,111
Moulamein Pre-School Inc	Moulamein Pre-School	\$48,180	Orama Pre-School Association	Orama Pre-School	\$161,272
Mount Sinai College	Mount Sinai College Pre-School	\$97,921	Orana Community Pre-School Inc	Orana Community Pre-School	\$171,181
Mount Zion Board of Trustees	Mount Zion War Memorial Kindergarten	\$129,025	Orange Pre-School Kindergarten Ltd	Orange Pre-School Kindergarten	\$250,365
Mountain Pre-School Lowanna Inc	Mountain Pre-School Lowanna	\$53,091	Our Lady Queen of Peace Parish	Our Lady Queen of Peace Parish Pre-School	\$134,649
Mt Warning Community Preschool	Mt Warning Preschool	\$98,369	Palm Beach War Memorial Kindergarten Inc	Palm Beach War Memorial Kindergarten	\$97,661
Mudgee Pre-School Centre	Mudgee Pre-School Centre	\$626,851	Pambula Pre-School Kindergarten Association Inc	Pambula NS – RMPC Pre-School	\$130,261
Mullumbimby Community Pre-School Association Inc	Mullumbimby Community Pre-School	\$167,752		Pambula Pre-School Kindergarten	\$218,321
Mulwala Pre-School Inc	Mulwala Pre-School Centre	\$152,443	Parkes Early Childhood Centre Inc	Parkes Multi-Purpose Pre-School	\$311,153
Murrin Bridge Pre-School Association Inc	Murrin Bridge Pre-School	\$74,435	Parklands Community Preschool & Children's Centre Inc	Parklands Community Preschool & Children's Centre	\$264,990
Murrumbateman Early Childhood Centre Association Inc	Murrumbateman Early Childhood Centre	\$197,091	Paterson Pre-School Inc	Paterson Pre-School	\$146,150
Murrurundi Community Pre-School	Murrurundi Community Pre-School	\$91,501	Peak Hill Pre-School Kindergarten Inc	Peak Hill Pre-School Kindergarten	\$97,480
Muswellbrook Pre-School Kindergarten Inc	Muswellbrook Pre-School Kindergarten 1	\$426,886	Peninsula Montessori Association	Forestville Montessori Pre-School	\$230,190
	Muswellbrook Pre-School Kindergarten 2	\$85,096	Pennant Hills War Memorial Children's Centre Association Inc	Pennant Hills War Memorial Children's Centre	\$214,183
Nabiac & District Pre-School Association Inc	Nabiac & District Pre-School	\$108,792	Penrith City Council	Cooinda Pre-School	\$86,772
Nambucca Heads Pre-School Play Centre Pty Ltd	Nambucca Heads Pre-School	\$284,692		Grays Lane Pre-School	\$174,462
Nana Glen Pre-School	Nana Glen Pre-School	\$108,507		Gumbirra Pre-School	\$238,634
Nanima Pre-School Association Inc	Nanima Pre-School	\$283,956		Mountains to Meadows Mobile Pre-School	\$73,771
Narooma Pre-School Kindergarten Association Inc	Narooma Pre-School Kindergarten	\$204,124		Rainbow Cottage Pre-School	\$149,963
Narrabeen Community Kindergarten Inc	Narrabeen Community Kindergarten	\$139,835		St Marys Pre-School Kindergarten	\$144,456
Narromine Pre-School Kindergarten	Narromine Pre-School Kindergarten	\$231,519		Tandara Pre-School	\$149,047
Narwee Pre-School Kindergarten Inc	Narwee Pre-School Kindergarten	\$232,693	Periwinkle Children's Centre	Periwinkle Pre-School	\$134,584
Ngayaamba Waluura Aboriginal Corporation	Giiguy Gamambi Pre-School	\$127,446	Peter Pan Pre-School Kindergarten – Tamworth Inc	Peter Pan Pre-School Kindergarten – Tamworth	\$290,263
Nimbin Pre-School & Child Care Association Inc	Nimbin Pre-School	\$91,450	Peter Pan Pre-School Wollongong Inc	Peter Pan Pre-School – Wollongong	\$102,290
Nimmitabel Pre-School Inc	Nimmitabel Pre-School	\$57,668	Peter Rabbit Community Pre-School Inc	Peter Rabbit Community Pre-School	\$74,705
Nords Wharf Community Pre-School	Nords Wharf Community Pre-School	\$68,481	Picton Pre-School Kindergarten Ltd	Picton Pre-School	\$181,766
Normanhurst West Community Pre-School	Normanhurst West Community Pre-School	\$71,244	Pied Piper Pre-School Association – Wallerawang Inc	Pied Piper Pre-School – MPC	\$306,543
North Epping Kindergarten	North Epping Kindergarten Pre-School	\$212,926	Pippies Early Childhood Centre Inc	Pippies Multi Purpose Centre – Pre-School	\$85,072
North Rocks Pre-School Inc	North Rocks Pre-School	\$181,268	Pius X Aboriginal Corporation	Kiah Pre-School	\$365,707
North Ryde Community Pre-School	North Ryde Community Pre-School	\$162,737	Playtime Pre-School Centre Inc	Playtime Pre-School Centre	\$119,574
North Shore Temple Emanuel	Martin & Emma Hannes Pre-School	\$101,939	Pleasant Hills Pre-School Kindergarten Inc	Pleasant Hills Pre-School Kindergarten	\$27,888
North St Marys Neighbourhood Centre Inc	North St Marys Community Pre-School	\$264,885	Ponyara Pre-School Kindergarten Association Ltd	Ponyara Pre-School	\$185,208
Northside Baptist Pre-School – Northbridge	Northside Baptist Pre-School	\$130,012	Port Macquarie Community Pre-School Ltd	Port Macquarie Community Pre-School	\$414,543
Northside Montessori Society	Stepping Stones Montessori Pre-School	\$70,469		Port Macquarie Pre-School Annex	\$157,960
Norwood Community Pre-School	Norwood Community Pre-School	\$93,946	Port Stephens Council	Port Stephens Activity Van	\$159,323
			Possum's Community Pre-School Association Inc	Possum's Community Pre-School	\$132,257

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Possums' Den Coffs Harbour Inc	Possums' Den Pre-School	\$38,141		Crookwell Pre-School	\$154,870
Pottsville Community Pre-School Inc	Pottsville Community Pre-School	\$164,389	Shoalhaven Community Pre-School Inc	Shoalhaven Community Pre-School	\$258,630
Presbyterian Church of Australia in the State of New South Wales	Elizabeth Chifley Memorial Pre-School	\$238,870	Singleton Council	Singleton Mobile Pre-School	\$138,106
	Sutherland Presbyterian Church Pre-School	\$125,043	Singleton Heights Pre-School Inc	Singleton Heights Pre-School	\$267,182
	Tregear Presbyterian Kindergarten	\$261,896	Singleton Pre-School Inc	Singleton Pre-School	\$388,062
	Windsor Presbyterian Pre-School Kindergarten	\$123,575	SOS Pre-School Ltd	SOS Pre-School	\$170,873
Pretty Beach Community Pre-School Inc	Pretty Beach Community Pre-School Inc	\$146,081	South West Rocks Pre-School Inc	South West Rocks Pre-School	\$279,716
Project Enrichment of Childhood Pre-School Bourke Inc	PEOC Bourke Pre-School	\$255,904	Southside Montessori Pre-School	Southside Montessori Pre-School	\$128,559
Pymble/Turramurra Kindergarten Inc	Pymble/Turramurra Kindergarten	\$143,033	Springdale Heights Pre-School Inc	Springdale Heights Pre-School	\$105,007
Queanbeyan & District Pre-School Association	Harris Park Pre-School	\$1,035,777	Springwood & District Pre-School Kindergarten	Springwood & District Pre-School Kindergarten	\$212,815
	Jingera Pre-School	\$51,394	St Andrew's Church Community Pre-School Inc	St Andrew's Community Pre-School	\$116,044
	Karabar Pre-School	\$120,234	St Andrew's Kindergarten Abbotsford Inc	St Andrew's Kindergarten – Abbotsford	\$105,682
	Waratah Pre-School	\$126,706	St Dunstons Pre-School Kindergarten Inc	St Dunstons Pre-School Kindergarten	\$175,355
Quirindi Pre-School Kindergarten Inc	Quirindi Pre-School	\$251,948	St George Pre-School (Marsfield) Inc	St George Pre-School – Marsfield	\$122,024
Rainbow Playhouse Pre-School Inc	Rainbow Playhouse Pre-School	\$131,291	St Ives Pre-School	St Ives Pre-School Kindergarten	\$127,054
Rainbow Pre-School Association Inc	Rainbow Pre-School	\$345,059	St John's North Ryde Pre-School Association Inc	St John's Pre-School – North Ryde	\$171,670
Raymond Terrace Community Pre-School Inc	Raymond Terrace Community Pre-School	\$190,461	St John's Pre-School Ashfield Inc	St John's Pre-School – Ashfield	\$193,684
Redhead Community Pre-School Inc	Redhead Community Pre-School	\$164,671	St Luke's Pre-School Dapto Inc	St Luke's Pre-School – Dapto	\$243,400
Richmond Hill Community Pre-School Inc	Richmond Hill Community Pre-School	\$50,723	St Luke's Pre-School Northmead Inc	St Luke's Pre-School – Northmead	\$138,115
Richmond Preschool Kindergarten Association Inc	Richmond Pre-School	\$220,171	St Mark's Brighton-le-Sands Pre-School Kindergarten Inc	St Mark's Pre-School – Brighton-le-Sands	\$127,989
Riverina Children's Activity Van Inc	Riverina Children's Activity Van	\$134,275	St Mark's Northbridge Kindergarten Inc	St Mark's Northbridge Kindergarten	\$164,195
Riverside Preschool Inc	Riverside Preschool	\$153,946	St Mark's Pre-School Avalon Inc	St Mark's Pre-School Avalon	\$69,104
Riverwood Community Centre Inc	Riverwood Children's Centre	\$145,871	St Mark's Pre-School Inc – Hurstville South	St Mark's Pre-School – Hurstville South	\$138,650
Robertson Pre-School Kindergarten Inc	Robertson Pre-School Kindergarten	\$150,812	St Mary's Community Pre-School Casino Inc	St Mary's Community Pre-School – Casino	\$318,186
Rocky Hall Pre-School Association	Rocky Hall Pre-School	\$72,459	St Mary's Guildford Pre-School	St Marys Guildford Pre-School	\$277,532
Rosebank Community Pre-School Inc	Rosebank Community Pre-School	\$63,968	St Mary's North Tamworth Pre-School Inc	St Mary's North Tamworth Pre-School	\$167,528
Rosellas Community Pre-school Inc	Rosellas Community Pre-School	\$270,360	St Peter's Pre-School Inc	St Peter's Pre-School	\$115,160
Ross Circuit Pre-School Centre Inc	Ross Circuit Pre-School Centre	\$238,686	St Peter's Pre-School Ltd	St Peter's Pre-School – Armidale	\$249,525
Rowena Pre-School Inc	Rowena Pre-School	\$25,103	St Peter's Pre-School Tamworth Inc	St Peter's Pre-School Tamworth Inc	\$276,864
Royal Institute for Deaf and Blind Children	RIDBC Hunter Preschool	\$113,747	St Stephen's Belrose Kindergarten Inc	St Stephen's Belrose Kindergarten	\$200,591
	RIDBC Nepean Preschool	\$122,886	St Stephen's Pre-School Kindergarten Inc	St Stephens Pre-School Kindergarten	\$163,464
	RIDBC Roberta Reid Preschool	\$39,730	St Therese Community Pre-School Inc	St Therese Community Pre-School	\$54,655
	RIDBC Rockie Woofit Preschool	\$87,436	Strathfield & District Hebrew Congregation Yolanda Kramer Kindergarten	Yolanda Kramer Kindergarten	\$210,478
	RIDBC VisionEd Preschool	\$41,950	Stroud Neighbourhood Children's Co-operative	Stroud Neighbourhood Children's Co-operative Ltd (Pre School)	\$86,950
Rylstone Kandos Pre-School Inc	Rylstone Kandos Pre-School	\$138,506	Stuarts Point Pre-School Association Inc	Stuarts Point Pre-School	\$106,974
Samaritans Youth Services	Samaritans Early Learning Centre – Woodberry	\$139,817	Sun Valley Pre-School Kindergarten	Sun Valley Pre-School Kindergarten	\$91,578
	SCAN Scheme	\$680,860	Sutherland Shire Montessori Society	Sutherland Shire Montessori School	\$138,879
Sans Souci Community Pre-School Association Inc	Sans Souci Pre-School	\$385,865	Sydney Anglican Schools Ltd	Bomaderry Community Preschool	\$253,295
Scone & District Pre-School Inc	Scone & District Pre-School	\$372,099			
SDN Child and Family Services Pty Ltd	SCAN – Inner West	\$715,358			
	SCAN – SDN	\$494,033			
SDN Children's Services Inc	Batemans Bay Pre-School	\$194,440			

Sydney Montessori Society	The Children's House Montessori Pre-School – North Ryde	\$102,868		Murwillumbah UnitingCare Pre-School	\$151,564
Tabulam & District Community Pre-School Inc	Tabulam & District Pre-School	\$86,945		North Rocks Uniting Church Pre-School Kindergarten	\$95,184
Tamworth Montessori Association Inc	Tamworth Montessori Pre-School	\$113,571		Shirley Road Pre-School	\$72,656
Tarago Pre-School Association Inc	Tarago Pre-School	\$67,154		St Columba Uniting Church Pre-School	\$163,758
Taree & District Pre-School Ltd	Taree & District Pre-School	\$225,193		St Luke's Pre-School – Belmont North	\$273,762
Tathra Children's Services Association Inc	Tathra Children's Services	\$193,690		St Matthews Pre-School Kindergarten – Baukham Hills	\$237,794
Tea Gardens/Hawks Nest Pre-School Kindergarten Inc	Tea Gardens/Hawks Nest Pre-School Kindergarten	\$92,080		The Forest Pre-School Kindergarten	\$211,434
Temora Pre-School Kindergarten Inc	Temora Pre-School Kindergarten	\$316,207		Treetops Pre-School	\$217,038
Temple Emanuel Woollahra Kindergarten Inc	Temple Emanuel Woollahra Kindergarten	\$140,513	Thurgoona Pre-School Inc	Thurgoona Pre-School	\$148,785
Tenterfield Pre-School Kindergarten Inc	Tenterfield Pre-School	\$213,638	Tibooburra Multi Purpose Centre Inc	Tibooburra Multi Purpose Centre – Pre-School	\$55,638
Terrey Hills Community Kindergarten	Terrey Hills Community Kindergarten	\$112,815	Tocumwal Pre-School Kindergarten Inc	Tocumwal Pre-School	\$95,961
The Armidale Church of Christ Adventureland Pre-School Inc	Adventureland Pre-School	\$152,061	Tooleybuc Pre-School Association Inc	Tooleybuc Pre-School	\$108,573
The Armidale Waldorf School Ltd	Boongaia Pre-School	\$63,166	Tooraweenah Pre-School Association Inc	Tooraweenah Pre-School	\$32,431
The Channon Children's Centre Inc	The Channon Pre-School	\$77,951	Toormina Community Pre-School Inc	Toormina Community Pre-School	\$147,235
The Entrance Pre-School Kindergarten Association Inc	The Entrance Pre-School Kindergarten	\$252,816	Tottenham Pre-School Kindergarten Association Inc	Tottenham Pre-School	\$95,933
The Factory Community Centre Inc	Poet's Corner Kindergarten	\$80,918	Toukley Pre-School Kindergarten Inc	Toukley Pre-School Kindergarten	\$218,870
The GyMEA Nursery School & Kindergarten Co-operative Society Ltd	GyMEA Community Pre-School	\$247,778	Trangie Pre-School Kindergarten Association Inc	Tots on Temoin	\$64,716
The Hills Community Kindergarten Inc	The Hills Community Kindergarten	\$168,705	Trinity Pre-School Kindergarten Ltd	Trinity Pre-School Kindergarten	\$445,030
The Jack & Jill Kindergarten – Hornsby	The Jack & Jill Kindergarten – Hornsby	\$156,645	Trundle Children's Centre Inc	Trundle Pre-School Kindergarten	\$34,051
The Killarney School Ltd	The Killarney School	\$73,711	Trustees of the Christian Brothers	Waterford Pre-School	\$92,262
The Little School Pre-School Inc	The Little School	\$75,577	Trustees Roman Catholic Church Diocese of Lismore	St Joseph's Pre-School – Laurieton	\$208,435
The North Brighton Pre-School Community Kindergarten Inc	North Brighton Pre-School	\$219,184		St Joseph's Pre-School & Long Day Care Centre	\$225,122
The Northern Nursery School Ltd	The Northern Nursery School	\$179,324	Tullamore Pre-School & Child Care Centre Inc	Tullamore Pre-School	\$70,408
The Oaks Pre-School Kindergarten Co-operative Ltd	The Oaks Pre-School	\$200,940	Tumut Pre-School Co-operative Society Ltd	Tumut Pre-School	\$314,402
The Point Pre-School Inc	The Point Pre-School	\$76,674	Tuntabula Falls Early Childhood Centre Inc	Tuntabula Falls Early Childhood Centre	\$78,020
The Rock Pre-School Inc	The Rock Pre-School	\$589,142	Tweed Heads Community Pre-School Inc	Tweed Heads Community Pre-School	\$111,566
The Scots School – Albury	Scots Pre-School Centre	\$115,457	Upper Macleay Pre-School Inc	Upper Macleay Pre-School	\$95,946
The Shepherd Centre	The Annette Shepherd Centre Pre-School – Casula	\$70,897	Uralla Pre-School Kindergarten Inc	Uralla Pre-School	\$210,533
	Wollongong Shepherd Pre-School	\$48,454	Urana Shire Council	Urana Shire Mobile Pre-School	\$169,082
The Tower Pre-School – Jiggi	The Tower Pre-School – Jiggi	\$51,999	Uranquinty Pre-School Association Inc	Uranquinty Pre-School	\$48,878
The Uniting Church in Australia Property Trust (NSW)	Adamstown Heights Pre-School	\$162,616	Urunga Community Pre-School Inc	Urunga Pre-School	\$190,203
	Burwood Uniting Church Kindergarten	\$227,937	Valla Community Pre-School Inc	Valla Community Pre-School	\$153,225
	Caringbah Uniting Church Pre-School	\$83,508	Valley Pre-School Inc	Valley Pre-School	\$55,118
	Caves Beach Uniting Pre-School	\$236,426	Wakool Pre-School Inc	Wakool Pre-School	\$42,175
	Earlwood Uniting Church Pre-School	\$382,798	Walcha Council	Walcha Pre-School	\$286,026
	Ermington Uniting Church Pre-School	\$150,466	Walgett Pre-School and Long Day Care Centre Inc	Coolbah Kids	\$52,509
	Forestville Pre-School Kindergarten	\$280,594	Wallsend Community Pre-School	Wallsend Community Pre-School	\$230,496
	Harold Wheen Pre-School	\$219,764	Wallum Community Preschool and Family Centre Inc	Wallum Community Preschool & Family Centre	\$222,888
	Jack & Jill Preschool Uniting Church Grafton	\$166,240			
	Mayflower Pre-School Kindergarten	\$118,399			

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Wangi Peter Pan Kindergarten Inc	Wangi Peter Pan Kindergarten	\$210,919	Yass Montessori Pre-School Inc	Yass Montessori Pre-School	\$144,498
Warialda Pre-School Inc	Warialda Pre-School	\$146,260	Yenda Preschool Kindergarten Inc	Yenda Preschool Kindergarten	\$176,618
Warilla Baptist Pre-School	Warilla Baptist Pre-School	\$103,824	Yeoval Pre-School Inc	Yeoval Pre-School	\$61,581
Warragamba Pre-School Inc	Warragamba Pre-School	\$573,470	Young Pre-School Kindergarten Inc	Young Pre-School Kindergarten	\$331,730
Warren Pre-School Kindergarten	Warren Pre-School Kindergarten	\$653,823	Vacation Care		
Warrumbungle Shire Council	Connect Five Children's Services	\$176,488	Abbotsford Community Centre Inc	Abbotsford Vacation Care	\$6,963
	Yuluwirri Kids	\$245,088	Andalini Services Inc	Andalini Special School Vacation Care Project	\$5,990
Wauchope Pre-School Kindergarten Inc	Wauchope Pre-School Kindergarten	\$261,345	Anglicare Canberra & Goulburn	St Saviour's Neighbourhood Centre Vacation Care	\$4,495
Wee Waa & District Pre-School Association Inc	Wee Waa & District Pre-School	\$229,987	Annandale North Out of School Hours Care Association	Annandale North Out of School Hours Care	\$8,804
Wellington Community Children's Centre Inc	Wellington Community Children's Centre	\$345,473	Armidale and Region Aboriginal Cultural Centre and Keeping Place Inc	Holiday Cultural Activities Program	\$9,473
Wentworth District Pre-School Play Centre Inc	Wentworth District Pre-School	\$133,444	Australian Turkish & Kurdish Community Services Co-operative Ltd	Auburn Vacation Care	\$11,435
Wentworth Falls Pre-School Kindergarten Inc	Wentworth Falls Pre-School Kindergarten Inc	\$211,168	Avalon School Parents & Citizens Association Inc	Avalon School Out of School Hours Care	\$11,367
Werris Creek & District Pre-School Association Inc	Werris Creek & District Pre-School	\$184,158	Awabakal Newcastle Aboriginal Co-operative Ltd	Aboriginal Cultural Camps	\$9,648
West Albury Pre-School Centre Inc	West Albury Pre-School Centre	\$292,953	Balmain East Out of School Care Inc	Balmain East Vacation Care	\$6,003
West Bathurst Pre-School Inc	West Bathurst Pre-School	\$500,056	Barnardos Australia	Barnardos Penrith Vacation Care	\$18,781
West Epping Pre-School Association Inc	West Epping Pre-School Kindergarten	\$169,568	Bathurst Regional Council	Bathurst Vacation Care Centre	\$14,464
Westlawn Pre-School Inc	Westlawn Pre-School	\$164,229	Baulkham Hills Before & After and Vacation Care	Baulkham Hills Before & After School Care	\$15,604
Weston Community Pre-School Inc	Weston Community Pre-School	\$182,618	Berkeley Vale Neighbourhood Centre	Berkeley Vale Vacation Care	\$11,400
Wilberforce Pre-School Kindergarten Inc	Wilberforce Pre-School Kindergarten	\$139,279	Blackheath Area Neighbourhood Centre Inc	Blackheath Vacation Care	\$5,221
Williamtown Pre-School Inc	Williamtown Pre-School	\$140,325	Blacktown South Children's Activities Centre Inc	Blacktown South Children's Activities Centre Vacation Care	\$11,688
Willoughby Community Pre-School Inc	Willoughby Community Pre-School	\$122,874	Bland Shire Council	Bland Shire Children's Services Vacation Care Program	\$9,749
Willow Tree Pre-School Inc	Willow Tree Pre-School	\$61,752	Bligh Park Community Services Inc	Bligh Park Vacation Care	\$14,141
Wilson's Creek Community Pre-School Inc	Wilson's Creek Community Pre-School	\$60,077	Brewarrina Shire Council	CSP Illawarra 050	\$6,262
Windsor Pre-School Association Inc	Windsor Pre-School	\$171,260	Bronte After Care Committee Inc	Bronte Vacation Care Centre	\$8,579
Wingham & District Pre-School Kindergarten Ltd	Wingham & District Mobile Pre-School Unit	\$157,063	Byron Shire Council	Brunswick Heads Vacation Care	\$9,729
	Wingham & District Pre-School	\$223,475		Byron Bay Vacation Care	\$5,742
Winmalee District Pre-School Kindergarten	Winmalee District Pre-School Kindergarten	\$155,402	Campbelltown City Council	Namut Vacation Care	\$1,740
Wirraway Pre-School Inc	Wirraway Pre-School	\$221,733		Raby Outside School Hours Care	\$4,751
Wollondilly Mobile Pre-School Association Inc	Wollondilly Mobile Preschool	\$145,550	CareWest Inc	Outside School Hours Care (OOSH) Program	\$1,663
Wollongbar Community Pre-School Inc	Wollongbar Community Pre-School	\$171,852	Carlingford West OOSH Centre Inc	Carlingford West Vacation Centre	\$15,604
Woodenbong Pre-School Kindergarten Inc	Woodenbong Pre-School Kindergarten	\$128,115	Casino Neighbourhood Centre Inc	Casino Vacation Care	\$14,841
Woollahra Municipal Council	Woollahra Preschool	\$166,220	Catholic Parish of St Thomas Aquinas Bowral	St Thomas Aquinas Parish After School & Vacation Care	\$8,776
Woomera Aboriginal Corporation Albury	Koori Kindermanna Pre-School	\$574,363	CatholicCare	Centacare Vacation Care	\$10,405
Woy Woy Peninsula Child Care Centre Co-operative	Woy Woy Peninsula Pre-School	\$67,742	Centipede at Glebe School Inc	Glebe Vacation Care	\$22,849
Wunanbiri Pre-School Inc	Wunanbiri Pre-School	\$154,562	Central West Family Support Group Inc	Murrin Bridge Vacation Care	\$4,599
Wyong Pre-School Kindergarten Association Inc	Wyong Pre-School	\$370,552	Cessnock Multi Purpose Children's Centre Ltd	Cessnock Vacation Care Centre No 1	\$17,552
Yamba Preschool Kindergarten Association Inc	Yamba Preschool	\$197,369		Cessnock Vacation Care Centre No 2	\$17,552
Yarrabin Outreach Inc	Nyngan Pre-School	\$192,235	Chester Hill Neighbourhood Centre Inc	Chester Hill Neighbourhood Centre Vacation Care	\$16,427
Yass Early Childhood Centre Association	Yass Early Childhood Centre	\$271,449	Chinese Australian Services Society Co-op Ltd (CASS)	Campsie Vacation Care	\$7,122

Church of England Children's Homes Burwood	Innovative Out of School Hours – Cool Care	\$2,570		Sherwood Grange Integrated Vacation Care Centre	\$20,358
	The Burwood Vacation Care Service	\$2,907	Holy Family Services	Holy Family Children's Centre	\$8,122
	Weldon Centre Vacation Care	\$3,629	Illawarra Children's Services Ltd	Illawarra Vacation Care for Children with Special Needs	\$69,230
City of Albury Council	Albury Vacation Care	\$21,228	Intereach NSW Inc	Deniliquin Vacation Care Program	\$15,580
	Glenroy North Albury Out of School Hours Program	\$21,182	Inverell District Family Services Inc	Inverell Vacation Care	\$17,152
	St Patrick's School Vacation Care Program	\$10,685	KARI Aboriginal Resource Inc	Enrichment Program (VAC)	\$11,392
City of Ryde Council	Gladesville Vacation Care	\$17,254	Katoomba Neighbourhood Centre Inc	Katoomba Neighbourhood Centre Vacation Care	\$7,982
	RALC Vacation Care Program	\$17,254	Kellyville After School Care Inc	Kellyville Vacation Care	\$15,604
	Truscott Street Vacation Care Program	\$17,254	Kempsey Children's Services Co-operative Ltd	School's Out Kempsey Vacation Care	\$3,782
Clarence Valley Council	Kids on the Clarence – Vacation Care	\$15,125	Kempsey Respite Services Inc	Kempsey Vacation Care – Respite Care	\$21,210
Clovelly Out of School Care	Clovelly Out of School Care	\$7,792	Kenthurst Before & After School Care Inc	Kenthurst Vacation Care	\$15,504
Community Activities Lake Macquarie Inc	Boolaroo Vacation Care	\$7,306	Keymer Child Care Centre Inc	Keymer OSHC Cottage	\$12,131
	Cameron Park Vacation Care	\$6,521	Kids Korner Combined Occasional Care Centre Inc	Kids Korner Vacation Care	\$31,655
	Cardiff Vacation Care	\$7,821	Kogarah Community Services Inc	Carlton South Vacation Care	\$5,224
Community First Step	Allambie Road Vacation Care	\$14,962	Koonawarra Area Residents Association Inc	Krafty Kids Vacation Care	\$6,350
	St John's Park Vacation Care	\$9,207	Ku-ring-gai Council	Kids Getaway Holiday Activity Centre	\$5,237
Coogee Care Centre	Coogee Vacation Care	\$4,016		St Ives Holiday Activity Centre	\$13,456
Coonamble Shire Council	Coonamble Vacation Care Centre	\$6,258		West Pymble Holiday Activity Centre	\$10,512
Coowarra Out of School Hours Care Service Inc	Coowarra Out of School Hours Care Service	\$8,221	Kurri Kurri Community Centre Inc	Kurri Kurri Vacation Care	\$7,306
Coptic Orthodox Church – Bexley	St Mary & St Mina's Vacation Care	\$5,656	Kyogle Pre-School & Outside School Hours Care Association Inc	Kyogle Vacation Care	\$3,345
Creating Links Co-operative Ltd	Bankstown Vacation Care – BCSC	\$10,356	Lady Gowrie Child Centre	Gowrie Vacation Care	\$5,226
Cringila Community Co-operative	Cringila Vacation Care Project	\$8,324	Lane Cove Out of School Inc	Lane Cove Out of School Vacation Care	\$11,422
Crookwell Neighbourhood Centre Inc	Crookwell Vacation Care	\$6,887	Lapstone Out of School Hours Inc	Lapstone OOSH	\$12,617
Dandaloo Gayngil Aboriginal Corporation Inc	Dandaloo Gayngil Vacation Care – Toomelah	\$15,247	Leeton Shire Council	Leeton Shire Council Vacation Care	\$15,875
Darlington Aftercare Association Inc	Darlington Vacation Care	\$8,565	Leichhardt Out Of School Hours Care Inc	Leichhardt Vacation Care	\$10,135
Dubbo Neighbourhood Centre Inc	Central Dubbo Vacation Care	\$12,122	Lismore Neighbourhood Centre Inc	Lismore Vacation Care	\$16,803
Eastern Respite & Recreation	Holiday Program	\$15,687	Liverpool Districts Neighbourhood Centres Association	Warwick Farm Vacation Care	\$9,582
Ermington West OOSH Care Inc	Ermington West OOSH Care	\$9,516	Lower Hunter Temporary Care Inc	Lower Hunter Temporary Care – Vacation Care	\$41,594
Ethnic Child Care Family & Community Services Co-op	Multicultural Respite Service Mobile Vacation Care	\$42,815	Macarthur District Temporary Family Care Inc	Vacation Plus – Campbelltown and Wollondilly	\$10,556
Eurobodalla Shire Council	Narooma Vacation Care	\$5,221		Vacation Plus – Wollondilly	\$7,697
FLASCA Inc	Forest Lodge Vacation Care	\$10,463	Maitland Baptist Church Child Care Inc	Ashtonfield Vacation Care	\$7,881
Forest Hill Outside School Hours Care Inc	Forest Hill OSHC – Vacation Care	\$10,597		Maitland Baptist Vacation Care	\$11,143
Great Lakes Council	Great Lakes Vacation Care	\$7,892		Metford Vacation Care	\$2,496
Greek Orthodox Archdiocese of Australia Consolidated Trust Greek Welfare Centre NSW	Kogarah Vacation Care Centre	\$7,812		Thornton Vacation Care	\$8,142
	Parramatta Vacation Care	\$12,948	Manly Council	Vacation Care – Manly Group 3	\$25,641
	Undercliffe Vacation Care Centre	\$8,853		Vacation Care – Manly Group 6	\$6,049
Gundagai Neighbourhood Centre Inc	Gundagai Vacation Care	\$7,160	Marayong House Neighbourhood Centre Inc	Doonside Vacation Care	\$7,657
Gwydir Shire Council	Bingara Vacation Care	\$8,861	Maroubra Junction Before & After School Care	Maroubra Junction Vacation Care	\$7,574
Hawkesbury City Council	Forgotten Valley Vacation Care	\$3,345	Marrickville Council	Camdenville Vacation Care	\$9,248
Hawkesbury Community Outreach Services Inc	Kurrajong Vacation Care	\$7,083		Ferncourt Vacation Care	\$11,078
Holbrook Early Learning Centre Inc	Holbrook Vacation Care	\$8,183		Stanmore Vacation Care	\$18,279
Holroyd City Council	Double Digits	\$7,869	Maryland OOSH Inc	Maryland Vacation Care Centre	\$16,104
	Guildford West Integrated Vacation Care	\$20,398			
	Ringrose Avenue Vacation Care Centre	\$7,796			

Community Services

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Mid Mountains Out of School Hours Service Inc	Mid Mountains Out of School Hours Service	\$5,224		Wallerawang Vacation Care	\$4,723
Mission Australia	Cootamundra Vacation Care	\$8,184		Wellington PCYC KidzCare	\$2,968
Moombahlene Local Aboriginal Land Council	Moombahlene Aboriginal Vacation Care	\$7,896	Port Macquarie Neighbourhood Centre Inc	Port Macquarie Vacation Care	\$12,962
Moree Family Support Inc	Moree Vacation Care	\$10,893	Port Stephens Council	Medowie Vacation Care	\$7,608
Mortdale Community Services Inc	Mortdale Community Services Vacation Care Centre	\$4,622		Nelson Bay Vacation Care	\$14,805
Mosman Municipal Council	Mosman Vacation Care	\$10,369	Rainbow Children's Centre Inc	Raymond Terrace Vacation Care	\$5,122
Mount Riverview Noiseworks Inc	Mount Riverview OOSH Vacation Care	\$11,160	Randwick Out of School Hours Care Centre	Lennox Head & Wardell Vacation Care	\$8,372
Murdi Paaki Regional Enterprise Corporation Ltd	Gulargambone Vacation Care Service	\$11,010		Randwick Out of School Vacation Care	\$8,586
Narrabri & District Community Aid Service Inc	Wee Waa Vacation Care	\$9,676	Richmond Before & After Care Association Inc	Richmond Vacation Care Centre	\$10,635
New School of Arts Neighbourhood House Inc	South Grafton Vacation Care	\$20,523	Riverwood Community Centre Inc	Riverwood Vacation Care	\$14,402
Newcastle Temporary Care Ltd	KIDZLINK Vacation Care Project	\$6,656	Rooty Hill Outside of School Hours Care Centre Inc	Rooty Hill Vacation Care	\$6,271
Nimbin Neighbourhood & Information Centre Inc	Nimbin Vacation Care Service	\$10,589	Rose Bay Out of School Care Centre Inc	Rose Bay Vacation Care	\$5,223
North Richmond Community Centre Inc	North Richmond OOSH Fun Factory	\$5,223	Sapphire Community Centre Inc	Merimbula/Pambula Activity Centre	\$2,307
North Sydney Council	Forsyth Park Community Centre Vacation Care	\$7,640	Seven Hills North P & C Association SHNOOSH Care	SHNOOSH Care	\$10,883
	Grandstand Kindergarten Vacation Care	\$7,798	SHARE Co-operative Society Ltd	Share Holiday Centre 1	\$11,035
	North Sydney Community Centre	\$10,377	Skills Training Employment Program Inc t/a Auswide Projects	Merimbula Pambula Activity Centre	\$2,918
NSW Council of YMCAs	Arncliffe Vacation Care	\$14,388	Snugglepot Day Care Centre Inc	Snugglepot Cool Kidz Care	\$5,988
	Blaxland YMCA Vacation Care	\$5,736	South West Child Adolescent & Family Services Association (CAFS) Inc	Heckenberg Vacation Care	\$8,511
	Broken Hill Vacation Care Centre	\$8,183	Southern Sydney Trusted Care	Innovative Out of School Hours – Miranda	\$9,982
	Campbelltown City YMCA Vacation Care	\$5,104	Southlake Community Services Inc	Southlake Vacation Care	\$7,499
	Greenacre YMCA Vacation Care	\$5,221	Springwood Neighbourhood Centre Co-operative Ltd	Tanderra Vacation Care	\$8,514
	Queanbeyan YMCA Vacation Care	\$14,241	St Demiana & St Athanasious Coptic Orthodox Church	St Demiana Vacation Care	\$5,424
	Revesby YMCA Vacation Care	\$12,627	St Mark's Coptic Orthodox Church	St Mark's Vacation Care Centre	\$10,403
NSW Department of Health	Westmead Hospital Vacation Activity Centre	\$11,386	St Marys District Baptist Church Out Of School Hours Care St Clair	St Marys District Baptist Church Out of School Hours Care St Clair	\$12,399
Ooranga Family Mobile Resource Unit Association Inc	Ooranga Mobile Vacation Care	\$3,218	Surry Hills Neighbourhood Centre Inc	Surry Hills Neighbourhood Centre Vacation Care	\$5,226
Open Arms Care Inc	Open Arms Vacation Care	\$23,305	Sutherland Shire Council	Jannali Vacation Care 10–4 year olds	\$5,256
Orange City Council	Glenroi Community Centre Vacation Care	\$9,243		Jannali Vacation Care 5–12 year olds	\$12,934
	Kenna Hall Vacation Care	\$9,501		Menai Vacation Care	\$12,953
Peninsula Community Centre Inc	Peninsula Community Centre Vacation Care	\$12,954		Miranda Vacation Care	\$7,838
Penrith City Council	Emu Village Vacation Care	\$11,841		Sutherland Shire Council Vacation Care Services	\$15,491
	Glenmore Park Vacation Care	\$5,280	Swansea Community Cottage Inc	Caves Beach Vacation Care Centre	\$7,306
	Grays Lane Vacation Care	\$7,817		Swansea Vacation Care	\$26,203
	OOSH Recreation VC 13-18	\$3,327	Sydney University Settlement	Sydney University Settlement – Vacation Care	\$21,615
	St Clair Vacation Care	\$10,405	Tamworth Youth Care Inc	Coledale Vacation Care	\$9,248
	Yoorami Cottage Vacation Care	\$10,394	Thankakali Aboriginal Corporation	Thankakali Holiday Program	\$6,271
Petersham Activities Centre for Children Inc	Petersham Activities Centre for Children	\$9,958	The Junction Works Ltd	Community Out of School Activity & Vacation Care Program	\$10,403
Pinnaroo OOSH Inc	Pinnaroo Vacation Care	\$8,564		Holsworthy Vacation Care	\$4,033
Pittwater Council	Narrabeen Vacation Care	\$15,613		Macquarie Fields Holiday Activity Program	\$8,982
PlayAbility Inc	Eden Vacation Care Centre	\$10,259	The Uniting Church in Australia Property Trust (NSW)	Quakers Hill Family Centre Outside of School Hours Care Services	\$12,496
Pole Depot Community Centre Inc	Pole Depot Vacation Care	\$14,248	Tibooburra Multi Purpose Centre Inc	Tibooburra Multi Purpose Centre – Vacation Care	\$5,021
Police & Community Youth Clubs NSW Ltd	Bourke Vacation Care	\$6,226			
	Lithgow Vacation Care Centre	\$6,261			
	Wagga Wagga Police & Community Youth Club Vacation Care	\$19,133			

Toongabbie Before & After School Care & Vacation Care Inc	Toongabbie Vacation Care	\$8,590	Campbelltown Family Support Service Inc	Families of Sexually Abused Children	\$7,789
Toongabbie Christian School	Toongabbie Christian School Vacation Care	\$11,731	CatholicCare	CatholicCare Child Sexual Assault Counselling Service	\$80,301
Trustees Roman Catholic Church Diocese of Lismore	Laurieton Vacation Care	\$5,689		Vietnamese Child Protection Service	\$89,642
Tweed Shire Vacation Care Association	Murwillumbah Vacation Care	\$4,509	Centacare Catholic Social Services	Penrith Family Support Service	\$168,562
	Tweed Heads Vacation Care	\$7,813	Central West Women's Health Centre Inc	Child Sexual Assault Service – Bathurst	\$88,237
	Tweed Heads Vacation Care	\$7,563	Child Abuse Prevention Service (Sydney) Inc	Child Abuse Prevention Service – Ashfield	\$171,840
University of New England	Yarm Gwanga Vacation Care	\$12,913		Coffs Harbour Child & Adolescent Sexual Assault	\$123,386
University of New South Wales	Kanga's House Vacation Care	\$5,202		Taree Child Sexual Assault Unit	\$81,961
Wagga Wagga East Before & After School Care Centre Inc	Wagga Wagga East Vacation Care	\$5,731	Gunedoo Child Protection Service Inc	The Gunedoo Centre	\$329,391
Walgett Shire Council	Collarenebri Vacation Care	\$3,544	Hillsong CityCare Ltd	Youth Development Services	\$43,602
	Grawin Vacation Care	\$3,818	Jubullum Aboriginal Lands Council	Jubullum Kids Lifestyle Enhancement Project	\$48,310
	Lightning Ridge Vacation Care	\$8,335		Child Sexual Assault Counselling Service – Wagga Wagga	\$89,501
	Walgett Vacation Care	\$15,088	Linden Place Inc	Centre Against Child Sexual Assault	\$83,411
Warren Shire Council	Warren Youth Centre Vacation Care	\$3,337	Lismore Neighbourhood Centre Inc	Child Sexual Assault Service Gosford	\$148,922
Warringah Council	Allambie Heights Vacation Care	\$9,424	NSW Department of Health	Rosebank Child Sexual Abuse Service	\$175,006
	Beacon Hill Juniors Vacation Care	\$10,364	Rosebank Child Sexual Abuse Service Inc	Child Sexual Assault Counselling Service – Marrickville	\$128,334
	Beacon Hill Seniors Vacation Care	\$10,364	Rosemount Good Shepherd Youth & Family Services	Child Adolescent and Family Sexual Assault Counselling and Outreach Project	\$330,098
	Cromer Juniors Vacation Care	\$10,375	Rosie's Place Inc	Green Valley Family & Children's Service	\$65,302
	Cromer Seniors Vacation Care	\$10,363	South West Child Adolescent & Family Services Association (CAFS) Inc	Swinson Cottage Family Centre	\$174,190
	Forestville Vacation Care	\$10,352	Swinson Cottage Family Centre Inc	The Entrance Community Engagement Project	\$115,192
Warrumbungle Shire Council	Coonabarabran Vacation Care	\$2,405	The Benevolent Society	Jannawi Family Centre Child Protection Program	\$328,134
WCOOSC Inc	Waverley Community Out of School Care	\$12,954	The Uniting Church in Australia Property Trust (NSW)	The Cottage Family Care Centre	\$523,601
Willoughby City Council	Artarmon Kids Cottage Vacation Care	\$17,344	The Wollongong West Street Centre	The Wollongong West Street Centre	\$235,991
	Bales Park Vacation Care	\$8,852	Community Builders		
	Chatswood OOSH	\$8,852	Airds Bradbury Community Centre Inc	Airds Bradbury Community Centre	\$61,984
Wyoming Community Centre Inc	Wyoming Community Centre Vacation Care	\$9,328		Airds Bradbury Neighbourhood Centre	\$71,574
Wyang Shire Council	Bateau Bay Vacation Care	\$4,710	Albion Park Youth & Community Care Inc	Albion Park Community Worker	\$60,045
	Gorokan Vacation Care	\$7,015	Albury Wodonga Community Network Inc	Glenecho Community Project	\$46,295
	Northlakes Vacation Care Centre	\$4,710	Albury Wodonga Volunteer Resource Bureau Inc	Albury Wodonga Volunteer Resource Bureau	\$15,059
	Ourimbah Vacation Care	\$9,645	Arab Council Australia Inc	Arabic Welfare Centre	\$70,031
	Wyang Vacation Care	\$4,702	Armidale Neighbourhood Centre Inc	Armidale Neighbourhood Centre	\$29,659
YWCA NSW	YWCA Vacation Care Centre – Cooks Hill	\$12,878	Association of Children's Welfare Agencies Inc	Youth Sector Development Project	\$366,810
Community Services Grant Program			Auburn Asian Welfare Centre Inc	Asian Welfare Service	\$107,753
Child Protection			Auburn City Council	LGSS – Auburn Community Worker	\$13,453
Aboriginal Medical Service Co-operative Ltd	Child Sexual Assault Project – Redfern	\$193,452	Auburn Community Development Network	Auburn Community Development Service	\$126,008
Anglicare Canberra & Goulburn	Child Protection Service – Goulburn	\$63,112	Aunties & Uncles (Illawarra) Inc	Aunties & Uncles – Illawarra	\$40,151
	Eurobodalla Child & Adolescent Sexual Assault Service	\$83,407	Australian Chinese Descendants Mutual Association	Chinese Community Development Officers	\$69,045
Armidale & District Women's Centre Inc	Armidale & District Child Sexual Assault Counselling Service	\$91,106			
Association of Children's Welfare Agencies Inc	Child Sexual Assault Project – Sydney	\$83,407			
Bankstown Women's Health Centre Inc	Child Sexual Assault Project – Bankstown	\$78,226			
Barnardos Australia	Child & Adolescent Sexual Assault Project – Auburn	\$72,197			
Buyinbin Aboriginal Corporation	Jubullum Kids Lifestyle Enhancement Project	\$15,220			

Community Services

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Australian Lebanese Association of NSW Ltd	Information & Welfare Officer Project	\$63,860		Multilingual Outreach Service	\$91,113
Australian Lebanese Christian Federation Inc	Multicultural Development Project – Punchbowl	\$133,667		Reaching The Heights	\$176,344
Australian Red Cross Society – NSW	Migrant Youth Orientation Program	\$53,212	Camden Community Connections Inc	Camden Area Neighbourhood Centre	\$78,483
Australian Turkish & Kurdish Community Services Co-operative Ltd	Centre Co-ordinator – Auburn	\$51,208	Camden Council	Manager, Camden Area Resource Centre	\$54,645
Awabakal Newcastle Aboriginal Co-operative Ltd	Awabakal Project Co-ordinator	\$58,194	Campbelltown City Council	LGSS – Camden Community Worker	\$13,453
Ballina District Community Services Association Inc	Ballina Information & Referral Service	\$58,260	Canterbury City Community Centre Inc	Community Development – Campbelltown	\$26,906
Bankstown Area Multicultural Network Inc	Migrant Community Development Project	\$96,581	Canterbury City Council	Neighbourhood Centre Project – Lakemba	\$39,456
Bankstown Community Resource Group Inc	Community Development Officer Project – Bankstown	\$95,362	Canterbury City Council	Canterbury Mobile Information Service	\$60,262
Bathurst Information & Neighbourhood Centre Inc	Bathurst Information & Neighbourhood Centre	\$51,877	Canterbury Earlwood Caring Association Ltd	LGSS – Canterbury Community Worker	\$13,453
	Volunteering Bathurst	\$40,869	CareWays Community Inc	Earlwood Caring Community Centre	\$83,518
	Volunteering Bathurst – Fixed Term	\$6,135		Dapto Neighbourhood Centre	\$6,533
Bay & Basin Community Resources Inc	Community Development Worker – Sanctuary Point	\$87,038	Casino Neighbourhood Centre Inc	Neighbourhood Centre – Dapto	\$87,192
Bellambi Neighbourhood Centre Inc	Bellambi Neighbourhood Centre	\$65,858		Casino Neighbourhood Centre	\$60,024
Bellingen Neighbourhood Centre Inc	Bellingen Neighbourhood Centre	\$59,242	Cassia Community Centre/Holroyd Community Development Association Inc	Community Development Project – Casino	\$44,634
Belmont Neighbourhood Centre Inc	Belmont Neighbourhood Centre	\$77,287		Cassia Community Services	\$179,691
Berkeley Development Association Inc	Berkeley Community Development Project	\$92,988	CatholicCare	The Bridge Community Services	\$70,224
Berkeley Vale Neighbourhood Centre	Berkeley Vale Neighbourhood Centre – Neighbourhood	\$68,866	Central Coast Community Council Inc	Regional Development Officer	\$69,617
Blackheath Area Neighbourhood Centre Inc	Blackheath Area Neighbourhood Centre	\$120,149	Central Coast Multicultural Children's Resource Centre Inc	Multicultural Resource Centre	\$54,645
Blacktown City Council	Community Development Officer – Blacktown Council	\$42,594	Cessnock City Council	Cessnock Community Worker Project	\$34,003
	LGSS – Blacktown	\$26,902	Chester Hill Neighbourhood Centre Inc	Chester Hill Neighbourhood Centre	\$76,531
Bland Shire Council	Community Development Officer – Bland Council	\$40,503		Clerical Assistant – Chester Hill	\$10,652
Bligh Park Community Services Inc	Community Worker – Bligh Park	\$76,820		Community Worker – North Bankstown	\$85,494
Blue Mountains City Council	LGSS – Blue Mountains Community Worker 1	\$13,451	Christian Community Aid Service Inc	Eastwood Neighbourhood Centre	\$19,382
	LGSS – Blue Mountains Community Worker 2	\$13,452	City of Canada Bay Council	LGSS – Drummoine Community Worker	\$13,453
Boronia Multicultural Services Inc	Migrant Services Development Worker Co-ordinator	\$91,762	City of Ryde Council	LGSS – Ryde Community Worker	\$13,453
Brewarrina Shire Council	Youth & Community Development Officer – Brewarrina	\$43,774	City of Sydney Council	LGSS – Sydney Community Worker 1	\$13,451
Broken Hill City Council	LGSS – Broken Hill Community Worker	\$12,483		LGSS – Sydney Community Worker 2	\$13,452
	LGSS – Broken Hill Youth Worker	\$12,483	Claymore Neighbourhood & Youth Centres Inc	Claymore Neighbourhood Centre	\$66,315
Bucketts Way Neighbourhood Group Inc	Gloucester Neighbourhood Centre	\$72,342	Co.As.It Italian Association of Assistance	Youth Project – Ashfield	\$67,091
Burwood Community Welfare Services Inc	Skead House Neighbourhood Centre	\$81,294	Cobar Shire Council	LGSS – Cobar Community Worker	\$12,483
Burwood Council	LGSS – Burwood Community Worker	\$13,453	Coffs Harbour City Council	LGSS – Coffs Harbour Community Worker	\$13,453
Butcarbin Aboriginal Corporation	Aboriginal Community Development/Adult Education	\$193,503	Community Activities Lake Macquarie Inc	Community Development Options	\$236,181
Cabonne Shire Council	LGSS – Cabonne Community Worker	\$12,483	Community Compass Inc	Central Coast Voluntary Treasurers Support Service	\$68,184
Cabramatta Community Centre Inc	Cabramatta Community Co-ordinator	\$149,772	Community First Step	Community Development Project – Fairfield	\$108,382
	Cabramatta Young Women's Project	\$80,587		Community First Step Community Services	\$353,688
	Multicultural Aged Resource Worker (MARS)	\$78,906	Community Links Wollondilly Inc	Community Links Outreach Resource	\$169,160
			Community Management Advisory Project Inc	Lake Macquarie Community Management & Advisory Project	\$95,042
			Community Programs Inc	Core Administration – Grafton	\$22,421
			Community Resource Network 'Servicing the Blacktown and Surrounding Local Government Areas'	Community Development – Policy	\$220,756
			Coolaburoo Neighbourhood Centre Inc	Coolaburoo Neighbourhood Centre	\$113,006

Coonamble Neighbourhood Centre Inc	Coonamble Neighbourhood Centre	\$30,434	Guyra Neighbourhood Centre Inc	Guyra Neighbourhood Centre	\$25,178
Council of Social Service of NSW	Core Operations – Council of Social Service	\$600,794	Gwydir Shire Council	Bingara Neighbourhood Centre	\$9,364
Cowra Community Information & Neighbourhood Centre Inc	Cowra Information & Neighbourhood Centre	\$134,282	Harris Park Community Centre Inc	Harris Park Community Centre	\$80,199
Creating Links Co-operative Ltd	Creating Links Family Support Service	\$164,124	Hawkesbury Area Women & Kids Services Collective Inc	Hawkesbury Domestic Violence Project	\$75,605
Cringila Community Co-operative	Assistance Co-ordinator/Community Development Worker	\$40,869	Hawkesbury City Council	Forgotten Valley Community Development & Youth Project	\$85,432
Crookwell Neighbourhood Centre Inc	Crookwell Neighbourhood Centre	\$24,295		LGSS – Hawkesbury Community Worker	\$13,453
Crossroads Community Care Centre Inc	Community Services Project – Miranda	\$58,200	Hawkesbury Community Outreach Services Inc	Hawkesbury Community Outreach Services	\$75,960
	Family Support	\$58,156	Helensburgh Community Centre Inc	Community Centre Project – Helensburgh	\$54,334
Cynthia Street Neighbourhood Centre Inc	Cynthia Street Neighbourhood Centre	\$60,432	Hewitt House Neighbourhood Centre Inc	Community Welfare Worker – Guildford	\$40,220
Denman & District Development Association Inc	Denman Neighbourhood Development Project	\$59,618		Neighbourhood Centre Project – Guildford	\$60,106
Drummoyne Community Centre Inc	Drummoyne Community Centre	\$65,133	Highlands Community Centres Inc	Highlands Community Centres	\$214,229
Dubbo City Council	LGSS – Dubbo Community Worker 2	\$12,483	Highlands Youth and Family Services Inc	Adolescent & Family Counselling	\$80,750
Dubbo Neighbourhood Centre Inc	Dubbo Neighbourhood Centre	\$30,721	Holdsworth Family Services Inc	Holdsworth Family Services	\$28,771
Dundas Area Neighbourhood Centre	Neighbourhood Centre – Dundas	\$60,479	Holroyd City Council	LGSS – Holroyd Community Worker	\$13,453
Dungog Information & Neighbourhood Service	Dungog Information & Neighbourhood Service	\$74,158	Holy Family Parish – Mount Druitt	Mount Druitt Family Holiday Program	\$16,374
ECHO Bondi Junction Neighbourhood Centre Inc	ECHO Neighbourhood Centre	\$67,667	Hunter Volunteer Centre Inc	Volunteer Education & Participation	\$6,135
Edgeworth Memorial Neighbourhood Centre Inc	Edgeworth Memorial Neighbourhood Centre	\$58,823	Hunters Hill Ryde Community Services Inc	Neighbourhood Centre – Gladesville	\$37,380
Engadine Community Services Inc	Engadine Community Services	\$42,669	Hurstville City Council	LGSS – Hurstville Community Worker	\$13,453
Fairfield City Council	LGSS – Fairfield Community Worker	\$13,453	Illawarra Forum Inc	Community Services Co-ordination Project	\$46,996
Forster Neighbourhood Centre Inc	Forster Neighbourhood Centre	\$81,762		Resource Worker Project	\$80,212
Glen Innes & District Community Centre Inc	Glen Innes & District Community Centre	\$45,661	Illawarra Multicultural Services Inc	Multicultural Project – Wollongong & Shellharbour	\$67,317
Glen Innes Severn Council	LGSS – Glenn Innes Community Worker	\$13,453		Serbian Community Worker	\$41,883
Glossodia Community Information Centre	Glossodia Community Information Centre	\$76,957	Immigrant Women's Speakout Association of NSW Inc	Immigrant Women's Resource Centre	\$92,121
Gosford City Community & Information Service	Gosford/Narara Neighbourhood Centre	\$39,475	Information and Cultural Exchange Inc	Community Information Technology Program	\$76,656
Gosford City Council	LGSS – Gosford Community Worker 1	\$13,451	Inner South West Community Development Organisation	Inner South West Community Development	\$111,702
	LGSS – Gosford Community Worker 2	\$13,452	Inner Sydney Regional Council for Social Development Inc	Inner Sydney Regional Information Service	\$107,037
Graceades Community Cottage Inc	Graceades Community Cottage	\$135,621	Intereach NSW Inc	Deniliquin Neighbourhood Centre	\$71,659
Granville Multicultural Community Centre Inc	Auburn/Granville Community Development	\$81,198	International Social Service Australia	Inter Country Casework Project	\$84,219
	Community Welfare Worker – Granville	\$59,779	Italian Welfare Organisation Inc	Italian Community Worker	\$43,714
	Co-ordinator Granville Multicultural Community Centre	\$68,118	Jannali Neighbour Aid (Nightingale) Inc	Neighbourhood Centre – Jannali	\$32,435
Great Lakes Council	Great Lakes Community Development Officer	\$34,003	Jesmond Neighbourhood Centre Inc	Jesmond Neighbourhood Centre	\$76,164
Greater Taree City Council	LGSS – Greater Taree Community Worker	\$13,453	June Community Centre Inc	June Community Centre	\$52,366
	Taree Council Aboriginal Community Worker	\$26,076	Karabi Community & Development Services Inc	Clerical Assistant for Arthur Philip & Caroline Chisholm Wards	\$16,513
Green Point Community Centre Inc	Green Point Community Centre	\$58,203		Community Development Project – Karabi	\$78,905
Greenacre Area Neighbourhood Centre	Greenacre Area Community Services Project	\$101,599		Manager/Community Development Worker	\$76,528
Griffith Neighbourhood House Community Centre Inc	Griffith Neighbourhood House – Community Centre	\$60,841		Wentworthville Community Capacity Building Service	\$91,432
Gundagai Neighbourhood Centre Inc	Gundagai Neighbourhood Centre	\$22,465	KARI Aboriginal Resource Inc	Enrichment Program	\$271,254
Gunnedah Shire Council	LGSS – Gunnedah Community Worker	\$13,453	Kariong Neighbourhood Centre Inc	Kariong Neighbourhood Centre	\$63,655
			Katoomba Neighbourhood Centre Inc	Katoomba Neighbourhood Centre	\$183,912

Community Services

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Kempsey Neighbourhood Centre Inc	Kempsey Neighbourhood Centre	\$63,607	Maitland City Council	Maitland Community Worker Project	\$34,003
	South Kempsey Neighbourhood Improvement Program	\$19,331	Maitland Neighbourhood Centre Inc	Maitland & Woodberry Neighbourhood Centres	\$157,011
Kempsey Shire Council	Aboriginal Community Liaison Officer	\$46,587	Manly Community Centre Inc	Manly Community Centre	\$50,285
Kincumber & District Neighbourhood Centre Inc	Kincumber Neighbourhood Centre	\$73,396	Manly Council	LGSS – Manly Community Worker	\$13,453
Kings Cross Community & Information Centre Inc	Neighbourhood Centre – Potts Point	\$36,792	Manning Valley Neighbourhood Services Inc	Manning Valley Neighbourhood Centre	\$80,370
Kingsgrove Community Aid Centre Inc	Neighbourhood Centre – Kingsgrove	\$29,018	Marayong House Neighbourhood Centre Inc	Dean Park Community Development Project	\$82,339
Kogarah Community Services Inc	Neighbourhood Centre – Kogarah	\$66,990		Doonside Hub Project	\$122,642
Kooloora & Soldiers Settlement Community Centre Inc	Kooloora Community Centre	\$110,385	Marrickville Council	Marayong House Neighbourhood Centre	\$101,189
Ku-ring-gai Council	LGSS – Ku-ring-gai Community Worker	\$13,453		LGSS – Marrickville Community Worker	\$13,453
Kurri Kurri Community Centre Inc	Kurri Kurri Neighbourhood Centre	\$56,475	Maryland Activities Group Inc	Community Worker Outreach 319297	\$72,277
Lake Macquarie City Council	Aboriginal Community Worker – Speers Point	\$32,193		Maryland Neighbourhood Centre	\$78,192
	LGSS – Lake Macquarie City Community Worker	\$13,453	Meeting House Inc	Meeting House Neighbourhood Centre	\$27,163
Lane Cove Council	LGSS – Lane Cove Community Worker	\$13,453	Menai Community Services Inc	Menai District Community Resource Centre	\$85,862
Lavington/Springdale Heights Community Centre Inc	Lavington Springdale Heights Community Centre	\$67,842	Metro Migrant Resource Centre Inc	Community Development – May Murray 2	\$202,416
Lebanese Muslim Association	Social Worker Project – Lakemba	\$39,852		Multicultural Project – May Murray 1	\$112,394
	Welfare Counsellor Project	\$38,500	Mid Mountains Neighbourhood Centre Inc	Mid Mountains Neighbourhood Centre	\$96,095
Leichhardt Municipal Council	LGSS – Leichhardt Community Worker 1	\$13,453	Mid North Coast Regional Council for Social Development	Regional Community Services Information Project	\$107,172
	LGSS – Leichhardt Community Worker 2	\$13,453	Mid Richmond Neighbourhood Centre Inc	Mid Richmond Neighbourhood Centre	\$52,710
Lifeline – Broken Hill Inc	Neighbourhood Centre Project – Broken Hill	\$35,753	Mid-Western Regional Council	Mid-Western Regional Council Community Project Officer	\$49,387
Link-Up (NSW) Aboriginal Corporation	Aboriginal Community Development Project – Link Up	\$62,902	Mindaribba Local Aboriginal Land Council	Mindaribba LALC Project Officer	\$92,314
Lismore City Council	LGSS – Lismore Community Worker	\$13,453	Mission Australia	Newcastle Community Development Program	\$83,796
Lismore Neighbourhood Centre Inc	Lismore Neighbourhood Centre	\$74,631	Moree Neighbourhood Centre Inc	Moree Neighbourhood Centre	\$55,971
Lithgow Information & Neighbourhood Centre Inc	Lithgow Information & Neighbourhood Centre	\$66,793	Moree Plains Shire Council	LGSS – Moree Plains Community Worker	\$13,453
Liverpool City Council	LGSS – Liverpool Community Worker	\$13,453	Mortdale Community Services Inc	Mortdale Community Services Neighbourhood Centre	\$41,595
Liverpool Districts Neighbourhood Centres Association	Heckenberg – Busby Neighbourhood Centre	\$87,528	Mountains Community Resource Network Inc	Community Resource Network	\$102,927
	Liverpool Central/Warwick Farm Development Worker	\$91,585	Mountains Outreach Community Service Inc	Mountains Outreach Community Service	\$147,636
	Lurnea Neighbourhood Centre	\$91,185	Mullumbimby & District Neighbourhood Centre Inc	Mullumbimby & District Neighbourhood Centre	\$52,204
	Moorebank Community Centre	\$88,826		Mullumbimby Women's Service	\$25,059
	Neighbourhood Connections	\$86,977	Multicultural Neighbourhood Centre Inc	Multicultural Neighbourhood Centre – Broadmeadow	\$79,242
Liverpool Volunteer Resource Centre Inc	Liverpool Volunteer Resource Centre	\$17,593		Multicultural Youth Project – Broadmeadow	\$19,965
Liverpool Women's Resource Centre Inc	Women's Community Outreach Worker	\$88,003	Murray Shire Council	LGSS – Youth Initiatives Officer	\$12,870
Local Community Services Association	Core Operations – Local Community Services	\$259,446	Murwillumbah Community Centre Inc	Murwillumbah Community Centre	\$52,201
	Targeted Capacity Building Project for CSGP Services	\$198,324	Muswellbrook Shire Council	Muswellbrook Community Worker Project	\$34,003
Lower Mountains Neighbourhood Centre Inc	Lower Mountains Community Projects	\$139,232	Nambucca Shire Council	Aboriginal Community Worker – Nambucca Shire Council	\$54,645
Macarthur Arabic Australian Welfare Centre Inc	Access & Equity – Campbelltown	\$44,875	Nambucca Valley Neighbourhood Centre Inc	Nambucca Valley Neighbourhood Centre	\$57,602
Macarthur Diversity Services Initiative Ltd	Arabic Community Worker – Minto	\$69,379	Narrabri & District Community Aid Service Inc	Narrabri Neighbourhood Centre	\$58,555
	Bilingual Team	\$50,198	Nepean Community and Neighbourhood Services	Penrith Aboriginal & Torres Strait Islander Neighbourhood Workers	\$147,158
	South Pacific Island Community Worker – Campbelltown	\$54,601		Penrith Community Development Services	\$290,335
Macedonian Welfare Centre Inc	Macedonian Welfare Centre	\$78,453			

Nepean Volunteer Services Inc	Volunteer Referral Service – Penrith	\$40,869	Queanbeyan City Council	LGSS – Queanbeyan Community Worker	\$13,453
New School of Arts Neighbourhood House Inc	New School of Arts Neighbourhood House – South Grafton	\$29,542	Queanbeyan Multilingual Centre Inc	Ethnic Welfare Worker Project – Queanbeyan	\$59,207
	Valley Volunteers	\$40,869	Randwick City Council	Community Development Worker – Randwick	\$40,739
Newcastle City Council	LGSS – Newcastle Community Worker 1	\$13,453		LGSS – Randwick Community Worker 1	\$13,451
	LGSS – Newcastle Community Worker 2	\$13,453		LGSS – Randwick Community Worker 2	\$13,452
Newtown Neighbourhood Centre Inc	Newtown Neighbourhood Centre	\$107,744	Raymond Terrace Neighbourhood Centre Inc	Raymond Terrace Neighbourhood Centre	\$83,342
Nimbin Neighbourhood & Information Centre Inc	Nimbin Neighbourhood & Information Centre	\$52,391	Richmond Community Services Inc	Richmond Community Project	\$140,287
North Kiama Neighbourhood Centre	North Kiama Neighbourhood Centre	\$56,530	Riverina Medical & Dental Aboriginal Corporation	Aboriginal Family Support – Wagga Wagga	\$44,764
North Richmond Community Centre Inc	Neighbourhood Centre Co-ordinator – North Richmond	\$73,422	Riverstone Neighbourhood Centre & Community Aid Service Inc	Riverstone Neighbourhood Centre & Community Aid	\$91,399
North Ryde Community Aid & Information Centre Inc	North Ryde Community Aid & Information Centre Project	\$16,524	Riverwood Community Centre Inc	Riverwood Neighbourhood Centre	\$107,145
North St Marys Neighbourhood Centre Inc	North St Marys Neighbourhood Centre	\$102,564	Rockdale City Council	LGSS – Rockdale Community Worker	\$13,453
North Sydney Council	LGSS – North Sydney Community Worker 1	\$13,451	Rockdale Community Services Inc	Neighbourhood Centre – Rockdale	\$66,511
	LGSS – North Sydney Community Worker 2	\$13,452	Rozelle Neighbourhood Centre Inc	Rozelle Neighbourhood Centre	\$67,284
Northern Beaches Community Service Ltd	Neighbourhood Centre & Community Information Programs	\$125,260	Samaritans Youth Services	Samaritans Information & Neighbourhood Centre	\$112,177
Northern Illawarra Community Connections Inc	Bulli Community Centre	\$57,943	San Remo Neighbourhood Centre Inc	San Remo Neighbourhood Centre	\$77,179
Northern Rivers Social Development Council Inc	Regional Community Services Development	\$70,629	Scone Neighbourhood Resource Centre Inc	Scone Neighbourhood Resource Centre	\$49,457
Northern Settlement Services Ltd	Filipino Welfare Service	\$70,548	Scout Association of Australia NSW Branch	Isolated Country Area Development Project	\$30,891
	Northern Settlement Services	\$62,162	Seaboard Community Neighbourhood Services Inc	Urunga Neighbourhood Centre	\$42,084
	Pacific Islander Welfare Project	\$63,973	Sector Connect Inc	Sector Connect	\$105,152
NSW Council of YMCAs	State-wide Community Development Officer	\$58,884	Shalvey Community Centre Inc	Shalvey Community Centre	\$89,486
NSW Family Services Inc	Core Operations – Family Support Services Association	\$6,456	Shellharbour City Council	LGSS – Shellharbour Community Worker	\$13,453
	Core Operations – NSW Family Services	\$455,465	Shire Community Service Inc	Shire Community Service	\$49,435
	Data Collection – NSW Family Services	\$2,685	Shoalhaven City Council	LGSS – Shoalhaven Community Worker	\$13,639
NSW Vietnamese Elderly Friendship Association Inc	Aged Care & Community Development Worker	\$14,577	Shoalhaven Neighbourhood Centre Inc	East Nowra Centre Co-ordinator	\$58,666
Orange City Council	LGSS – Orange Community Worker	\$12,483		Nowra Neighbourhood Centre	\$49,267
	Orange Neighbourhood Centre	\$73,519	Singleton Council	Singleton Community Services Co-ordinator	\$50,281
Our Community Place Inc	Our Community Place Inc	\$79,728	Singleton Neighbourhood Centre Inc	Singleton Neighbourhood Centre	\$71,994
Outer Liverpool Community Services Inc	Outer Liverpool Community Services	\$207,863	South Coast Portuguese Association Ltd	Development Information & Referral Service	\$34,169
Parkes & District Neighbourhood & Community Information Centre Inc	Parkes Neighbourhood Centre	\$59,833	South East Neighbourhood Centre	Multicultural Liaison Project	\$61,576
Parks Community Network	Parks Community Network	\$320,562		South East Neighbourhood Centre	\$88,333
Parramatta City Council	LGSS – Parramatta Community Worker	\$13,453	South Sydney Community Aid Co-operative Ltd	Multicultural Neighbourhood Centre – Redfern	\$138,442
Peninsula Community Centre Inc	Peninsula Community Centre	\$63,748	South Wallsend Neighbourhood Development Group Inc	Elernmore Vale Community Initiatives Program	\$70,480
Penrith City Council	LGSS – Penrith Community Worker	\$13,453	South West Child Adolescent & Family Services Association (CAFS) Inc	CAFS	\$89,672
	Penrith Family Resource Workers	\$79,179	South West Multicultural & Community Centre Inc	South West Multicultural & Community Centre	\$66,936
Pole Depot Community Centre Inc	Pole Depot Neighbourhood Centre	\$108,596	Southern Women's Group Inc	Women's Resource Centre	\$54,887
Polish Association of Newcastle Inc	Polish Welfare & Information Group	\$3,634	Southlake Community Services Inc	Community Development Project	\$81,380
Port Kembla Community Project Inc	Port Kembla Community Outreach Project	\$74,066	Spanish & Latin American Community Organisation Inc	Spanish Community Development Worker	\$89,759
Port Macquarie Neighbourhood Centre Inc	Port Macquarie Neighbourhood Centre	\$68,018	Springwood Neighbourhood Centre Co-operative Ltd	Springwood Neighbourhood Centre	\$127,723
	Wauchope Information & Neighbourhood Centre	\$43,035			
Port Stephens Council	Port Stephens Community Worker Project	\$34,003			
Protective Behaviours Consultancy Group of NSW Inc	Protective Behaviours Consultancy Group of NSW	\$96,014			

Community Services continued

St Clair Youth & Neighbourhood Team Inc	Neighbourhood Development Team – Erskine Park	\$44,770	Tumut & District Neighbourhood Centre Inc	Tumut & District Neighbourhood Centre	\$42,857
	St Clair Community Project	\$210,195	Ulladulla & District Community Resources Centre Inc	Domestic Violence Support Service – Ulladulla	\$47,780
St George Community Services Inc	St George Community Services Neighbourhood Centre	\$44,840		Milton Ulladulla Community Resources Centre 1 & 2	\$96,604
St Marys Area Community Development Project Inc	St Marys Area Community Development Project	\$127,937	Unanderra/Figtree Area Residents Association Inc	Unanderra Community Centre	\$62,595
Sugarvalley Neighbourhood Advancement Group	Sugar Valley Neighbourhood Centre & Youth Projects	\$115,846	Upper Hunter Community Services Inc	Muswellbrook Neighbourhood Service	\$91,853
Surry Hills Neighbourhood Centre Inc	Surry Hills Information & Resource Project for People with NESB	\$38,173	Upper Hunter Shire Council	Upper Hunter Shire Community Workers	\$101,369
	Surry Hills Neighbourhood Centre	\$63,577	Uralla Neighbourhood Centre Inc	Uralla Neighbourhood Centre	\$31,999
Sutherland Shire Council	Community Worker – Generalist, Planning & Projects	\$62,381	Vietnamese Association of Wollongong	Vietnamese Association of Wollongong	\$63,605
	LGSS – Sutherland Community Worker 1	\$13,453	Volunteering Central Coast Inc	Volunteering Central Coast	\$80,087
	LGSS – Sutherland Community Worker 2	\$13,453		Volunteering Central Coast – Fixed Term	\$12,275
Swansea Community Cottage Inc	Swansea Community Cottage	\$70,061	Volunteering Coffs Harbour Inc	Coffs Harbour Neighbourhood Centre	\$69,508
Sydney Anglican Home Mission Society Council t/a Anglicare	Fathers & Their Children	\$63,595		Volunteering Coffs Harbour	\$40,869
Sydney University Settlement	Settlement Neighbourhood Centre	\$114,297	Wagga Wagga Community Resource Centre Inc	Wagga Wagga Volunteer Centre	\$18,652
Tamworth Youth Care Inc	Coledale Community Centre	\$78,239	Walgett Shire Council	Community Development Officer – Walgett Council	\$40,503
Temora Community Centre Inc	Neighbourhood Centre – Temora	\$47,312	Walla Mulla Family & Community Support Ltd	Aboriginal Community Worker – Woolloomooloo	\$59,771
The Association of Bhanin El-Minieh	Community Development Worker Project – Auburn	\$60,124		Housing Estates Worker – Woolloomooloo	\$80,720
The Centre for Volunteering	Pathways to Participation	\$171,346		Outreach Counselling Service	\$105,633
	Statewide Service	\$333,219	Warilla Neighbourhood Centre Inc	Community Worker Project – Warilla	\$72,073
The Council of the City of Botany Bay	LGSS – Botany Community Worker	\$13,453	Warragamba-Silverdale Neighbourhood Centre Inc	Neighbourhood Centre – Warragamba-Silverdale	\$89,402
The Council of the Municipality of Hunters Hill	LGSS – Hunters Hill Community Worker	\$13,453	Warrawong Residents Forum Inc	Warrawong Community Development	\$74,280
The Council of the Municipality of Kiama	LGSS – Kiama Community Worker	\$13,453	Warringah Council	LGSS – Warringah Community Worker	\$13,453
The Factory Community Centre Inc	Community Program – The Factory Community Centre	\$67,645	Warrumbungle Shire Council	Coonabarabran Community Access Project	\$74,233
The Family Centre Inc	Aboriginal Torres Strait Islander Activities & Support Officer	\$52,315	Waverley Council	LGSS – Waverley Community Worker	\$13,453
The Fraternal Society of Tripoli & Mena Districts Ltd	Arabic Community Worker – Lakemba	\$71,098	Wellington Information & Neighbourhood Services Inc	Wellington Information & Neighbourhood Services	\$36,648
The Hills Community Aid & Information Service Inc	The Hills Community Aid	\$226,228	Werrington Community Project Inc	Werrington Area Community Development Team	\$135,503
The Hills Shire Council	LGSS – Baulkham Hills Community Worker	\$26,902	West Dapto Community Association Inc	Neighbourhood Centre Co-ordinator – West Dapto	\$46,588
The Junction Neighbourhood Centre Inc	Neighbourhood Centre Project	\$67,243	Western Information & Neighbourhood Centres	Regional Development Project – WINC	\$6,512
The Junction Works Ltd	Co-ordinator – The Fields Neighbourhood Centre	\$80,512	Western Sydney Community Forum Inc	Learning and Development Project – Western Sydney Community Forum	\$112,215
	Tallowood Community Centre	\$54,767		Regional Resource Project	\$134,249
	The Junction Works – CSGP – Community Youth	\$70,775	WESTIR Ltd	WSCF Executive Officer	\$59,115
	Wattle Grove Neighbourhood Centre	\$80,197	Westside Community Centre Inc	Data Liberation Front	\$291,778
The Neighbourhood House – Bayldon Boambee Bonville Sawtell Toormina Inc	The Neighbourhood House	\$40,861	Willoughby City Council	Westside Community Centre	\$28,489
The Rail Neighbourhood Association Inc	Community Worker/Centre Co-ordinator – Albion Park Rail	\$61,656	Wingecarribee Shire Council	LGSS – Willoughby Community Worker	\$13,453
The Uniting Church in Australia Property Trust (NSW)	Harris Community Centre	\$92,611	Winmalee Neighbourhood Centre Inc	LGSS – Wingecarribee Community Worker	\$13,453
	Rouse Hill Outreach Project	\$71,085		Winmalee Neighbourhood Centre	\$78,337
Tomaree Neighbourhood Centre Inc	Tomaree Neighbourhood Centre	\$90,090	Wollondilly Shire Council	LGSS – Wollondilly Community Worker	\$13,453
Toukley Neighbourhood Centre Inc	Toukley Neighbourhood Centre	\$87,183	Wollongong City Council	LGSS – Wollongong Community Worker 1	\$13,453
				LGSS – Wollongong Community Worker 2	\$13,453
				LGSS – Wollongong Community Worker 3	\$13,453
			Wollongong Women's Information Service Inc	Wollongong Women's Centre	\$194,977
				Women's Court Support Worker	\$45,816

Women's Activities & Self Help House – The WASH House	Women's Activities & Self Help House – The Wash House	\$264,242	Botany Family & Children's Centre Inc	Botany Family Support Project	\$138,954
Woodbine Neighbourhood Centre Inc	Woodbine Neighbourhood Centre	\$51,087	Bridges Inc	Bridges Inc	\$72,195
Woodrising Neighbourhood Centre Inc	Woodrising Neighbourhood Centre	\$79,844	Burwood Community Welfare Services Inc	Inner West Family Support Service	\$173,373
Woodville Community Service Inc	Fairfield East Community Development Worker	\$81,779	Cabramatta Community Centre Inc	Domestic Violence Project – Cabramatta	\$110,270
	Villawood East Community Development Worker	\$92,860	Campbelltown Family Support Service Inc	Arabic Speaking Family Support Worker	\$47,450
	Woodville Community Services	\$107,442		Campbelltown Family Support Service	\$185,365
Woolgoolga Neighbourhood Centre Inc	Woolgoolga Neighbourhood Centre	\$49,691		Macarthur Aboriginal Family & Youth Support	\$168,473
Woomera Aboriginal Corporation Albury	Community Development Project – Glenroy	\$48,649	Canterbury City Community Centre Inc	Vulnerable Families 0-3 Worker – Campbelltown – VF	\$68,674
Wyoming Community Centre Inc	Wyoming Community Worker	\$68,569		Early Intervention Family Support Service – VF	\$6,161
Wyong Neighbourhood Centre Inc	Wyong Neighbourhood Centre Community Development	\$147,157	Canterbury Earlwood Caring Association Ltd	Canterbury Community Counselling Service	\$70,468
Wyong Shire Council	LGSS – Wyong Community Worker	\$13,453	Casino Family Support Service Inc	Casino Family Support Service	\$177,203
Yarrahapinni Community House Inc	Yarrahapinni Community House	\$27,093	CatholicCare	Canterbury and Arabic Family Support	\$294,840
Yawarra Meamei Women's Group Inc	Lightning Ridge Neighbourhood Centre	\$22,330		Centacare Family Support Service – Lower North Shore & Northern Beaches	\$289,832
Young Neighbourhood Centre Inc	Young Neighbourhood Centre	\$22,053		Family Support, Family Network	\$80,165
Youth Action & Policy Association	Core Operations – YAPA	\$410,507		Hornsby Counselling & Family Support Service	\$316,969
Yugoslav-Australian Welfare Association Inc	Information & Referral Service – Newtown	\$50,409		Leichhardt Family Support Service	\$169,109
YWCA NSW	Domestic Violence Support Worker	\$41,433		Parent Line	\$1,088,556
Family & Individual Support				Specialist Family Support Service – Centacare	\$301,519
Arab Council Australia Inc	Arabic Family Support	\$19,476	Centacare Catholic Social Services	Blacktown After Hours Family Counselling & Parent Education Strategy	\$136,651
	Family Support Project – Bankstown	\$178,497		Catherine Villa Family Support Program	\$144,448
Armidale Dumaresq Council	Armidale Volunteer Referral Service	\$17,593		Centacare Blacktown Family Support Service	\$135,194
Armidale Family Support Service Inc	Armidale Family Support Service	\$151,524	Central Coast Family Support Service Inc	Gosford City Family Support Service	\$329,450
Aunties & Uncles Co-operative Family Project Ltd	Aunties & Uncles Cooperative Family Project	\$201,900	Central West Family Support Group Inc	Central West Family Support Group	\$113,587
Australian Birthright Movement	Lone Parent Family Support Service – Sydney	\$177,118		Murrin Bridge Family Support Riverside Drive Youth Program	\$126,278
	Lone Parents Family Support - Northern Beaches	\$28,865	Cessnock Family Support Service Inc	Cessnock Family Support Service	\$196,461
	North West Sydney Lone Parent Family Support Service Rental Cumberland/Prospect	\$16,937	Christian Community Aid Service Inc	Social Welfare Support Worker – CCAS	\$46,928
Australian Turkish & Kurdish Community Services Co-operative Ltd	Family Support Service – Auburn	\$52,809	Church of England Children's Homes Burwood	Summer Hill Family Support Service	\$9,109
Ballina-Byron Family Centre Inc	Ballina Byron Family Support Service	\$177,018	Community Links Wollondilly Inc	Community Links Family Support	\$134,407
	Family Support Training – Ballina	\$3,065	Community Programs Inc	Family & Youth Support Service	\$182,330
Barnardos Australia	Barnardos Family Support Program – Special Neighbours	\$234,100	Cowra Community Information & Neighbourhood Centre Inc	Family Support Service – Cowra	\$149,309
	Domestic Violence Program – Auburn	\$79,691	Creating Links Co-operative Ltd	Family Support Service	\$346,001
	Mudgee Family Support	\$92,986	Cystic Fibrosis New South Wales	Family Support Program – North Ryde	\$198,382
	Penrith Family Support Program	\$225,359	Dandaloo Gayngil Aboriginal Corporation Inc	Toomelah Family & Youth Support Service	\$136,543
Bathurst Family Support Service Inc	Bathurst Family Support	\$179,827	Eastlakes Family Support Service Inc	Eastlakes Family Support Service	\$348,316
Blue Mountains Family Support Service Inc	Blue Mountains Family Support Service	\$236,437	Emmanuel Care Inc	Van-Ploy/Emmanuel Care Centre	\$5,052
Blue Mountains Women's Health and Resource Centre Inc	Blue Mountains Women's Health and Resource Centre	\$83,093	ERAC Inc	Lifeline Mountains to Murray	\$9,190
Bondi Beach Cottage Inc	Bondi Beach Cottage Family Support Service	\$185,241	Eurobodalla Family Support Service Inc	Eurobodalla Family Support Service	\$187,362
			Fairfield Parent Support Centre Inc	Fairfield Parent Support Centre	\$272,798
				Fairfield Parent Support Centre – Recession Support	\$19,199

Community Services continued

Family Development Services Inc	Family Development Services	\$84,329	Manning Support Services Inc	Family Support Services Manning – Great Lakes – Gloucester	\$231,729
Family Services Illawarra Inc	Family Services Illawarra	\$449,103	Men & Family Centre Inc	The Anti-Violence Project	\$88,766
Family Support Centre Inc	Family Resource Project – Community Outreach Worker	\$39,603	Mimili Aboriginal Community Association Inc	Blacktown Aboriginal Youth and Family Support Service	\$290,007
	Family Services Activity Van	\$100,843	Mission Australia	Albury Family Support Project	\$196,268
	Family Services Resource Project	\$101,485		Broken Hill & Districts Family Support Service	\$156,006
Family Support Network Inc	Creative Early Childhood Project	\$6,906		Cootamundra Community Workers	\$171,305
	Lismore Family Support Service	\$142,306		Griffith Family Support Services	\$164,280
	Transitions Project	\$15,607		Miller Family Support Service	\$101,136
Family Worker Training & Development Program	Family Worker Development Program	\$73,922		Special Needs Worker Campbelltown	\$32,690
Far South Coast Family Support Service Inc	Far South Coast Family Support Service	\$167,170	Monaro Family Support Service Inc	Monaro Family Support Service	\$133,018
Financial Counselling Hunter Valley Project Inc	Financial Counselling – Hunter Valley Project	\$66,360	Moree Family Support Inc	Moree Family & Adolescent Support Program	\$174,523
Gay & Lesbian Counselling Service of NSW	Gay & Lesbian Counselling Service	\$76,113	Mudgin-Gal Women's Corporation	Mudgin-Gal Aboriginal Corporation Project	\$93,354
Glen Innes Family & Youth Support Service Inc	Glen Innes Family & Youth Support Service	\$106,976	Muloobinba Aboriginal Corporation	Muloobinba Family Support Services	\$122,061
Goulburn Family Support Service Inc	Goulburn Family Support Service	\$192,688	Nambucca Valley Children's Group Inc	Nambucca Bellingen Family Support Service	\$158,651
Grace Cottage Inc	Family Support Service – Dubbo	\$92,492	Narrabri & District Community Aid Service Inc	Namoi Family Support	\$102,710
Granville Multicultural Community Centre Inc	Granville Family Support Scheme	\$160,968	Newcastle Family Support Services Inc	Family Support Project – Newcastle	\$459,160
Gunnedah Family Support Inc	Gunnedah Family Support Centre	\$89,003	Ngadrii Ngalli Way (My Mothers Way) Inc	Ngadrii Ngalli Family Support Project	\$48,784
Hawkesbury City Council	Forgotten Valley Family Support Service	\$99,056	Northern Settlement Services Ltd	Family Welfare – Hamilton	\$56,845
Hawkesbury Community Outreach Services Inc	Hawkesbury Community Outreach Family Support	\$43,817	Nowra Family Support Service Inc	Nowra Family Support Service	\$311,471
Hawkesbury Community Services Inc	Hawkesbury Community Family Services	\$63,134	NSW Spanish & Latin American Association for Social Assistance Inc	Family Support Worker/Spanish & Latin American Assistance Centre	\$62,883
Hillson CityCare Ltd	Generalist Youth Worker	\$8,373	Orange Family Support Service Inc	Orange Family Support Service	\$141,642
Horizons Central Coast Family Services Inc	Banksia Family Centre	\$75,857	Parkes & District Neighbourhood & Community Information Centre Inc	Family Support Service – Parkes	\$151,536
	Family Support Service – Wyong	\$420,949	Parramatta Holroyd Family Support Inc	Community Welfare Worker – Guildford	\$13,407
Hunter Aboriginal Children's Services	HACS Family Support	\$76,225		Neighbourhood Centre Project – Guildford	\$20,035
Inner West Aboriginal Community Company Ltd	Family Support Worker Marrickville/Glebe VF	\$69,045		Parramatta Holroyd Family Support Service	\$246,268
Institute for Family Advocacy & Leadership Development Association Inc	Institute for Family Advocacy & Leadership Development	\$238,635		Support Program for Adolescent Parents	\$77,318
Intereach NSW Inc	Deniliquin Family Support Service	\$131,682	Pathfinders Inc	Inverell Family & Youth Support Service	\$150,596
Junaya for Families	Junaya for Families	\$438,441	Port Stephens Family Support Service Inc	Port Stephens Family Support Service	\$195,772
Karitane	Parent Support Program	\$121,996	Quakers Hill Community Development Project	Quakers Hill Community Development Worker	\$20,448
Kempsey Family Support Service Inc	Kempsey Family Support Service	\$147,274	Queanbeyan City Council	Family Support Service – Queanbeyan	\$132,574
KU Children's Services	KU Community Development Worker Project	\$70,366	Redfern Legal Centre	Financial Counselling Credit & Debit Service	\$108,326
Kyogle Family Support Service Inc	Kyogle Family Support Service	\$76,053	Relationships Australia (NSW)	Groupwork Training & Supervision Project	\$179,501
Learning Links	Learning Links Family Counselling & Parenting Support Service	\$89,635		Growing Together Parents & Kids	\$69,982
Lifeline Central West Inc	Lifeline Central West	\$5,604	Richmond Community Services Inc	Hawkesbury Family Support Service	\$41,127
Lithgow Family Support Service Inc	Lithgow Family Support Service	\$101,158	Riverwood Community Centre Inc	Riverwood Family Support Service	\$251,644
Maitland Family Support Scheme Inc	Maitland Family Support Scheme	\$247,785	Ryde Family Support Service Inc	Ku-ring-gai Family Support Program	\$78,373
Mallee Family Care Inc	Wentworth Balranald Family Support	\$90,836		Ryde Family Support Service	\$351,987
	Wentworth Balranald Vulnerable Families	\$58,186	Shine for Kids Co-op Ltd	Support for Children of Prisoners	\$100,064
Manly Warringah Women's Resource Centre Ltd	Manly Warringah Family Support Service	\$180,296	Singleton Family Support Scheme Inc	Singleton Family Support Scheme Inc	\$198,126
			South Coast Medical Service Aboriginal Corporation	Aboriginal Family Support Service – Nowra	\$70,573

South Sydney Youth Services	The Shop Women & Children's Centre	\$240,166	Warragamba-Silverdale Neighbourhood Centre Inc	Family Support Service – Warragamba	\$65,146
South West Child Adolescent & Family Services Association (CAFS) Inc	Green Valley Family Support Service	\$112,481	Waverley Council	Waverley Family Support Project	\$35,037
	Specialist Family Support Worker – Liverpool	\$75,178	Welfare Rights Centre Ltd	Welfare Rights Service – Surry Hills	\$383,803
St George Family Support Service Inc	Family Support Project – Carlton	\$290,817	Westlakes Macquarie Family Support Service Inc	Westlakes Macquarie Family Support Service	\$311,363
Sutherland Shire Family Services Inc	Sutherland Shire Family Support Service	\$300,273	Wingecarribee Family Support Service	Wingecarribee Family Support Service	\$202,843
Sydney Anglican Home Mission Society Council t/a Anglicare	Liverpool Family Support Service	\$212,168	Young Neighbourhood Centre Inc	Young Family Support	\$36,757
	Newtown/Marrickville Family Support	\$277,852	Youth Services		
	Shoalhaven Outer Areas Counsellor	\$34,666	Al Zahra Muslim Women's Association	Youth Development Officer – Arncliffe	\$54,994
	St Marys Family Support Work Project	\$166,942	Albion Park Youth & Community Care Inc	Young Adults Resource Information Project	\$39,846
Tamworth Family Support Service	Tamworth Family Support Service	\$206,236	Albury Wodonga Community Network Inc	The Place	\$79,533
Teloepa Family Resources Inc	Teloepa Family Support Program	\$285,560	Albury Wodonga Youth Emergency Services Ltd	Adolescent Family Counsellor – Albury	\$144,850
Temora Community Centre Inc	Family and Youth Services (FAYS)	\$62,768	Allambi Youth Services Inc	Lake Macquarie Detached Family Counsellor Project	\$93,621
Tenterfield Social Development Committee	Tenterfield Family & Youth Support Service	\$141,149	Auburn Community Development Network	Youth Development Officer – Auburn	\$64,174
The Association of Bhanin El-Minieh	Arabic Family Support Service	\$67,515	Auburn Youth Centre Inc	Adolescent & Family Counsellor – Auburn	\$79,278
The Benevolent Society	Benevolent Society's Home Start Program	\$102,724		Co-ordinator & Youth Worker Project – Auburn	\$156,974
	Post Adoption Resource Centre	\$431,531	Awabakal Newcastle Aboriginal Co-operative Ltd	Awabakal Youth Worker	\$58,037
The Deli Women & Children's Centre Inc	The Deli Family Support Service	\$244,815	Ballina District Community Services Association Inc	Ballina & District Community Services Association Youth Service	\$86,980
The Factory Community Centre Inc	The Factory Family Support Service	\$55,043	Bankstown City Council	After School Drop-In Centre – Bankstown	\$253,224
The Family Centre Inc	Tweed Valley Family & Youth Support Service	\$361,958		Youth Development Officer – Bankstown	\$75,575
The Infants Home Ashfield	Sydney Hope Cottage Family Support Project	\$104,098	Bankstown Multicultural Youth Service Inc	Multicultural Youth Service – Bankstown	\$264,982
The Junction Neighbourhood Centre Inc	Family Support Program	\$136,895	Baptist Community Services – NSW & ACT	Respite Recreation Network	\$94,436
The Salvation Army (NSW) Property Trust	The Salvation Army Special Search Service	\$135,912	Barnardos Australia	Bundaleer Child & Family Community Development Project	\$35,434
The Trustees of the Society of St Vincent de Paul (NSW)	St Vincent De Paul Society – Family Welfare Centre	\$105,620		Queanbeyan & Region Adolescent & Family Counselling Service	\$89,751
The Uniting Church in Australia Property Trust (NSW)	Baulkham Hills After Hours Family Counselling & Parent Education Strategy	\$102,487		Youth Programs Co-ordinator	\$62,583
	Coffs Harbour Family Support Services	\$155,996		Youth Support Worker Project	\$92,783
	Hastings Family Support Service	\$214,120	Bay & Basin Community Resources Inc	Youth Services Co-ordinator – Sanctuary Point	\$54,737
	Hills Family and Group Work	\$130,232	Bellambi Neighbourhood Centre Inc	Youth Project – Bellambi	\$18,315
	Lifeline/Youthline	\$66,385	Bellingen Neighbourhood Centre Inc	Bellingen, Dorrigo & Seaboard Youth Services	\$96,195
	Northern Macarthur Family Support Service	\$136,033	Berkeley Development Association Inc	Berkeley Youth Project	\$44,864
	Pathfinder	\$15,719	Blacktown City Council	LGSS – Blacktown Youth Worker	\$13,453
	Unifam Adolescent Parent Mediation Service (Options)	\$230,230	Blacktown Youth Service Association Inc	Youth Services Blacktown	\$175,736
	Uniting Care Campbelltown Focus on New Families	\$102,724	Bligh Park Community Services Inc	Youth Project – Bligh Park	\$72,713
	WFS-NWS Child, Family and Youth Services	\$269,016	Blue Mountains City Council	LGSS – Blue Mountains Youth Worker	\$13,453
The University of Newcastle	Caravan Project	\$327,252	Bridging the Gap Sydney West Inc	Bridging the Gap – Youth Resilience Project	\$169,944
	Homestart	\$93,138	Byron Youth Service Inc	Byron Youth Service	\$73,741
Tweed Shire Women's Service Inc	Tweed Shire Family & Individual Support	\$79,339		Youth Activities & Liaison Worker	\$33,459
Upper Hunter Community Services Inc	Upper Hunter Family Support Service	\$154,198	Cabramatta Community Centre Inc	Multicultural Youth Support Project	\$160,404
Wagga Wagga Family Support Service Inc	Wagga Wagga Family Support Service	\$183,268		Youth Service Co-ordinator	\$86,250
Walla Mulla Family & Community Support Ltd	Special Family Support Project	\$62,820			

Community Services

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Camden Community Connections Inc	Youth Services Co-ordinator – Camden	\$71,082		Fusion Western Sydney Resilient Youth Project	\$269,047
Campbell Page Ltd	Eden Youth Service	\$46,259		Fusion/Cranebrook Youth Development Project	\$126,698
	Eurobodalla Aboriginal Youth Project	\$40,006	Gilgandra Shire Council	Aboriginal Youth Worker Project – Gilgandra	\$44,335
	Eurobodalla Youth Project	\$50,776	Glebe Youth Service Inc	Glebe Youth Project	\$227,985
Campbelltown City Council	Youth Development – Campbelltown	\$26,906	Gloucester Shire Council	Gloucester Youth Service	\$44,155
Campbelltown Family Support Service Inc	Adolescent Family Worker – Campbelltown	\$49,118	Gosford City Council	LGSS – Team Leader Youth Services	\$13,453
	Youth Support Worker	\$96,959	Granville Multicultural Community Centre Inc	Adolescent Support Worker – Granville	\$87,481
Canterbury City Council	Canterbury Youth Support Worker	\$92,245		Community Youth Worker – Granville	\$64,281
	LGSS – Canterbury Youth Worker	\$13,453	Great Lakes Community Resources Inc	Aboriginal Youth Worker Project – Tuncurry	\$39,361
CareSouth	Aunties & Uncles – South Coast	\$34,705		Great Lakes Youth Worker	\$75,662
CareWays Community Inc	West Dapto Outreach Youth Project	\$62,727	Greater Taree City Council	Aboriginal Adolescent Support Program – Taree	\$159,452
	Youth Work Project – Dapto	\$5,026		Taree Youth Development Officer	\$61,944
Casino Neighbourhood Centre Inc	Casino Youth Service	\$66,181	Gwydir Shire Council	Bingara Youth Support Program	\$15,411
CatholicCare	Maitland Youth Counsellor Project	\$66,175	Hawkesbury City Council	LGSS – Hawkesbury Youth Worker	\$13,453
Chester Hill Neighbourhood Centre Inc	Youth Project Officer – North Bankstown	\$79,312	Hawkesbury Community Outreach Services Inc	Youth Access Worker	\$77,479
Churches of Christ Community Care (NSW)	The Stepping Stone	\$62,930	Helensburgh Community Centre Inc	Helensburgh Youth Project	\$16,791
City of Ryde Council	LGSS – Ryde Youth Worker	\$13,453	Hillsong Youth Services Inc	Migrant Youth Access Worker	\$35,228
City of Sydney Council	LGSS – Sydney Youth Worker	\$13,453		Part-Time Youth Worker Project – Hills District	\$16,746
	LGSS – Sydney Youth Worker 1	\$13,453	Holroyd City Council	LGSS – Holroyd Youth Worker	\$13,453
Clarence Valley Council	Clarence Valley Youth Development Officer	\$60,534		Wentworthville Youth Service Outreach Youth Worker	\$84,875
Claymore Neighbourhood & Youth Centre Inc	Claymore Youth Development Project	\$63,193	Holroyd Youth Service Inc	Merrylands Youth Centre – Youth Worker	\$63,876
	Female Youth Worker	\$62,696		Out Of Hours Youth Worker	\$24,633
Coastal Accommodation Services Supporting Youth (CASSY) Inc	Skills Development Caseworker	\$68,408		Westway Youth Support	\$68,904
Communities NSW	Armidale Youth Support Project	\$36,504	Holy Family Parish – Mount Druitt	Mount Druitt Youth Project	\$65,214
Community Activities Lake Macquarie Inc	Lake Macquarie Youth Development Officer	\$62,737	Hurstville City Council	LGSS – Hurstville Youth Worker	\$13,453
Community First Step	Youth Services Project	\$412,773	Illawarra Youth Housing Ltd	Adolescent & Family Counsellor – Illawarra	\$96,859
Community Links Wollondilly Inc	Community Links Adolescent Support Program	\$52,157	Jesmond Neighbourhood Centre Inc	Detached Family Counsellor Project – Jesmond	\$74,746
	Community Links Youth Service	\$105,999		Families with Adolescents Support Project	\$66,679
Coolaburoo Neighbourhood Centre Inc	Youth Programs Officer – Revesby	\$81,004	Jetty Bunker Youth Service Inc	Coffs Harbour Youth Service – Jetty Bunker	\$84,674
Dubbo Neighbourhood Centre Inc	Detached Family Counsellor Project – Dubbo	\$96,857	Junee Shire Council	Youth Project – Junee Shire Council	\$30,216
Dundas Area Neighbourhood Centre	Dundas Area Youth Service	\$63,666	Karabi Community & Development Services Inc	Karabi Youth Services	\$90,521
Dungog Information & Neighbourhood Service	Dungog Adolescent & Family Counselling Service	\$42,721		Wentworthville Young Person's Service	\$68,028
	Dungog Area Youth Service (DAYS)	\$50,161	Kempsey Family Support Service Inc	Kempsey Youth Support Worker	\$92,783
Durri Aboriginal Corporation Medical Service	Kempsey Youth Service	\$80,299	Koonawarra Area Residents Association Inc	Koonawarra Youth Work Project	\$29,655
Eastlake Youth Centre Inc	Eastlake Youth Centre Project	\$185,608	Ku-ring-gai Council	LGSS – Ku-ring-gai Youth Worker	\$13,453
Edgeworth Memorial Neighbourhood Centre Inc	Northlakes Youth & Family Counsellor	\$81,938	Kurri Kurri Community Centre Inc	Cessnock Youth Development Officer	\$78,990
	Northlakes Youth Project	\$64,212		Kurri Kurri Youth Centre	\$64,446
Engadine District Youth Services Inc	Engadine District Youth Services	\$97,485	Kyogle Youth Action Inc	Kyogle Youth Action	\$67,038
Epping Youth Development Group Inc	The Shack – Epping	\$29,415	Lane Cove Council	LGSS – Lane Cove Youth Worker	\$13,453
Fairfield City Council	LGSS – Fairfield Youth Worker	\$13,453		Synergy Youth Centre	\$13,657
Fusion Australia Ltd	Fusion Campsie Youth Cafe	\$274,454	Lebanese Muslim Association	Youth Development Officer – Lakemba	\$54,986
	Fusion Mount Druitt Youth Service	\$274,454	Leichhardt Municipal Council	LGSS – Leichhardt Youth Worker	\$13,453
			Lithgow Information & Neighbourhood Centre Inc	Lithgow Adolescent & Family Counsellor	\$32,592

Liverpool City Council	LGSS – Liverpool Youth Worker	\$13,453	Port Kembla Youth Project Inc	Port Kembla Youth Project	\$33,463
Liverpool Districts Neighbourhood Centres Association	Westside Youth Service	\$80,049	Port Macquarie – Hastings Council	Youth Development Worker – Port Macquarie	\$35,797
Liverpool Women's Resource Centre Inc	Liverpool Women's Resource Centre Project	\$85,802	Port Stephens Council	LGSS – Port Stephens Youth Worker	\$13,453
Liverpool Youth Needs Committee Inc	LYNC Place Liverpool	\$148,714	Queanbeyan City Council	Queanbeyan Youth Service	\$34,772
Maari Ma Health Aboriginal Corporation	Wentworth Shire Youth Support Worker	\$14,388	Randwick City Council	LGSS – Randwick Youth Worker	\$13,453
	Wilcannia Youth & Community Club	\$57,286	Raymond Terrace Neighbourhood Centre Inc	Port Stephens Youth Support Project	\$100,490
MacKillop Family Services Ltd	Young Peoples Support Program	\$81,003		Raymond Terrace Youth Centre	\$60,253
Macquarie Legal Centre Inc	Youth Education Project	\$34,123	Regional Youth Support Services Inc	Co-ordinator – Wyoming Youth Centre	\$80,894
Mallee Family Care Inc	Wentworth Shire Youth Activities	\$43,164		Gosford Youth Services	\$182,910
Manly Council	Adolescent & Family Counsellor Service	\$160,260		Kincumber & Kariong Youth Project	\$62,709
	Clearway Youth Club	\$23,816	Riverina Medical & Dental Aboriginal Corporation	Peninsula Youth Support Worker	\$36,637
	LGSS – Manly Youth Worker	\$13,453		Aboriginal Youth Worker – Wagga Wagga	\$50,836
Marayong House Neighbourhood Centre Inc	Youth Development Worker – Kings Park	\$66,268	Riverstone Neighbourhood Centre & Community Aid Service Inc	Youth Development Officer Project – Riverstone	\$62,448
Maronite Catholic Family & Social Apostolate	Our Lady of Lebanon Youth Worker 259955	\$49,228	Riverwood Community Centre Inc	Riverwood Youth Service	\$104,334
Marrickville Council	LGSS – Marrickville Youth Worker	\$13,453	Rosemount Good Shepherd Youth & Family Services	Day Survival & Detached Family Counsellor Service	\$490,010
Marrickville Youth Resource Centre Inc	Marrickville Youth Resource Centre	\$247,649	Samaritans Youth Services	Berkeley Vale Youth Centre	\$104,333
Mission Australia	Adolescent Family Counsellor – Wagga Wagga	\$96,859		Community Youth Development Project – Samaritans	\$97,682
	South Western Youth Peer Education	\$36,261		Creative Times Gateshead/Hamilton South	\$247,210
Miyay Birray Youth Service Inc	Miyay Birray Youth Service	\$271,368		Developmental Youth Worker	\$39,716
Mount Druitt Ethnic Communities Agency Inc	CALD Youth Worker Project – Mount Druitt	\$57,272		Lower Hunter Adolescent & Family Counselling Project	\$92,913
Mountains Youth Services Team Inc	Mountains Adolescent & Family Counselling Service	\$172,608		Maitland & Dungog Youth Development Project	\$67,355
	Mountains Youth Resilience Project	\$311,519		Samaritans Youth Services – Newcastle/ Lake Macquarie The Hub – Early Intervention & Activities	\$217,188
	Mountains Youth Support Project	\$200,041		The Cottage Youth Service	\$60,773
Multicultural Communities Council of Illawarra	Multicultural Youth Development Project Co-ordinator	\$84,231	San Remo Neighbourhood Centre Inc	Westlake Macquarie Youth Services Project	\$105,048
Nambucca Shire Council	Nambucca Shire Youth Services and Youth Development Officer	\$77,653		San Remo Youth Services	\$76,851
Narrabri & District Community Aid Service Inc	Narrabri Youth Service	\$30,381		San Remo Youth Services Co-ordinator	\$30,196
Nepean Community and Neighbourhood Services	Penrith Youth Service	\$194,161		Youth Worker Assistant – Northern Wyong	\$31,058
NORTEC Pty Ltd	Murwillumbah Youth Centre	\$12,598	Shellharbour Aboriginal Community Youth Association Inc	Youth Worker Assistant – Summerland Point	\$18,635
North Richmond Community Centre Inc	North Richmond Youth Project	\$75,013		Aboriginal Youth Project – Albion Park	\$58,241
Nowra Youth Services Inc	Youth Worker Project – Nowra	\$56,537	Shellharbour City Council	LGSS – Shellharbour Youth Worker 1	\$13,453
NSW Council of YMCAs	Cooma YMCA Youth Project	\$49,725		LGSS – Shellharbour Youth Worker 2	\$13,453
Nungera Co-operative Society Ltd	Lower Clarence Aboriginal Youth Service	\$63,183	Shire Wide Youth Service Inc	Menai District Youth Services	\$114,131
PACS Inc	Blacktown Adolescent Family Counsellor	\$87,456	Shoalhaven Youth Accommodation Co Ltd	Detached Family Counsellor Project – Shoalhaven	\$96,859
Parramatta City Council	LGSS – Parramatta Youth Worker	\$13,453	Shopfront Theatre for Young People Co-op Ltd	Shopfront Youth Outreach Program	\$53,088
Parramatta Mission	Children's Living Skills Program	\$40,345	Singleton Council	Singleton Youth Centre	\$76,541
Peninsula Community Centre Inc	Peninsula Adolescent Support Project – The Web Youth Service	\$104,388	South Sydney Youth Services	South Sydney Youth Services	\$76,835
Penrith City Council	LGSS – Penrith Youth Worker	\$13,453	South West Child Adolescent & Family Services Association (CAFS) Inc	Adolescent & Family Counsellor Project – Bankstown	\$96,302
Phoenix House Youth Services Inc	Phoenix House Youth Services	\$163,179		Detached Family Counsellor Project – Cabramatta	\$93,016
Pole Depot Community Centre Inc	Youth Zone After School Service	\$274,454		Detached Family Counsellor Project – Liverpool	\$96,306
	Youth Zone – Youth Centre for St George	\$150,924	Southern Riverina Youth Support Services Inc	Adolescent Family Counselling Service	\$96,859
Police & Community Youth Clubs NSW Ltd	Bourke Youth Centre	\$174,382			

Community Services

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Southern Shoalhaven Youth Services Inc	Ulladulla Youth Centre	\$41,846	Upper Hunter Community Services Inc	Upper Hunter Youth Development Officer	\$64,671
Southern Youth and Family Services Association Inc	Family Counselling Project – Wollongong	\$100,841	Upper Hunter Shire Council	Upper Hunter Shire Youth Services	\$127,551
Southlake Community Services Inc	Southlake Youth Centre	\$84,016	Upper Hunter Youth Services Inc	Adolescent & Family Counsellor – Upper Hunter	\$97,066
St Clair Youth & Neighbourhood Team Inc	St Clair Youth Development Project	\$37,152		Upper Hunter Youth Services	\$230,597
St Francis Social Services	Come In Youth Resource Centre	\$269,598	Veritas House Inc	Adolescent & Family Counselling Service – Veritas	\$96,859
St George Family Support Service Inc	Southern Suburbs Youth and Family Support	\$48,480		Backtracks	\$59,049
St Joseph's Youth Service	St Joseph's Youth Housing Service	\$235,243	Vietnamese Association of Wollongong	Indo Chinese Youth Worker	\$29,033
Sutherland Shire Council	LGSS – Sutherland Youth Worker	\$13,453	Vietnamese Australian Welfare Association	The Hearth	\$91,165
Sutherland Shire Family Services Inc	Sutherland Youth & Family Support	\$48,480	Walgett Shire Council	Youth Development Officer – Walgett	\$47,591
Sydney Anglican Home Mission Society Council t/a Anglicare	Campbelltown Detached Family Counsellor Project	\$83,573	Warilla Neighbourhood Centre Inc	Youth Project – Warilla	\$37,026
Sydney University Settlement	Settlement Youth Project	\$88,844	Warren Shire Council	Warren Youth Zone	\$18,817
Tamworth Youth Care Inc	Coledale Youth Project	\$54,814	Warringah Council	LGSS – Warringah Youth Worker	\$13,453
The Bridge Youth Service Inc	Adolescent Family Counsellor Project – Sutherland	\$88,049	Waverley Action for Youth Services	Bondi Youth Centre Project	\$148,773
The Council of the City of Botany Bay	LGSS – Botany Youth Worker	\$13,453		Detached Family Counsellor Project – Bondi Beach	\$86,905
The Council of the Municipality of Kiama	Youth Project – North Kiama	\$33,360	Waverley Council	LGSS – Waverley Youth Worker 1	\$13,453
The Council of the Shire of Hornsby	LGSS – Hornsby Youth Worker	\$13,453	Wellington Information & Neighbourhood Services Inc	WINS Youth Services	\$148,182
The Deaf Society of NSW	Detached Family Counsellor Project – Parramatta	\$98,221	Werrington Community Project Inc	Werrington Youth Development Project	\$61,193
The Fact Tree Youth Service	Detached Family Counsellor Project – Waterloo	\$91,208	Westlakes Youth Action Committee	Toronto West Drop-In Centre	\$41,336
	Generalist Youth Worker Project	\$112,000	Willoughby City Council	LGSS – Willoughby Youth Worker	\$13,453
The Family Centre Inc	Youth Space Project	\$48,764	Wollongong City Council	LGSS – Wollongong Youth Worker 1	\$13,453
The Hills Shire Council	Youth Development Officer – Baulkham Hills Council	\$27,835		LGSS – Wollongong Youth Worker 2	\$13,453
The Junction Works Ltd	Liverpool Youth Support Worker	\$86,722	Woodrising Neighbourhood Centre Inc	Adolescent & Family Counsellor – Woodrising	\$93,258
The Shack Youth Services Inc	The Shack Youth Services	\$78,365	Wyong Neighbourhood Centre Inc	Wyong Youth Services	\$178,559
	The Shack Youth Support Worker Project	\$91,008	Wyong Shire Council	LGSS – Wyong Youth Worker	\$13,453
The Ted Noffs Foundation Inc	Adolescent Family Program	\$91,914	Yass Youth Association Inc	Beat Street Youth Centre	\$50,921
The Trustees of the Society of St Vincent de Paul (NSW)	Adolescent Support Worker	\$16,842	Youth Action & Policy Association	Western Sydney Regional Youth Development	\$107,486
	Liverpool Night Patrol	\$18,059	Youth Connections North Coast Inc	Lismore & District Youth Services	\$84,596
The Uniting Church in Australia Property Trust (NSW)	Campbelltown Youth Services	\$439,004	Youth for Christ Australia Inc Central Coast Region	Central Coast Adolescent and Family Counsellor	\$91,917
	Children Living Skills Program	\$13,448		Central Coast Early Intervention Adolescent and Family Counsellor	\$56,320
	Detached Family Counsellor Project – Penrith	\$91,907	Youth Futures Group Inc	Mid-Mountains Youth Project	\$98,935
	Doorways – 1	\$54,613	YWCA NSW	Big Sister/Big Brother Program	\$35,639
	Gosford Adolescent & Family Counsellor	\$96,859		Broken Hill Youth Service	\$17,787
	Margaret Jurd Learning Centre	\$265,722	Early Intervention		
	Mount Druitt Integrated Youth Service	\$223,263	Brighter Futures		
	Quakers Hill Youth Support Worker	\$94,455	Australian Red Cross Society – NSW	Red Cross Young Parents Program	\$1,334,266
	The Entrance Youth Project	\$87,850	Barnardos Australia	Brighter Futures Barnados Orana Far West	\$610,239
	Wesley Newcastle Youth Service	\$59,036		Cooma Early Intervention Program	\$169,403
	Wyong Adolescent & Family Counsellor	\$99,567		EIP – Substance Use in Pregnancy and Parenting	\$382,519
Thirroul Neighbourhood Centre Inc	Youth Project – Thirroul	\$60,852	Bega Valley Shire Council	Bega Early Intervention Project	\$316,102
Unanderra/Figtree Area Residents Association Inc	Unanderra Figtree Youth Project	\$31,042	CareSouth	Illawarra Early Intervention Program	\$2,116,971
Uniting Care Northmead	Adolescent & Family Counsellor – Parramatta	\$87,782	Casino Neighbourhood Centre Inc	Brighter Futures Early Intervention Program – Casino	\$691,698

CatholicCare	Brighter Futures Taree Great Lakes & Gloucester	\$614,240		Early Years Conference	\$44,532
Connect Child and Family Services Inc	Nepean Area Transition to School	\$50,000		Guyra Outreach Family Worker	\$43,512
Karitane	Statewide Support for Relative & Kinship Carers	\$600,000	Auburn Diversity Services Inc	Walcha Outreach Family Worker	\$42,488
Mid Richmond Neighbourhood Centre Inc	Consortium of Neighbourhood Centres – Brighter Futures Far North Coast	\$1,972,924	Ballina-Byron Family Centre Inc	Early Intervention Family Support Project	\$142,222
Mission Australia	Mission Australia Mid North Coast Early Intervention Program	\$1,146,760		Ballina/Byron Volunteer Home Visiting Service	\$148,901
	Orana Far West Early Intervention Program	\$1,109,525	Balranald Aboriginal Health Service Inc	Early Years	\$122,578
	Riverina Murray EIP Lead Agency Project	\$2,567,064	Baptist Community Services – NSW & ACT	Ocean Shores Parenting Centre	\$69,617
	Shoalhaven Early Intervention Project	\$886,352		Balranald Supported Playgroup	\$35,847
	Tablelands Early Intervention Project	\$654,654		Baptist Community Services Playgroups	\$39,975
Nowra Family Support Service Inc	Shoalhaven Drug & Alcohol in Pregnancy & Parenting Service	\$87,433		Barrack Heights PS Mobile Supported Playgroup	\$13,325
Parramatta Mission	Supervised After Hours Emergency Accommodation	\$115,667	Barnardos Australia	Mount Warrigal PS Supported Playgroup	\$13,325
Rekindling the Spirit Ltd	Rekindling the Spirit	\$105,493		Warilla North PS Mobile Supported Playgroup	\$13,325
Samaritans Youth Services	Brighter Futures Newcastle Lake Macquarie	\$2,108,800		Aboriginal Community Resourcing Service	\$36,123
SDN Child and Family Services Pty Ltd	Batemans Bay Brighter Futures Early Intervention	\$289,519		Albion Park Rail Aboriginal Mobile Supported Play Group	\$13,325
	Inner West & South East Sydney Brighter Futures Early Intervention Program	\$4,320,475		Barrack Heights Aboriginal Supported Playgroup	\$13,325
Springwood Neighbourhood Centre Co-operative Ltd	Kinship Carers	\$100,000		Bellambi Supported Playgroup	\$13,325
Tharawal Aboriginal Corporation	Tharawal Early Intervention Program – Macarthur	\$667,077		Berkeley Supported Playgroup	\$13,325
The Benevolent Society	Brighter Futures Central West	\$1,922,434		Families NSW Barnardos Consolidated Services	\$142,365
	Brighter Futures Fairfield	\$382,956		Gilgandra & Warrumbungle Family Strengthening Service	\$126,063
	Brighter Futures Liverpool	\$363,938		Koonawarra Public School Aboriginal Mobile Supported Playgroup	\$13,324
	Brighter Futures New England	\$1,956,600		Mid Western Council Family Strengthening	\$102,420
	Brighter Futures South West Sydney	\$1,432,953		Queanbeyan Young Mums Group	\$3,608
	Lower Upper Hunter Early Intervention	\$1,451,088		Shellharbour/Kiama Volunteer Home Visiting Service	\$85,489
	Lower Hunter Early Intervention	\$1,015,515		Special Needs/Mental Illness Supported Playgroup	\$13,325
	Northern Sydney Brighter Futures	\$1,259,123		Warrawong Supported Playgroup	\$13,325
	Upper Hunter Early Intervention	\$285,570		Wellington Family Strengthening Service	\$76,858
The Uniting Church in Australia Property Trust (NSW)	Aunties and Uncles Amalgamation	\$140,000		West Dapto Supported Playgroup Wollongong	\$12,969
	Blacktown/Baulkham Hills Family Choices	\$1,097,908	Barraba Pre-School Inc	Wollongong Volunteer Home Visiting Service	\$86,924
	Brighter Futures Nepean, Cumberland, Blacktown/Baulkham Hills	\$3,615,627	Biripi Aboriginal Corporation Medical Centre	Barraba Supported Playgroup	\$19,435
	Coffs Harbour Integrated Early Intervention Services	\$885,634		Great Lakes Aboriginal Family Worker	\$25,131
	Cumberland Family Choices	\$802,819	Blacktown City Council	Taree Aboriginal Family Strengthening Project	\$49,696
	Early Intervention Central Coast	\$2,513,181	Blue Mountains Family Support Service Inc	Families NSW Working Group Strategies	\$75,000
	Macarthur Early Intervention Program	\$2,186,699	Botany Family & Children's Centre Inc	Early Intervention Family Support – Upper Mountains	\$62,075
	Nepean Family Choices	\$1,478,396	Brayside Community Pre-School Inc	Randwick/Botany Supported Playgroup Service	\$184,024
	Uniting Care Burnside Dubbo Brighter Futures	\$745,847	Bunjum Aboriginal Co-operative Ltd	Brayside Early Childhood Expo	\$5,000
Families NSW			Burwood Council	Ballina Family Worker (Aboriginal)	\$72,732
Anglicare Canberra & Goulburn	Supported Playgroup (Bradfordville) – Goulburn	\$23,618	Buyinbin Aboriginal Corporation	Ashfield/Burwood/Canada Bay/Strathfield Child and Family Interagency Project	\$49,935
Armidale Family Support Service Inc	Armidale Supported Playgroup – Families First	\$32,438	Campbell Page Ltd	Casino Aboriginal Family Worker	\$56,844
				Bega Valley Volunteer Home Visiting Service	\$54,322

Community Services

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	Cooma-Monaro Volunteer Home Visiting Service	\$53,988	Durri Aboriginal Corporation Medical Service	Kempsey Aboriginal Family Worker	\$45,349
	Eurobodalla Families NSW Network	\$5,000	Early Education (EARLYED) Inc	Families First Early Childhood Intervention Mobile Playgroup	\$120,110
	Eurobodalla Volunteer Home Visiting Service	\$54,322	Eurobodalla Family Support Service Inc	Batemans Bay Referral Only Supported Playgroup – FNSW	\$10,242
	Queanbeyan, Tallaganda & Yarrawluma Volunteer Home Visiting Service	\$88,569		Eurobodalla Court Carers	\$40,968
Campbelltown Family Support Service Inc	Macarthur Family Worker – Families First	\$282,376	Fairfield City Council	Facilitation Project: Bankstown, Fairfield & Liverpool	\$56,448
Canterbury City Council	Canterbury Child and Family Interagency Project	\$49,935		Families First Facilitation Project: Bankstown	\$56,448
CatholicCare	Bland/Weddin Supported Playgroups	\$61,452		Families First Facilitation Project: Liverpool	\$56,448
	Broken Hill, Wilcannia & Menindee Family Strengthening Service	\$189,094		Families First Supported Playgroup – Fairfield/Liverpool	\$309,716
	Centacare Mt Pritchard – Fairfield Family Worker	\$69,617	Fairfield Parent Support Centre Inc	Fairfield Parent Support Family Worker	\$69,617
	Family Centre – Lake Cargelligo	\$87,608	Family InSight Inc	Aboriginal Volunteer Home Visiting Service	\$46,646
	Narromine & Bourke Family Strengthening Service	\$153,716		Cessnock Volunteer Home Visiting Services	\$117,439
	Northern Sydney Family Worker	\$253,920		Muswellbrook Volunteer Home Visiting Service	\$121,193
	Parkes-Forbes Aboriginal Family Strengthening	\$71,694		Raymond Terrace Volunteer Home Visiting Services	\$117,439
	Portland Family Resource Centre	\$87,608		Volunteer Home Visiting Service – Maitland & Singleton	\$118,619
Central Coast Family Support Service Inc	Early Intervention Family Worker	\$70,854		Volunteer Home Visiting Services Rural & Remote	\$108,264
	Early Intervention Family Worker Disabilities	\$81,202		West Lake Macquarie Volunteer Home Visiting Service	\$117,439
	Parenting Group Program Families First	\$56,448	Family Services Illawarra Inc	Early Support Family Worker Hours	\$56,842
Central West Family Support Group Inc	Aboriginal Family Strengthening Condobolin	\$51,210	Family Support Network Inc	Community Worker – South Lismore	\$31,900
Children First Inc	Early Words	\$140,000		Lismore Volunteer Home Visiting Scheme	\$169,978
Christian Outreach Centre	South Grafton Community House	\$2,493		Nimbin Parenting Centre	\$56,892
	Strengthening Communities	\$27,945	Family Worker Training & Development Program	Cumberland/BBH Families NSW Facilitated Forum Project	\$102,420
Coastwide Child & Family Services Inc	Supported Playgroups – Gosford	\$110,163		Families First Cumberland/Prospect Learning & Development Project	\$144,690
Coffs Harbour Aboriginal Family Community Care Centre Inc	Coffs Harbour Aboriginal Family Worker	\$81,626		Nepean Families NSW Facilitated Forums Project	\$51,210
Communicare Sydney	Northern Sydney Supported Playgroup Service	\$184,356		Nepean Families NSW Learning and Development	\$86,282
	St George Early Years Supported Playgroup Service	\$162,688	Gateway Community Health	Albury Family Worker	\$102,420
	St George Family Worker Project	\$116,380	Glen Innes Severn Council	Glen Innes Outreach Supported Playgroup	\$30,225
Community Links Wollondilly Inc	Wollondilly Communities 4 Kids	\$81,202	Gloucester Pre-School Inc	Gloucester Mobile Supported Playgroup	\$43,358
Community Programs Inc	Clarence Valley Mobile Supported Playgroup	\$29,306	Good Beginnings Australia Ltd	Ryde Community Hub Project	\$116,380
	Clarence Valley Volunteer Home Visiting Scheme	\$99,730	Goulburn Family Support Service Inc	Southern Tablelands Families NSW Network	\$5,000
	Community Worker – Lower Clarence	\$49,846	Great Lakes Community Resources Inc	Homebase Supported Playgroup	\$49,752
	Lower Clarence Supported Playgroup – Aboriginal	\$35,604	Gunnedah Family & Children's Service Inc	Gunnedah Supported Playgroup – Families First	\$45,464
	Parenting Educator – (Aboriginal)	\$21,820	Gunnedah Family Support Inc	Bellybuttons	\$31,166
	South Grafton Supported Playgroup	\$21,982		Gunnedah Outreach Early Intervention Family Worker	\$69,134
Connect Child and Family Services Inc	Community Hub Project – North Katoomba	\$28,415	Gwydir Shire Council	Gwydir Outreach Family Worker	\$80,256
	Nepean Area Transition to School	\$220,803	Hawkesbury City Council	Community Hub Project – Hawkesbury	\$120,221
Contact Inc	Griffith Partnerships Projects	\$80,000		Hawkesbury (Early Intervention) Family Worker	\$130,730
Creating Links Co-operative Ltd	Bankstown Family Support Service Family Worker	\$274,452	Holroyd/Parramatta Mobile Minders Inc	Families First Childcare Service Project – Cumberland	\$78,672
Cringila Community Co-operative	Cringila Supported Playgroup	\$25,550			

Home-Start National Inc	Cowra/Canowindra Family Strengthening	\$51,210	Lithgow Information & Neighbourhood Centre Inc	Central West Supported Playgroup Service	\$148,509
	FF VHVS – Gundagai – Tumut – Tumbarumba	\$103,920		Lithgow/Bathurst: Young People Young Parents	\$34,823
	FF VHVS – Hay, Carrathool, Murrumbidgee Shires	\$99,351	Liverpool Migrant Resource Centre Inc	Cultural Connect	\$116,003
	Forster/Tuncurry/Taree Home-Start	\$112,199	Macarthur Diversity Services Initiative Ltd	Macarthur Multicultural Playgroup	\$30,235
	Macleay Home-Start Volunteer Home Visiting Scheme	\$84,028	Mackillop Rural Community Services	Brewarrina, Walgett & Coonamble Family Strengthening Service	\$230,625
	Volunteer Home Visiting – Southern Tablelands	\$55,600	Manning Support Services Inc	Manning, Great Lakes, Gloucester Family and Group Work Programs	\$143,286
	Volunteer Home Visiting – Wingecarribee	\$97,886	Marayong House Neighbourhood Centre Inc	Families First Childcare Brokerage Service	\$115,964
Home-Start Western Area Inc	Nyngan, Warren & Cobar Capacity Building Service	\$99,347	Marrickville Council	Marrickville/Leichhardt/Glebe Child and Family Interagency Project	\$49,935
Housing NSW, Department of Human Services	Riverina Murray Partnerships & Networks	\$77,000	Metro Migrant Resource Centre Inc	Engaging Emerging Communities Project	\$70,000
Illawarra Aboriginal Corporation	Shellharbour Aboriginal Community Outreach	\$2,100	Mid Richmond Neighbourhood Centre Inc	Box Ridge Supported Playgroup	\$18,182
Illawarra Aboriginal Medical Service Aboriginal Corporation	Wollongong Aboriginal Family Worker	\$71,428		Evans Head Supported Playgroup	\$21,982
Illawarra Children's Services Ltd	Children With Special Needs Supported Playgroup	\$13,325	Miimali Aboriginal Community Association Inc	Aboriginal Families First Liaison Officer Project	\$103,038
	FNSW Illawarra Children's Services	\$54,524	Mindaribba Local Aboriginal Land Council	Aboriginal Family Worker Service – Mid Hunter	\$83,254
	Illawarra Transition To School	\$27,083	Mission Australia	Families NSW Mt Druitt Community Hubs	\$165,800
	Illawarra Transition to School – Shellharbour	\$14,117		Hornsby Waitara Community Hub Pilot Project	\$116,380
Illawarra Multicultural Services Inc	African Refugee/Multicultural Supported Playgroup	\$6,661		Nepean Parenting Networks	\$165,167
	Illawarra Multicultural Services Consolidated Supported Playgroups	\$78,294	Monaro Early Intervention Service Inc	St Marys Community Hub Project	\$120,221
	Macedonian Mobile Supported Playgroup	\$6,387		Rural Outreach Monaro Playgroups Service	\$22,737
	Multicultural Mobile Supported Playgroup	\$6,387	Monaro Family Support Service Inc	Cooma-Monaro FNSW Network	\$5,000
	Spanish Supported Playgroup	\$6,661		Koori After School Homework (KASH)	\$18,763
Inner West Aboriginal Community Company Ltd	Inner West Aboriginal & Torres Strait Islander Supported Playgroups	\$84,674		Mum and Dad Group (MAD)	\$10,680
Intereach NSW Inc	Families First Volunteer Home Visiting Service – Culcairn, Holbrook, Lockhart & Urana	\$207,841	Moree Family Support Inc	Moree Family Links Project	\$98,696
Inverell Disability Services Inc	Early Childhood Intervention Co-ordination Program	\$25,606	Mountains Outreach Community Service Inc	Community Hub Project – Mid Blue Mountains	\$91,804
				Parenting Young	\$43,717
Jumbunna Community Pre-School & Early Intervention Centre Inc	Casino Supported Playgroup	\$26,058	Muloobinba Aboriginal Corporation	Muloobinba Aboriginal Family Worker – Establishment	\$46,646
Karitane	Bankstown Linking Families VHVS	\$182,918	Nambucca Valley Children's Group Inc	Nambucca Bellingen FNSW Services	\$199,948
	Fairfield Linking Families VHVS	\$182,918	Nambucca Valley Community Services Council	Nambucca Bellingen Volunteer Home Visiting Service	\$73,905
	Liverpool Linking Families VHVS	\$182,918	Narrabri & District Community Aid Service Inc	Families First – Learning & Development Network	\$9,650
	Parenting Information Project	\$97,447		Narrabri Outreach Family Worker	\$129,834
Kempsey Family Support Service Inc	Kempsey Macleay Family and Group Work Project	\$100,288		Narrabri Supported Playgroup	\$34,346
Koorana Child & Family Centre Inc	Canterbury Mobile Supported Playgroup Project	\$50,000	National Association for Prevention of Child Abuse and Neglect Inc	All Children Being Safe	\$17,500
	Canterbury Supported Playgroup Project	\$34,982	Nepean Community and Neighbourhood Services	Aboriginal and Torres Strait Islander Early Intervention Family Worker	\$60,110
	Families First Supported Playgroup – Bankstown/ Canterbury	\$154,860		Community Hub Project – Penrith	\$120,221
			Newcastle Family Support Services Inc	Family Worker – Newcastle Local Government Area	\$87,672
KU Children's Services	Inner Newcastle – Supported Playgroup	\$116,392	Noah's Ark Centre of Shoalhaven Inc	Managing Children Program Behaviour Network Co-ordination	\$54,814
	Inner West Supported Playgroup Project	\$329,050	Northern Settlement Services Ltd	CALD Family Worker	\$92,916
Kyogle Family Support Service Inc	Community Worker (Parenting)	\$42,724	Nowra Family Support Service Inc	Ulladulla Early Support Family Worker	\$47,236
Life Resources Centre Inc	QTY Families NSW Network	\$5,000			
	REACH	\$13,070			

Community Services continued

NSW Department of Ageing, Disability and Home Care	Regional Disability Development Officer	\$21,343		Family Ties Volunteer Home Visiting Service	\$41,716
	Western Region Partnerships & Networks Capacity Building Project	\$184,356		Family Worker – Aboriginal Fathers – Tweed	\$18,964
NSW Department of Education & Training	Aboriginal Family Strengthening Orange – Cowra	\$112,662		FNSW Young Parent Worker Project – Kempsey	\$37,164
	Bankstown Community For Kids	\$72,000		Paediatric Physiotherapy Program	\$41,040
	Cessnock Parenting Program – Playworks	\$84,242		Sutherland Child & Family Interagency	\$11,300
	Condobolin Public School Supported Playgroup	\$20,484		Young Parent Support Worker – Maitland & Port Stephens	\$83,006
	Cootamundra SaCC Project	\$102,420	Parkes & District Neighbourhood & Community Information Centre Inc	Parkes LGA Supported Playgroups	\$17,924
	Families NSW Transition to School – Cumberland/Prospect	\$236,182		Tottenham, Trundle & Tullamore Supported Playgroups	\$17,924
	Goodooga Culturally Safe Early Childhood Hub	\$40,968	Pathfinders Inc	Inverell Aboriginal Outreach Family Worker Project	\$43,000
	Goulburn SaCC Outreach Playgroup Project	\$27,775	Pilliga & District Community Link Committee Inc	Pilliga Supported Playgroup	\$25,210
	Gwabegar Supported Playgroup	\$25,210	PlayAbility Inc	Bega Valley Aboriginal Family Support Worker	\$43,016
	Ivanhoe Culturally Safe Early Childhood Hub	\$51,210		Bega Valley FNSW Network	\$5,000
	Kemblawarra Aboriginal Supported Playgroup	\$26,650	Playgroup NSW Inc	Fun@Play	\$161,600
	Northern Sydney Transition to School	\$20,000	Pottsville Beach Neighbourhood Centre Inc	Pottsville Beach Neighbourhood Centre	\$3,165
	Nowra East Public School Aboriginal Supported Playgroup	\$25,936	Queanbeyan City Council	Queanbeyan Aboriginal & Torres Strait Islander Playschool	\$26,564
	Parenting Programs Childcare Enhancement – Glebe Public School	\$1,600	Relationships Australia (NSW)	Fathers Toolkit Translation Project	\$19,000
	Parenting Programs Childcare Enhancement – Lakemba Public School	\$1,600		Local Parenting Program Co-ordination Project	\$20,484
	Parenting Programs Childcare Enhancement – Marrickville West Primary School	\$1,600		Regional Newsletter Project	\$8,000
	Parenting Programs Childcare Enhancement – Punchbowl Public School	\$1,600	Save the Children Australia	Ryde Hunters Hill CALD Parenting Support Project	\$75,000
	Protective Behaviours Program Training	\$11,831		Families NSW Riverina Murray Supported Playgroups	\$174,114
	Resourcing Parents Website	\$73,805	SDN Child and Family Services Pty Ltd	Inner City Mobile Playbus	\$191,017
	Resourcing Parents Website – Northern Sydney	\$4,000		Inner/Eastern Sydney Child and Family Interagency	\$63,480
	Resourcing Parents Website – South East Sydney	\$4,000		Northern Sydney Early Literacy Project Addendum	\$19,000
	Resourcing Parents Website – South West Sydney	\$12,000		Pathways to School Project	\$75,000
	Southern Tablelands Early Learning & Development Support Project	\$20,600	Seaboard Community Neighbourhood Services Inc	PLAYLINKS	\$166,170
	Sow the Seed to Read	\$5,000		Mobile Resource Playgroup	\$59,295
	Sprinkles Multicultural Playgroup	\$20,484	Sector Connect Inc	Families First Facilitation Project: Macarthur	\$56,448
	Transition to School – Wyoming Public School	\$40,694	Shannon House Special Services Centre Inc	Southern Slopes Yass Families NSW Network	\$2,500
	Tweed Toy Library	\$3,165	Shellharbour City Council	Engaging Grandparents Event – Shellharbour	\$3,150
	Wagga Wagga Mobile Mentoring Literacy (STEPS) Supported Playgroup	\$35,848	South Coast Medical Service Aboriginal Corporation	Aboriginal Baby Bags 09–10	\$1,080
	Yass Transition To School Project	\$10,000		Jerinja Aboriginal Supported Playgroup	\$25,458
	TRACKS Project	\$45,000	South East Neighbourhood Centre	Botany Bay Community Hub	\$116,380
NSW Department of Education & Training – Woolgoolga High School				Botany Bay Family Worker	\$116,380
NSW Department of Health	Early Communication Development Project	\$20,000	South Inverell Residents Association	South Inverell Supported Playgroup	\$32,366
	Early Communication Development Training Project	\$11,500	South Sydney Youth Services	La Pouse Supported Activities Program	\$43,633
	Families NSW Family Support Service Daruk A.M.S.	\$88,569	St George Advocates for Children Inc	St George Child & Family Interagency Project	\$45,203
	Family Support Worker – Goori	\$58,629	Sutherland Shire Family Services Inc	St George/Sutherland Aboriginal Family Worker	\$116,380
				Sutherland Family Worker	\$116,380

Sydney Anglican Home Mission Society Council t/a Anglicare	Anglicare Consolidated Supported Playgroups	\$45,908		Early Intervention Family Support – Lower Mountains	\$128,772
	Anglicare Liverpool Family Worker Service	\$274,452		Family Services Dungog	\$68,738
	Anglicare Migrant Service Fairfield Family Worker	\$69,617		Family Services Westlakes	\$84,242
	Bay & Basin Mobile Supported Playgroup Shoalhaven	\$12,969		Hastings Family Learning Together Project	\$77,864
	Bomaderry Mobile Supported Playgroup Shoalhaven	\$12,969		Hastings Family Worker	\$72,248
	Glebe Family Worker Project	\$67,295		Hastings Fathers Support Project	\$31,744
	Illawarra Child and Family Network Facilitation	\$33,870		Inner West Family Worker (Bilingual) Service	\$117,980
	Shoalhaven Anglicare Supported Playgroups	\$3,247		Lower Mountains Mobile Hub	\$45,156
	Shoalhaven Volunteer Home Visiting Service	\$70,854		New Steps Home Visiting Service	\$363,661
	Sussex Inlet Mobile Supported Playgroup Shoalhaven	\$12,969		Supported Playgroups – Wyong	\$110,163
Tabulam & District Community Pre-School Inc	Tabulam Aboriginal Family Worker	\$75,791		Villawood/Chester Hill Communities For Kids	\$103,036
Tamworth Family Support Service	Southern Outreach Family Worker	\$90,558	The University of Newcastle	WFS-NWS Marayong Doonside Families Connect	\$197,301
	Tamworth Supported Playgroup – Families First	\$47,586		WFS-NWS Riverstone Families Connect	\$218,466
Temora Pre-School Kindergarten Inc	Temora Supported Playgroup	\$20,484	Trustees Roman Catholic Church Diocese of Lismore	WFS-NWS Rouse Hill Families Connect	\$158,057
Tenterfield Social Development Committee	Drake Supported Playgroup	\$23,000	Upper Hunter Community Services Inc	Volunteer Home Visiting Service – Newcastle & Lake Macquarie	\$105,304
The Benevolent Society	Tenterfield Aboriginal Family Links Project	\$37,767		Hastings Family Links	\$126,832
	Camden Communities 4 Kids Project	\$81,202	Wagga Wagga City Council	Hastings Parent Toolkit Project	\$6,000
	Campbelltown Communities 4 Kids	\$133,402	Warlga Ngurra	Aboriginal Family Worker – Upper Hunter	\$83,254
	Foundation for Young Parents and First Five Years Program Macarthur	\$581,702		Hunter Park Family Centre	\$76,368
	Inner West Volunteer Home Visiting	\$211,600	Wollongong City Council	Aboriginal Family Worker Service	\$102,420
	Learning and Development Project	\$42,786	Yerin Aboriginal Health Services	Aboriginal Family Worker Service – Port Stephens	\$83,254
	Networks of Practice Central Coast	\$101,606		Engaging Grandparents Event – Wollongong	\$3,150
	Port Stephens Parenting and Playgroup Program	\$84,243	Young Neighbourhood Centre Inc	Aboriginal Mothers & Babies Worker Families First	\$76,522
	South East Sydney Parenting Co-ordination Project	\$38,000		ATSI Early Intervention Worker	\$76,770
The Council of the Shire of Hornsby	Aboriginal Community Facilitator – Families First	\$84,754		Parent Education & Support Network	\$56,144
The Family Centre Inc	Early Family Worker – Families First	\$103,595		Southern Slopes Parenting Project	\$13,000
	Murwillumbah Community Worker – Parenting	\$42,726	Young Pre-School Kindergarten Inc	Southern Slopes Volunteer Home Visiting Service	\$54,928
	Tweed Coast Supported Playgroup	\$69,617	YWCA NSW	Southern Slopes Young Families NSW Network	\$2,500
	Tweed Valley Volunteer Home Visiting Scheme	\$148,901		Mobile Early Childhood Service Southern Slopes	\$23,201
The Hills Holroyd Parramatta Migrant Resource Centre	Early Intervention Family Support Service Holroyd Parramatta	\$108,256		Kids 4 L.I.F.E.	\$92,076
	Families First CALD Perinatal – Cumberland	\$118,090	Forgotten Australians		
The Neighbourhood House – Bayldon Boambee Bonville Sawtell Toormina Inc	Home-Start Coffs Harbour	\$91,555	Relationships Australia (NSW)	NSW Support Service for Forgotten Australians	\$382,000
The Northcott Society	Disability Support Networks Project	\$52,197	Keep Them Safe		
	Family Resource Links	\$166,610	KTS Child Protection		
The SydWest Multicultural Services Inc	Early Intervention Family Support	\$186,264	Aboriginal Child, Family & Community Care State Secretariat (NSW) Inc	Aboriginal Consultation Model	\$305,868
	Families First CALD Perinatal Project – Blacktown Baulkham Hills	\$124,091	Association of Children's Welfare Agencies Inc	ACWA KTS Implementation	\$431,105
The Uniting Church in Australia Property Trust (NSW)	Burnside – Cabramatta/Fairfield Family Worker	\$69,617	Mission Australia	Family Case Management Support (Western Region)	\$185,000
	Coffs Harbour Families NSW Programs	\$180,432			

Community Services continued

NSW Family Services Inc	FamS/YAPA KTS Implementation	\$175,290
KTS OOHC Funding		
Aboriginal Child, Family & Community Care State Secretariat (NSW) Inc	Aboriginal Intensive Family Based Services Project	\$75,910
	Aboriginal Peer Support Group Project	\$683,801

Out-of-Home Care

Out-Of-Home Care Program

Aboriginal Child, Family & Community Care State Secretariat (NSW) Inc	Aboriginal Child, Family & Community Care State Secretariat	\$432,723
	Aboriginal Foster Carer Support Service	\$172,587
	Aboriginal Services Training and Development Project	\$129,899
	OOHC Accreditation Capacity Building Project	\$134,126
Allambi Youth Services Inc	Allambi Youth Services Inc (state-wide)	\$16,296,617
Anglicare Canberra & Goulburn	Adolescent Community Placement Service	\$1,181,022
	Adolescent Program – Goulburn	\$185,770
	Anglicare Canberra & Goulburn (Metro)	\$5,484,611
	Anglicare South West – Temporary Foster Care Program	\$246,150
	Central West High Intensity – Crisis Services	\$903,630
	Temporary Family Care – Goulburn	\$91,283
	Wagga Adolescent Community Placement Service	\$605,067
Association of Children's Welfare Agencies Inc	Centre for Community Welfare Training	\$632,155
Baptist Community Services – NSW & ACT	Baptist Community Services – Pathways	\$875,691
Barnardos Australia	Barnardos Find-a-Family Hunter Central Coast	\$983,230
	Barnardos Find-a-Family Project	\$7,312,046
	Barnardos Temporary Care Program	\$2,236,882
	Campsie Adolescent Services	\$370,446
	Kingston House	\$408,388
Biripi Aboriginal Corporation Medical Centre	Yurungai	\$667,533
	Great Lakes/Manning Centre Aboriginal Children's Centre	\$1,976,185
	Marungbai Leaving Care & After Care Service	\$201,990
Boys' Town Engadine	Boys' Town (Metro)	\$1,279,971
Burrin Dalai Aboriginal Corporation Inc	Burrin Dalai Out of Home Care and Family Support Service	\$1,659,910
Care Leavers Australia Network (CLAN)	Forgotten Australians – Partner	\$25,605
CareSouth	CareSouth	\$6,028,433
Caretakers Inc	Caretakers Cottage OOHC	\$1,167,314
CASPA – Child & Adolescent Specialist Programs & Accommodation	Adolescent Service (North Coast)	\$541,242
CatholicCare	Adolescent Foster Care	\$227,930
	Adoption Support – Newcastle	\$48,852
	After Care Service – Centacare OOHC	\$118,622
	Alive Leaving Care Services	\$251,907
	ALIVE Program – O2	\$284,558

Catholicare Pre-Adoption Program	\$76,370
Centacare Adoption Program	\$399,260
Centacare Foster Care	\$401,274
Centacare – Newcastle (Hunter Central Coast)	\$2,640,571
Centacare Professional Support Service	\$118,421
Centacare Sibling Placement Program	\$291,546
Community Placement Program	\$285,104
Fairfield/Liverpool TFC	\$287,953
Sherbrook Intensive Support Service	\$319,483
Sherbrook Residential Care Program	\$603,466
Temporary Family Care Leichhardt	\$238,280
Assess Service – Macarthur	\$93,225
OOHC Metro South West	\$953,089
OOHC Southern	\$1,267,150
South West Sydney Contact Service BLF	\$93,225
Aboriginal Out of Home Care Support	\$129,899
Coffs Harbour Aboriginal Family Worker	\$43,559
Create Foundation	\$453,204
HACS Capacity Building Project	\$1,687,939
Inter Country Family Separation Support Project	\$202,381
KARI OOHC Project	\$4,259,710
State-Wide Peer Support and Network Services for DoCS Carers	\$1,352,336
Life Without Barriers OOHC (Hunter Central Coast)	\$11,885,385
Life Without Barriers OOHC (Statewide)	\$17,948,188
Family-Link Worker	\$129,899
Link-Up Family Services Aboriginal Metro West OOHC	\$1,202,503
Statewide Family Link Service	\$915,569
Group Homes – Metro West	\$791,435
General Scheme	\$264,834
Eddys Outwest – Bidwill OOHC	\$746,609
OOHC West	\$1,161,994
Marist Youth Care Out-of-Home Care	\$13,135,797
New Street Adolescent Service	\$273,004
OOHC Service Capacity Building Initiative	\$1,458,861
Armidale Youth Refuge	\$2,533,411
After Care Project – Metro West Region	\$383,484
After Care Resource Centre – Support Service	\$198,417
After Care Resource Centre (ARC) – Central	\$194,590
Capacity Building Project OOHC	\$70,915
Shoalhaven Aboriginal Out of Home Service	\$366,273
Southern Youth & Family (Southern)	\$5,079,708
St Joseph's Cowper Residential Program	\$563,042
Tweed Heads Family Visitation Service	\$243,606

Stretch-A-Family Inc	Stretch-A-Family OOHC Services	\$2,088,023
Sydney Anglican Home Mission Society Council t/a Anglicare	Adoption Service – Telopea	\$345,870
	Anglicare Child Youth & Family	\$3,256,518
	Lisgar Youth Support	\$340,976
The Benevolent Society	The Benevolent Society (Metro)	\$5,087,984
The Burdekin Association Inc	Birkley Cottage Substitute Care Project	\$277,278
The Uniting Church in Australia Property Trust (NSW)	ACE Program	\$381,109
	ACE Southern	\$344,972
	UnitingCare Burnside (Metro)	\$6,334,837
	UnitingCare Burnside OOHC Dubbo	\$2,755,968
	UnitingCare Burnside OOHC MNC	\$3,186,120
	Wesley Mission (Hunter Central Coast)	\$2,327,424
	Wesley Mission (Metro)	\$5,662,102
United Protestant Association	Youth Care UPA	\$1,046,675
Wandiyali ATSI Inc	Hunter Aboriginal OOHC	\$110,723
	Hunter Aboriginal OOHC – addition	\$97,423
Youth Off the Streets Ltd	Holborow House Program	\$282,320
	New Pathways	\$1,606,134
	Southern Highland Residential Treatment Service	\$2,072,644

Out-Of-Home Care High Cost Kids

Allambi Youth Services Inc	BIDDABA	\$1,326,292
CatholicCare	Centacare Children and Adolescent Residential Services	\$3,960,755
Life Without Barriers	Children & Young Persons Placement Service	\$18,548,502
Lifestyle Solutions (Aust) Ltd	Lifestyle Placements for Youth	\$4,983,681
Tirkandi Inaburra Cultural & Development Centre Inc	Tirkandi Inaburra Cultural & Development Centre Inc	\$840,000

Strengthening Communities

Integrated Domestic & Family Violence Services Program

Hastings Women & Children's Refuge	Community Partnerships against Domestic and Family Violence (CPADFV)	\$337,260
NSW Department of Health	Liverpool and Green Valley DV Service	\$480,648
YWCA NSW	Nowra Domestic Violence Intervention Service	\$214,356

Staying Home Leaving Violence

CatholicCare	Staying Home Leaving Violence Wyong	\$153,500
Moree Family Support Inc	Staying Home Leaving Violence Moree	\$153,500
Newcastle Family Support Services Inc	Staying Home Leaving Violence Newcastle	\$153,500
Office of Community Housing	Staying Home Leaving Violence Eastern Sydney	\$153,500
South East Women and Children's Services Inc	Staying Home Leaving Violence Bega	\$153,500
The Benevolent Society	Staying Home Leaving Violence Campbelltown	\$153,500
Walgett Aboriginal Medical Service Co-op Ltd	Staying Home Leaving Violence Walgett	\$75,000
Women's Activities & Self Help House – The WASH House	Staying Home Leaving Violence Blacktown	\$153,500

Supported Accommodation Assistance

Homelessness Action Plan

Homelessness NSW Inc	HAP Sector Capacity Building HNSW	\$120,000
Illawarra Aboriginal Corporation	Aboriginal Young People Leaving Care Support – Illawarra	\$167,000
Marist Youth Care Ltd	Nepean Youth Homelessness Service	\$358,500
NOVA Women's Accommodation & Support Inc	Hunter Integrated Response to Homelessness & Domestic Violence for Women (HR)	\$320,000
NSW Women's Refuge Movement Working Party Inc	Domestic Violence Support Western Sydney	\$320,000
	HAP Sector Capacity Building WRMRC	\$40,000
On Track Community Programs Inc	Tenancy Support Richmond/Tweed	\$293,000
Regional Development Australia Murray	Rural Homelessness Riverina/Murray	\$340,000
Samaritans Youth Services	Tenancy Support Mid North Coast	\$293,000
Southern Youth and Family Services Association Inc	FOYER Service	\$565,000
Tamworth Family Support Service	Rural Homelessness New England	\$340,000
Wollongong Women's Refuge	Domestic Violence Support Illawarra	\$320,000
Youth Accommodation Association of NSW Inc	HAP Sector Capacity Building YAA	\$40,000

Supported Accommodation Assistance Program

Aboriginal Corporation for Homeless & Rehabilitation Community Services	Ngura Hostel	\$445,570
Adele Dundas Inc	Adele House	\$192,919
AIDS Council of NSW	ACON Housing Project	\$98,417
Albury Supported Accommodation Service Inc	Albury Supported Accommodation Service	\$239,790
Albury Wodonga Community Network Inc	Betty's Place	\$555,003
Albury Wodonga Youth Emergency Services Ltd	YES Supported Accommodation Services	\$527,277
Alice's Cottages Inc	Alice's Cottages Women's Housing Scheme	\$381,781
Allambi Youth Services Inc	Allambi House	\$336,389
Anglicare Canberra & Goulburn	Eurobodalla SAAP Service	\$316,877
	Goulburn Emergency Accommodation	\$274,336
	Queanbeyan Youth Refuge (Crisis)	\$435,904
	Rae Burgess Centre	\$130,000
Anglicare North Coast Inc	Clarence Accommodation Support Service	\$164,413
Armidale & District Women's Centre Inc	Armidale & District Women's Centre	\$49,128
Armidale Women's Housing Group Inc	Armidale Women's Housing Scheme	\$237,137
Auburn Diversity Services Inc	SAAP/CAP Innovative Initiative – Auburn Diversity Services	\$24,599
Awabakal Newcastle Aboriginal Co-operative Ltd	Awabakal Crisis Accommodation Project SAAP/CAP	\$42,064
Ballina District Community Services Association Inc	Ballina Youth Service – YSJS	\$77,182
	Helping Hands Indigenous Housing Support	\$37,888
	Housing Support Service	\$192,294
Baptist Community Services – NSW & ACT	DV Counselling Service	\$30,000
	Leith House	\$348,834

Community Services

continued

Barnardos Australia	Barnardos Youth Housing Project	\$105,083	Central Coast Emergency Accommodation Services Ltd	Coimba Men's Refuge	\$297,940
	Family Temporary Accommodation	\$180,596		Intoxicated Persons Project	\$99,008
	Hohnen House	\$366,449		Kara Women's Refuge	\$458,004
	Penrith Family Accommodation & Support	\$109,461		Maya Cottage	\$318,501
Bathurst Emergency Accommodation Place Inc	Bathurst Emergency Accommodation Place	\$216,121		Rumbalara Youth Refuge	\$310,749
Bathurst Women's Housing Program Inc	Bathurst Women's Medium Term Housing	\$270,383	Central Darling Shire Council	Wyong Outreach	\$130,928
Blue Gum Inc	Blue Gum	\$172,616		Wilcannia Women's & Children's Safe House	\$362,565
Blue Mountains Youth Accommodation and Support Service Inc	Blue Mountains Youth Accommodation and Support Project	\$949,882	Central Tablelands Housing Association Inc	Operation Courage	\$125,406
	Blue Mountains Youth Housing Development Project	\$15,937	Churches of Christ Community Care (NSW)	Jacaranda Cottage	\$95,606
	Katoomba Youth Refuge	\$106,077		Pendle Hill Crisis Centre	\$114,494
Bonnie Women's Refuge Ltd	Bonnie Women's Refuge	\$988,798	City of Sydney Council	Homeless Persons Information Centre	\$242,929
Bourke Proclaimed Place	Dunbi Place	\$260,671	City Women's Hostel Inc	B Miles Women's Housing Scheme	\$459,730
Boys' Town	San Miguel Family Centre	\$445,767		City Women's Hostel	\$586,565
Brewarrina Drug & Alcohol Committee	Bulgun Place	\$412,653	Clarence River Women's Refuge & Outreach Services Inc	Clarence River Women's Refuge	\$504,826
Brewarrina Shire Council	LDCS Orana Far West	\$85,041	Community Housing Ltd	Coffs Harbour Accommodation Brokerage & Housing Support Service	\$103,087
Broken Hill Youth Accommodation & Support Service Inc	Broken Hill Youth Accommodation & Support Service	\$106,886		Youth Housing Support	\$94,890
Bungree Aboriginal Association Inc	Aboriginal Adolescent & Family Liaison Project	\$87,282	Community Programs Inc	Youth Housing Services	\$207,169
	Aboriginal Youth & Family Supported Accommodation Assistance Project	\$165,949	Community Restorative Centre Inc	CRC Group Homes	\$413,026
Byamee Proclaimed Place Inc	Byamee Homeless Persons Support Team	\$332,402	Detour House Inc	Detour House	\$180,560
Byron Bay Youth House Inc	Byron Bay Youth House	\$389,259		Young People's Refuge	\$478,089
Byron Emergency Accommodation Project Inc	Byron Emergency Accommodation Project	\$271,386	Dubbo Emergency Accommodation Project Inc	Dubbo Emergency Accommodation Project	\$338,763
	Byron Housing Support Project	\$16,700	Dubbo Neighbourhood Centre Inc	Dubbo Outreach Youth Counsellor	\$135,935
Cabramatta Community Centre Inc	Accommodation and Brokerage Youth Service	\$277,831	Eastern Access Community Health Inc	Glen Innes Supported Youth Accommodation	\$12,133
Campbell Page Ltd	Moruya Youth Refuge	\$380,580	Eastern Suburbs Community Youth Association Ltd	Bondi Youth Accommodation	\$185,998
Campbelltown UnitingCare Stepping Stone Community	The Stepping Stone Community	\$380,964	Eastlakes Family Support Service Inc	Detached Housing Support Worker – Adolescent	\$39,272
CareSouth	Short Term Accommodation Service	\$377,340	Eastlakes Women's & Children's Refuge Inc	Eastlakes Women's & Children's Refuge	\$291,603
Caretakers Inc	Caretakers Cottage	\$793,110	Edith Edwards Women Centre Inc	Bourke Women's Refuge – Edith Edwards Women's Centre	\$362,565
	Options Youth Housing	\$124,692	Emerge Youth and Family Services Inc	Emerge Youth and Family Services	\$400,006
Carrie's Place Women's & Children's Services Inc	Carrie's Place	\$419,024	Erin's Place Inc	Erin's Place	\$371,220
Casino Neighbourhood Centre Inc	Northern Region Young Women's Accommodation Service	\$174,905	Erskineville Youth Housing Inc	Erskineville Youth Housing	\$290,135
CatholicCare	Allawah	\$461,862	Essie Women's Refuge Inc	Essie Women's Refuge	\$584,647
	Bulgun Place	\$108,776	Fairfield Youth Accommodation Service	Fairfield Youth Accommodation Service	\$252,166
	Centacare Crisis Accommodation Program	\$134,347	Fusion Australia Ltd	Fusion Accommodation & Support Services	\$468,587
	Centacare Youth Support Service	\$79,557	Gilgandra Shire Council	Gilgandra Adolescent Support Project	\$86,496
	Housing Advocacy & Support	\$264,060	Glebe House Inc	Glebe House	\$143,539
	Hunter Youth Accommodation and Support Service	\$594,005	Great Lakes Community Resources Inc	Youth Accommodation Support Worker – Forster	\$90,054
	Hunter Youth Crisis and Supported Accommodation Project	\$290,820	Greenacre Church of Christ	Nick Kearns House	\$464,843
	Links to Independence	\$300,161	Gunnedah Family Support Inc	Gunnedah & District Women's Crisis Agency	\$81,154
	Young Persons Community Care Program	\$143,470	Guthrie House Co-operative Ltd	Guthrie House	\$95,624
	Young Women's Supported Accommodation Program	\$738,919	Hastings Women & Children's Refuge	Hastings Women & Children's Refuge	\$456,541
Centacare Catholic Social Services	Catherine Villa	\$338,188			

Haymarket Foundation Ltd	Homelessness Intervention Team (HIT) Case Management & Transitional Support Haymarket	\$180,000	Marist Youth Care Ltd	Hebersham Aboriginal Youth Service (HAYS)	\$367,282
	The Haymarket Centre	\$1,251,921		Homelessness Development Worker – YAIN	\$105,425
Highlands Youth and Family Services Inc	Southern Highlands Youth Accommodation Service	\$376,136		Marist Support and Accommodation (Western Sydney)	\$1,596,991
Holroyd Youth Service Inc	Youth Housing Worker – Merrylands	\$73,754		Nepean Youth Brokerage Service	\$139,318
Homelessness NSW Inc	Homelessness NSW	\$141,992	Marrickville Women's Refuge Ltd	Jean's Place	\$649,213
Home-Start Western Area Inc	Behind Closed Doors	\$40,568	Medley Community	Medley Community	\$366,664
Illawarra Youth Housing Ltd	Illawarra Youth Housing – Long Term Service	\$209,618	Mission Australia	A Woman's Place	\$1,180,887
	Tree House	\$357,633		Bilingali	\$135,461
	Youth Outreach Worker	\$73,511		Campbell House – Mission Australia Centre	\$1,219,844
Immigrant Women's Speakout Association of NSW Inc	Domestic Violence NESB Project	\$248,452		Clifton Adolescent Family Support	\$417,417
Innari Housing Inc	Innari Housing	\$296,324		Fairfield Youth Connections	\$403,040
Inspiration House Services Inc	Cobar and Coonamble Domestic Violence Case Management Service	\$134,542		Fairlight Centre	\$424,669
	Dubbo Women's Housing Program	\$211,021		High and Complex Needs Report Implementation	\$4,000
Inverell Refuge Centre	Inverell Refuge Centre	\$402,798		(HIT) Case Management & Transitional Support Mission	\$180,000
Jenny's Place Inc	Jenny's Place	\$523,313		Lemongrove Lodge	\$237,815
Jessie Street Domestic Violence Service Inc	Jessie Street Domestic Violence Service	\$565,617		Liverpool Homeless Men's – Crisis Accommodation	\$355,081
Jetty Bunker Youth Service Inc	Jetty Bunker Youth Service	\$487,661		Macarthur Supported Living Program	\$36,079
Joan Harrison Support Services for Women Inc	Joan Harrison Support Services for Women	\$481,985		Macarthur Youth Connections	\$303,463
Judge Rainbow Memorial Fund Inc	Rainbow Lodge – Glebe	\$53,804		Men's Accommodations and Referral Support Service	\$173,136
Kamira Farm	Kamira Farm	\$16,904		Mission Australia Brokerage Project (Cumberland)	\$178,670
Katakudu Women's Housing Inc	Katakudu Women's Housing	\$304,201		Missionbeat	\$646,341
Kempsey Neighbourhood Centre Inc	Kempsey & Hastings Brokerage & Housing Support	\$73,048		Newcastle Adult Accommodation Support Service	\$562,698
Killara Women's Refuge Inc	Killara Women's Refuge	\$370,360		Orange Youth Accommodation Support Service	\$139,148
Kulkuna Cottage Women's Refuge Ltd	Kulkuna Cottage Women's Refuge	\$544,151		Rawson Centre	\$396,482
Lighthouse Community Care Ltd	My/Place Youth House	\$81,191		Supported Accommodation Program – Single Men	\$612,557
Lillian Howell Project Inc	Lillian's	\$424,216		The Crossing	\$546,815
Lismore Neighbourhood Centre Inc	Helping Hands Indigenous Housing Support Service	\$167,332		Wagga Youth Connections	\$566,187
Lithgow Community Projects Inc	Lithgow Community Projects	\$422,522		Women in Supported Housing	\$221,209
Liverpool Youth Accommodation Assistance Company	Liverpool Youth Accommodation Assistance	\$349,697	Molonglo Women's & Children's Services	Gunyah Women's Housing Scheme	\$188,334
Liverpool Youth Refuge Inc	Liverpool Youth Refuge	\$546,645		Louisa Women's Refuge	\$519,478
Lotus House Indo Chinese Young Women's Refuge Inc	Lotus House	\$469,535	Monaro Crisis Accommodation Service Inc	Monaro Crisis Accommodation Service	\$246,362
Maari Ma Health Aboriginal Corporation	Wilcannia Youth Accommodation & Support	\$140,750	Moree Family Support Inc	Moree Family Support Youth Homelessness Project	\$132,591
MacKillop Family Services Ltd	Eddys Out West – Blacktown	\$296,895	Moree Women's Refuge – Ngala House Inc	Moree Women's Refuge – Ngala House	\$481,376
	Eddys Out West Youth Homelessness Service	\$775,651	Moruya Women and Children's Service	Moruya Women's Refuge	\$437,624
Manly Warringah Women's Resource Centre Ltd	Bringa Women's Refuge	\$571,849	Murdi Paaki Regional Enterprise Corporation Ltd	Coonamble Youth & Community Services Centre	\$155,830
Manning District Emergency Accommodation Inc	Lyn's Place	\$470,017		Gulargambone Youth Service	\$81,938
Marcia Women's Refuge Inc	DAWN Women's Network Housing Scheme	\$293,721	Murrane Housing Inc	Murrane Women's Housing	\$143,841
	Marcia Women's Refuge	\$550,457	Muslim Women's Association	Muslim Women's Support Centre	\$578,666
			Muswellbrook Women & Children's Refuge Ltd	Nydia's Place	\$415,308

Community Services

continued

Nambucca Valley Neighbourhood Centre Inc	Crisis Accommodation Brokerage Service	\$74,884	Phoenix House Youth Services Inc	Phoenix House Youth Accommodation	\$495,257
Namoi House Inc	Walgett Domestic Violence Service	\$334,204		Rage Project – GITS	\$140,593
	Walgett SAAP Service	\$476,722	Presbyterian Church of Australia in the State of New South Wales	Presbyterian Residential Youth Services	\$371,564
Narrabri & District Community Aid Service Inc	Narrabri Homeless Persons Support Team	\$185,856	Queanbeyan City Council	Queanbeyan Family Accommodation & Support Service	\$56,237
	Narrabri Youth Accommodation Team	\$134,136		Port Stephens Youth Options Project	\$123,269
Narrabri Family Crisis Centre Inc	The Cottage	\$226,585	Raymond Terrace Neighbourhood Centre Inc	Charmian Clift Cottages	\$398,659
Neami Ltd	Youth Mental Health Housing Project	\$350,000	Richmond Fellowship of New South Wales		
Nepean Youth Accommodation Services Inc	Nepean Youth Accommodation Services	\$572,306	Rosemount Good Shepherd Youth & Family Services	Rosemount's Day Survival Program – Rosemount's Early Intervention and Prevention Program	\$75,420
NESH Women's Scheme Inc	NESH Women's Housing Scheme	\$343,826	Saints Care Ltd	Northern Sydney Youth Support Service	\$212,922
Newcastle Youth Accommodation Services Ltd	Newcastle Youth Accommodation Services	\$862,494		Youth Support & Brokerage in Baulkham Hills	\$162,001
Northern Rivers Women and Children's Services Inc	Bugalma Bihyn	\$442,925	Samaritans Youth Services	Port Stephens Early Intervention SAAP Project	\$76,499
	Lismore Women's & Children's Refuge	\$549,774		Samaritans Youth Accommodation Services – Lower Hunter	\$498,540
NOVA Women's Accommodation & Support Inc	NOVA Women's Accommodation & Support	\$413,846		Samaritans Youth Crisis Service	\$410,428
Nowra Women's Housing Scheme Inc	Nowra Women's Housing Scheme	\$183,053		Samaritans Youth Services – Samaritans Outreach Team	\$408,251
NSW Women's Refuge Movement Working Party Inc	Bathurst Women and Children's Refuge	\$465,079		Samaritans Youth Services Taree (Open Door)	\$436,300
	Delvena Women's Refuge	\$543,551		Taree & Foster Brokerage & Housing Support	\$70,548
	Dolores Single Women's Refuge	\$546,814		The Hub – Casework	\$469,923
	Elsie Women's Refuge	\$725,070		Youth Information & Referral Service – Newcastle & Lake Macquarie	\$75,557
	Forbes Women's Refuge	\$315,876	Shire Wide Youth Service Inc	Eastern Area Service for Youth	\$252,556
	Kempsey Women's and Children's Service	\$436,757		Rosa Refuge	\$448,209
	NSW Women's Refuge Movement Resource Centre	\$133,893	Shoalhaven Women's Resource Group Ltd		
	Orana Far West Safe Houses Project	\$431,007	Shoalhaven Youth Accommodation Co Ltd	Aboriginal Outreach Worker – Nowra	\$72,086
	Wagga Wagga Women & Children's Service	\$441,073		Shoalhaven Youth Accommodation	\$104,707
	Wimlah Women & Children's Refuge	\$568,854	Sisters Housing Enterprise Inc	Sisters Housing Enterprise	\$257,074
	Women's Refuges Working Party	\$73,825	Skills Training Employment Program Inc t/a Auswide Projects	Bega Valley Youth Accommodation Partnership Support Worker	\$63,270
	Woy Woy Women and Children's Services	\$569,419	South East Women and Children's Services Inc	Bega/Eden SEWACS	\$439,826
On Track Community Programs Inc	Housing and Homelessness Service	\$106,197		Bega Women's Refuge	\$340,671
Orana Accommodation & Support Services Committee Inc	Sturt House	\$328,853	South West Child Adolescent & Family Services Association (CAFS) Inc	Adolescent Family Counsellor – Liverpool	\$76,045
Orange Community Accommodation Service Inc	Orange Community Accommodation Service	\$329,995	South West Women's Housing Inc	South West Women's Housing Scheme	\$300,707
Ourgunya Women's Inc	HAP Illawarra	\$429,786	Southern Riverina Youth Support Services Inc	Langunyah House Youth Refuge	\$499,413
Pam's Place Crisis Accommodation Resource & Referral Service Inc	Pam's Place Crisis Accommodation Resource & Referral Service	\$559,530	Southern Sydney Youth Refuge Association	Southern Sydney Youth Refuge	\$461,867
Parramatta Mission	Hope Community Cottage	\$169,654	Southern Youth and Family Services Association Inc	Warooga Youth Refuge	\$371,406
	Hope Hostel	\$948,545		Wollongong Youth Refuge (Combined)	\$1,351,541
	Koompartoo Youth Program	\$142,030	St Francis Social Services	Come In Centre Housing Support Worker	\$71,949
	Meals Plus	\$127,457		Dual Diagnosis Accommodation Project	\$42,300
	Parrahouse	\$424,953	St George Accommodation for Youth Ltd	St George Accommodation for Youth	\$225,341
	Supervised After Hours Emergency Accommodation	\$118,816	St George Women's Housing Inc	St George Women's Housing Scheme	\$232,798
	Thelma Brown Cottage	\$158,888	St George Youth Services Inc	Help at Hand – Sutherland St George Homeless Persons Brokerage Project	\$142,444
Pathfinders Inc	Armidale & District Youth Support Services	\$416,774	St Joseph's Youth Service	Futcher House	\$399,555
	Tenterfield, Inverell, Glen Innes Youth Services	\$168,665	St Laurence House Inc	St Laurence House	\$282,263
Penrith Women's Refuge Inc	Penrith Women's Aboriginal Accommodation and Support Service	\$596,680			
	Penrith Women's Accommodation and Support Service	\$484,583			
	PWR Transitional Housing Project	\$263,626			

St Michael's Family Centre Ltd	Casework Families – St Michael's Family Centre	\$74,761		Quamby House Men's Hostel	\$343,333
Stepping Out Housing Program Inc	Stepping Out Women's Housing Scheme	\$430,185		Rendu Youth Accommodation Service	\$330,631
Sydney Anglican Home Mission Society Council t/a Anglicare	Early Intervention – Carramar Cottage	\$74,492		St Jude's Refuge & Outreach Service – St Vincent de Paul Society	\$308,979
	Street Outreach Case Manager	\$60,454		St Louise Lodge	\$523,616
Taldumande Youth Services Inc	Taldumande Youth Service	\$692,995		St Vincent de Paul Homelessness Services	\$338,372
Tamworth Family Support Service	TFSS Women and Children's Refuge	\$532,991		St Vincent de Paul House	\$693,276
Tamworth Homeless Men's Support Group Inc	Homeless Men's Support Centre	\$159,683		The Cardinal Freeman Centre – St Vincent de Paul Society	\$442,473
Tamworth Youth Care Inc	Tamworth Youth Care	\$402,208		The Matthew Talbot Centre – St Vincent de Paul Society	\$147,676
Tanderra Women & Children's Refuge	Tanderra Women & Children's Refuge	\$494,868		Vincentian Village – St Vincent de Paul Society	\$211,725
The Bridge Youth Service Inc	The Bridge Youth Refuge – Sutherland	\$435,279		Vinnies Youth Housing Macarthur – SAAP	\$178,055
The Burdekin Association Inc	The Burdekin Association	\$656,979	The Turning Point Youth Accommodation Services Inc	The Turning Point	\$287,002
The Fact Tree Youth Service	The Fact Tree Centre	\$82,232	The Twenty Ten Association Inc	Twenty10	\$397,327
The Gender Centre	The Gender Centre	\$290,644	The Uniting Church in Australia Property Trust (NSW)	Ashfield Independent Living Program	\$313,192
The Salvation Army (NSW) Property Trust	Blue Mountains Recovery Service Centres	\$261,061		Central Coast Independent Living Program	\$217,531
	Catherine Haven Women's Refuge	\$350,709		Doorways – 2	\$327,489
	Faith Cottage – Salvation Army Women's & Children's Refuge	\$403,073		Doorways – 3	\$112,066
	Foster House CHOP	\$907,564		Edward Eagar/Wesley Community Housing	\$1,615,108
	Foster House Crisis	\$1,826,248		McKenzie Centre	\$107,968
	Griffith Shelter	\$79,207		Noreen Towers Community	\$281,352
	Katoomba Homeless Men's Project	\$18,621		Short Term Units	\$122,165
	Knudsen Place	\$740,187		The Drum Information Centre	\$190,139
	Leeton Crisis Centre	\$106,555	THEBA Young Women's Service	THEBA Exit Housing for Young Women Project	\$224,826
	Newcastle Community Housing	\$105,023		Elandra Women & Children's Refuge	\$551,884
	Oasis Youth Support Network Crisis Accommodation Service	\$588,546	Toukley Women's Refuge Inc	St Benedict's Community Centre	\$166,556
	Orana Women and Children's Services	\$363,186	Trustees of the Roman Catholic Church for the Archdiocese of Canberra & Goulburn		
	Samaritan House	\$295,531	Trustees Roman Catholic Church Diocese of Lismore	Christo Youth Service	\$375,200
	The Anchor	\$284,745	Tumut Regional Family Services Inc	Tumut Regional Family Services Inc	\$252,930
The Society of St Vincent de Paul Pty Ltd	Kennedy House	\$159,897	Tweed Shire Women's Service Inc	Tweed Shire Women's Service	\$499,265
The Station Ltd	The Station	\$299,862	Upper Hunter Community Services Inc	Upper Hunter Crisis Accommodation Service	\$172,685
The Ted Noffs Foundation Inc	PALM (Program for Adolescent Life Management)	\$268,010	Veritas House Inc	Veritas House Youth Services	\$541,161
The Trustees of the Society of St Vincent de Paul (NSW)	Amelie House Women and Children's Refuge	\$549,447	Wandiyali ATSI Inc	Hunter Koori Youth Service	\$203,489
	Bishop Fox Memorial Hostel	\$19,183	Warilla Women's Refuge Inc	Warilla Women's Refuge	\$407,005
	Claffy House	\$471,967	Warlga Ngurra	Warlga Ngurra Women's & Children's Refuge	\$348,641
	Edel Quinn Shelter	\$246,125	Warrina Women's & Children's Refuge Co-operative Society Ltd	Warrina Women's Refuge	\$531,220
	Freeman House	\$261,487	Wentworth Community Housing Ltd	Housing Resource Worker	\$73,258
	Kennedy House	\$53,298		Women's Accommodation & Information Service	\$211,378
	Macarthur Ozanam Centre, Family Service & Men's Service	\$838,471	Western Housing for Youth Ltd	Western Housing for Youth	\$279,903
	McCosker House	\$240,090	Western Region Young Peoples' Hostel Organisation	Grandview Lodge	\$264,937
	Marian Centre	\$1,677,868	Western Sydney Community Forum Inc	MSW Sector Facilitation	\$155,992
	Marian Villa Women's Refuge – St Vincent de Paul Society	\$436,927	Wirraway Aboriginal Women's Housing Scheme Inc	Wirraway Aboriginal Women's Housing Scheme	\$324,849
	Mary's Place	\$270,451	Wollongong Emergency Family Housing Inc	Wollongong Emergency Family Housing	\$279,547
	Matthew Talbot Hostel – Woolloomooloo	\$4,023,007			
	Metro South West Brokerage	\$136,573			
	Pathways – Southern Highlands	\$118,816			

Community Services

continued

Wollongong Women's Housing Inc	Wollongong Women's Housing Scheme	\$276,850	Illawarra Aboriginal Corporation	Myimbarr Youth and Family Support Service	\$119,023
Wollongong Women's Refuge	Wollongong Women's Refuge	\$544,999	Marrickville Community Training Centre Inc	Transition Through Middle Years Project	\$115,223
Women & Girls' Emergency Centre Inc	Women & Girls' Emergency Centre	\$352,336	Merana Aboriginal Community Association for the Hawkesbury	Better Futures Merana	\$15,870
Women Up North Housing Inc	Women Up North Women's Housing Scheme	\$243,976	Mid North Coast Regional Council for Social Development	MNC Youth Sector Development Project	\$6,612
Women's Housing Company	Women's Housing Company	\$204,349	Mountains Youth Services Team Inc	Blue Mountains Pathways Project	\$31,740
Women's Shelter Armidale Inc	Women's Shelter Armidale	\$459,223	Narrabri & District Community Aid Service Inc	Youth Sector Development	\$6,612
Woy Woy Youth Cottage Committee	Woy Woy Youth Cottage	\$359,170	Nepean Community and Neighbourhood Services	Keeping Aboriginal Young People At School	\$67,447
Yacaaba Centre Information and Counselling Service Port Stephens Inc	Yacaaba Centre	\$156,456		Pathways Penrith	\$36,499
Yawarra Meamei Women's Group Inc	Lightning Ridge Women's Safe House	\$362,565	North Richmond Community Centre Inc	Pathways Hawkesbury	\$23,803
Young Crisis Accommodation Centre	Young Crisis Accommodation Centre	\$137,290	Northern Rivers Social Development Council Inc	FNC Youth Sector Development Project	\$6,612
Youth Accommodation Association of NSW Inc	Canterbury Youth Service	\$379,274	NSW Department of Education & Training	Healthy Relationships	\$23,803
	Core Funding	\$174,516		Macquarie Fields Schools Connect	\$79,350
	Wruwallin House	\$381,239		Tingha, Inverell Transition to High School	\$84,672
	Youth Emergency Accommodation Line	\$99,802		Transition To High School – Tenterfield	\$53,574
Youth Angle Inc	Youth Angle	\$349,842	NSW Department of Health	Central West Positive Connections Project 9-18's	\$119,023
Youth Connections North Coast Inc	Youth Connections	\$656,032		Positive Connections Project	\$119,023
Youth Off the Streets Ltd	Don Bosco House	\$802,794		Building Service Strengths Through Yarning with Young People	\$25,000
YP Space MNC Inc	Macleay Youth Accommodation Service	\$379,235	Nyngan Local Aboriginal Lands Council	Central Coast Youth Development Project	\$19,204
YWCA NSW	Young Women's Intermediate Supported Accommodation	\$159,411	Regional Youth Support Services Inc		

Youth and Better Future Program

Better Futures

Albion Park Youth & Community Care Inc	Illawarra and South Coast Youth Services Conference 2010/2011	\$12,500	Samaritans Youth Services	Callaghan SPACE Project	\$16,512
Association of Children's Welfare Agencies Inc	Youth Sector Development Project	\$25,000		LMHS SPACE Project	\$9,568
Blue Mountains Aboriginal Culture and Resource Centre	Better Futures ACRC	\$15,870	Sector Connect Inc	Maitland SPACE Project	\$13,971
Blue Mountains Youth Accommodation and Support Service Inc	The Aware Project	\$44,436		Samaritans Creative Futures	\$174,001
CareWays Community Inc	Dapto Koonawarra Youth Connect	\$168,444	Shire Wide Youth Service Inc	Macarthur Youth Sector Model Development	\$39,661
CatholicCare	Families with Adolescents Education & Resource Project	\$67,739	Singleton Council	Menai Youth Action Project	\$173,497
	Francis Greenway – SPACE Project	\$81,780		Singleton Youth Centre – SPACE	\$5,654
	Port Stephens Adolescent & Family Counsellor Project	\$58,422	South Sydney Youth Services	La Perouse Supported Activities Program BF	\$55,008
	Port Stephens SPACE Project	\$20,319	Southlake Community Services Inc	Southlake Youth Centre – SPACE Project	\$5,654
Cringila Community Co-operative	Cringila Youth Initiative	\$22,614	Sugarvalley Neighbourhood Advancement Group	West Wallsend SPACE Project	\$5,503
Dungog Information & Neighbourhood Service	Dungog High – SPACE Project	\$5,654	TAFE NSW Illawarra Institute – Moruya Campus	South East Region Youth Sector Development Project	\$12,803
Eastern Access Community Health Inc	Midnight Basketball – NE	\$17,142	The Shack Youth Services Inc	South Maroubra Outreach Project	\$74,707
Eastlakes Youth Centre Inc	Eastlakes SPACE Project	\$27,970	The Uniting Church in Australia Property Trust (NSW)	Enhancing Activities Programming for 9-12's	\$71,413
Edgeworth Memorial Neighbourhood Centre Inc	North Lakes SPACE Project	\$8,699		Newcastle SPACE Project	\$25,401
Eurobodalla Shire Council	Eurobodalla Youth Transport Project	\$19,837	Upper Hunter Shire Council	Upper Hunter Shire SPACE Project	\$7,396
Family Worker Training & Development Program	Better Futures Learning & Development	\$19,837	Upper Hunter Youth Services Inc	Muswellbrook SPACE Project	\$5,654
			Woodrising Neighbourhood Centre Inc	Toronto SPACE Project	\$5,503
			Youth Action & Policy Association	Youth Sector Development	\$25,000

Housing NSW

Funds granted to non-government organisations

All contributions granted to non-government community operations in 2009/10 were under the Housing Policy and Assistance Program area as per Budget Paper 3.

Community Housing Resourcing

This grant is to assist community housing providers to grow and build capacity and to support the Property Transfer Program.

Argyle Community Housing	\$51,583
Bridge Housing Services	\$34,650
Bridge Housing Services	\$30,000
Homes North Community Housing	\$33,000
Homes North Community Housing	\$33,000
Homes Out West	\$117,040
North Coast Community Housing	\$14,179
NSW Federation of Housing Associations	\$53,020
Warrawong Residents Forum Inc	\$93,831

Community Renewal

This grant is to improve the quality of life for tenants on selected public housing estates by enhancing social and physical amenities.

Access Group Training Ltd	\$49,500
AFL Riverina Incorporated	\$24,000
Albion Park Youth and Community	\$680
Albury Wodonga Community Network	\$6,500
Arts Council of Eurobodalla	\$2,875
Barnardos Australia	\$1,100
Bega Valley Council	\$3,850
Coledale Residents Association	\$6,600
East Nowra Neighbourhood Centre	\$3,700
Gudhuga Employment and Training	\$1,573
Inverell Shire Council	\$55,000
Kempsey Shire Council	\$48,500
Kincumber and District Neighbourhood Centre Inc	\$1,100
Life Education NSW Ltd	\$11,375
Manning Valley Neighbourhood	\$20,000
Mid North Coast Regional Council	\$110,540
Mount Austin High School	\$6,940
Nowra Youth Services	\$3,530
NSW Police	\$3,000
Police and Community Youth Club	\$5,950
Queanbeyan City Council	\$2,000
Regional Youth Support	\$11,000
Riverina Community College Ltd	\$3,509
Riverina Institute of TAFE	\$22,000
The Care Van Foundation Ltd	\$3,000
The Registrar Court House	\$3,000
The Salvation Army	\$24,250
Wyoming Community Centre Inc	\$18,700
YWCA NSW	\$2,500

Crisis Accommodation – Leasing Subsidies

This grant contributes towards property management costs incurred by housing associations and other community housing providers in relation to leasing properties from the private market to accommodate households on low incomes and who are homeless or at risk of being homeless.

Affordable Community Housing Ltd	\$59,597
Argyle Community Housing Ltd	\$64,986
Bridge Housing Limited	\$83,004
Central Tablelands Housing Association Inc	\$93,586
Coastal Community Tenancy Scheme Ltd	\$15,963
Community Housing Limited	\$97,262
Community Housing Limited (Mid North Coast)	\$11,316
Compass Housing Services Co Ltd	\$33,045
Garrigal Housing Association Ltd	\$49,381
Homes North Community Housing Company Ltd	\$18,548
Homes Out West Incorporated	\$20,637
Hume Community Housing Association Co Ltd	\$221,365
Inverell Community Housing Inc	\$48,035
Lithgow Community Housing Incorporated	\$29,415
Monaro Tenancy Scheme Ltd	\$10,427
Narrabri Community Tenancy Scheme Inc	\$7,481
North Coast Community Housing Co Ltd	\$29,548
North Shore Community Housing Ltd	\$372,804
Pacific Link Community Housing Association Limited	\$39,690
Sapphire Coast Tenancy Scheme Inc	\$9,891
Southern Cross Community Housing Ltd	\$37,563
St George Community Housing Limited	\$52,859
Wentworth Community Housing Ltd	\$103,410
Women's Housing Company Ltd	\$150,961

Other Community Housing Providers

Barnardos Australia Marrickville	\$110,767
Bathurst Women's Housing Program Inc	\$69,269
Community Programs Inc	\$37,442
Inspiration House Services Inc	\$4,786
Shire Wide Youth Services Inc	\$31,434
Southern Youth and Family Services	\$117,548
St John of God Health Care Inc	\$47,604
The Salvation Army Wickham	\$57,292
Tumut Regional Family Services Inc	\$16,436
United Muslim Women's Association Inc	\$18,098

General Social Housing Leasing – Leasing Subsidies

This grant contributes towards property management costs incurred by housing associations and other community housing providers in relation to leasing properties from the private market to accommodate households on low incomes.

Community Housing Associations

Affordable Community Housing Ltd	\$7,195,022
Argyle Community Housing Ltd	\$2,827,924
Bridge Housing Limited	\$9,035,396
Central Tablelands Housing Association Inc	\$682,067
Churches Community Housing Ltd	\$279,627

Housing NSW continued

Coastal Community Tenancy Scheme Ltd	\$481,900	Compass Housing Services Co Ltd	\$11,000
Community Housing Limited	\$1,257,953	Garrigal Housing Association Ltd	\$11,000
Community Housing Limited (Mid North Coast)	\$398,085	Homes North Community Housing Company Ltd	\$11,000
Compass Housing Services Co Ltd	\$2,575,069	Homes Out West Incorporated	\$11,000
Eastern Suburbs Rental Housing Assoc	\$208,025	Hume Community Housing Association Co Ltd	\$11,000
Garrigal Housing Association Ltd	\$2,658,907	Inverell Community Housing Inc	\$11,000
Homes North Community Housing Company Ltd	\$750,703	Lithgow Community Housing Incorporated	\$11,000
Homes Out West Incorporated	\$443,193	Metro Community Housing Co-op Ltd	\$11,000
Hume Community Housing Association Co Ltd	\$3,137,800	Narrabri Community Tenancy Scheme Inc	\$11,000
Inverell Community Housing Inc	\$466,618	North Coast Community Housing Co Ltd	\$11,000
Lithgow Community Housing Incorporated	\$115,799	North Shore Community Housing Ltd	\$11,000
Metro Community Housing Co-op Ltd	\$4,380,054	Pacific Link Community Housing Association Limited	\$11,000
Monaro Tenancy Scheme Ltd	\$92,835	Parkes Forbes Community Housing Inc	\$11,000
Narrabri Community Tenancy Scheme Inc	\$189,124	Ryde Hunters Hill Community Housing Co-op	\$11,000
North Coast Community Housing Co Ltd	\$1,153,969	Sapphire Coast Tenancy Scheme Inc	\$11,000
North Shore Community Housing Ltd	\$2,094,352	Southern Cross Community Housing Ltd	\$11,000
Pacific Link Community Housing Association Limited	\$2,480,792	St George Community Housing Limited	\$11,000
Parkes Forbes Community Housing Inc	\$171,826	The Housing Trust	\$11,000
Ryde Hunters Hill Community Hsg Co-op	\$874,962	Wentworth Community Housing Ltd	\$11,000
Sapphire Coast Tenancy Scheme Inc	\$281,366	Western Plains Housing Scheme Inc	\$11,000
Southern Cross Community Housing Ltd	\$942,780	Women's Housing Company Ltd	\$11,000
St George CH – Port Jackson Supported Housing Program	\$882,328		
St George Community Housing Limited	\$5,935,488		
The Housing Trust	\$1,823,084		
Wentworth Community Housing Ltd	\$2,076,477		
Western Plains Housing Scheme Inc	\$150,115		
Women's Housing Company Ltd	\$1,888,356		
Other Community Housing Providers			
House With No Steps – Southern Region	\$31,462		
The Richmond Fellowship of NSW	\$7,005		

Housing Communities Assistance

This grant is to improve the quality of life of tenants by providing resources to participate in initiatives that change the social and physical amenity of their neighbourhood.

Dubbo City Council	\$58,350
Newtrain Northern Rivers Inc	\$47,848
Presbytery of Parramatta Nepean	\$143,665
Riverwood Community Centre Inc	\$94,528
Spyns Inc	\$94,528
The Factory Community Centre Inc	\$97,791
The Junction Works Inc	\$94,528
Wagga Wagga City Council	\$94,528

Housing Pathways Grants

This grant is to assist with the implementation of Housing Pathways within community housing providers.

Affordable Community Housing Ltd	\$11,000
Argyle Community Housing Ltd	\$11,000
Bridge Housing Limited	\$11,000
Central Tablelands Housing Association Inc	\$11,000
Churches Community Housing Ltd	\$11,000
Community Housing Limited	\$11,000

Maintenance Grants

This grant is to assist community housing providers to help reduce the maintenance backlog under the National Building Economic Stimulus Plan.

Affordable Community Housing Ltd	\$500,863
Argyle Community Housing Ltd	\$394,012
Assoc for Resourcing Co-op Housing ARCH	\$795,623
Bridge Housing Limited	\$209,505
Central Tablelands Housing Association Inc	\$116,846
Churches Community Housing Ltd	\$125,807
Compass Housing Services Co Ltd	\$76,902
Garrigal Housing Association Ltd	\$74,485
Hume Community Housing Association Co Ltd	\$468,745
Inverell Community Housing Inc	\$41,487
Lithgow Community Housing Incorporated	\$29,028
Metro Community Housing Co-op Ltd	\$4,173
Monaro Tenancy Scheme Ltd	\$25,010
Narrabri Community Tenancy Scheme Inc	\$41,487
North Coast Community Housing Co Ltd	\$79,606
Parkes Forbes Community Housing Inc	\$20,735
Sapphire Coast Tenancy Scheme Inc	\$54,189
Southern Cross Community Housing Ltd	\$12,705

Property Transfer Program Maintenance Grant

This grant is to assist community housing providers to cover the maintenance liability associated with properties transferred under the Property Transfer Program.

Compass Housing Services Co Ltd	\$750,000
Homes North Community Housing Company Ltd	\$796,950
Homes Out West Incorporated	\$1,533,399
North Coast Community Housing Co Ltd	\$1,265,000

Southern Cross Community Housing Ltd	\$1,258,400
Wentworth Community Housing Ltd	\$2,740,650

Resourcing Agencies

This grant is to assist resourcing agencies in building the capacity of community housing organisations to provide community housing services effectively and efficiently.

Association to Resource Co-operative Housing	\$347,235
Churches Community Housing Inc	\$279,600
NSW Federation of Housing Associations	\$748,000

Tenancy Guarantee

This grant is to help community housing providers to assist their clients who experience difficulty securing a tenancy in the private rental market.

Anglicare North Coast	\$24,750
Community Housing Limited	\$42,900
Compass Housing Services Co Ltd	\$29,700
Homes Out West Incorporated	\$29,976
Hume Community Housing Association Co Ltd	\$24,750
North Coast Community Housing Co Ltd	\$22,961
Sapphire Coast Tenancy Scheme Inc	\$24,750
Southern Cross Community Housing Ltd	\$42,900
The Housing Trust	\$50,636
Wentworth Community Housing Ltd	\$24,750

Tenant Participation

This grant is for information provision, referral and advocacy (where required), training and skills development and support for new and existing tenant groups, and liaison with other tenant participation activities and structures.

Centacare Catholic Welfare	\$155,000
City of Sydney	\$350,000
City Wide Print	\$1,060
Dubbo City Council	\$12,100
Fair Business	\$29,700
Illawarra Forum Inc	\$204,500
Inner Sydney Regional Council	\$195,273
Intereach NSW Inc	\$204,500
Northern Links NSW Inc	\$49,500
Northern Regional Tenant Resource	\$155,000
Parramatta City Council	\$1,452
Riverwood Community Centre Inc	\$199,645
Samaritans Foundation	\$182,500
Shelter NSW Inc	\$430
South West Regional Tenants Association	\$314,299
The Crossroads Christian Centre	\$20,460
The University of NSW	\$81,333
The Miller Group	\$33,000
University of Sydney	\$111,850
University of Technology	\$31,570
Western Plains Housing Scheme	\$19,480
Western Sydney Regional Public Tenant Council	\$146,000

Other Grants

Affordable Community Housing	Delivers new affordable housing units as allocated under the Debt Equity Tender round two.	\$244,869
Australian Housing and Urban Research Institute	Provides evidence-based policy research for Housing and other Commonwealth, state and territory housing agencies to develop, implement and evaluate housing policy programs.	\$680,874
Australian Housing Institute	Promotes a robust and diverse social housing sector through development opportunities for social housing practitioners through training, course accreditation, providing information directly or via conferences and forums.	\$119,900
Australian Institute of Health and Welfare	Develops and manages the national mainstream and Indigenous housing data on behalf of the National Committee for Housing Information.	\$369,547
Blue Chip Ltd	Delivers new affordable housing units as allocated under the St Marys Affordable Housing Project.	\$1,609,427
Compass Housing Services	Delivers new social and affordable housing units as allocated under the Affordable Housing Innovations Fund and the Debt Equity Tender round two.	\$4,297,198
Community Housing Ltd	Delivers new affordable housing units as allocated under the Affordable Housing Innovations Fund.	\$3,135,750
Home in Queanbeyan Inc	Supports a community initiative to tackle mental illness and homelessness in the Queanbeyan area.	\$825,000
Mission Australia	Provides services and programs for homeless people in inner-city Sydney and the Hunter region.	\$1,807,157
Neami Ltd	Provides an assertive outreach service for rough sleepers and chronically homeless people in the inner city of Sydney.	\$396,000
Parramatta Mission – Miller Campus	Supports young people aged between 16 and 25 in their education and employment goals by helping them to move into independent living.	\$369,089
Presbytery of Parramatta-Nepean	Provides educational resources and tutoring in the home environment to children unable or unwilling to attend school for extended periods under the School Refusers Program.	\$59,950
Shelter NSW Inc	Supports the housing interests of low-income and disadvantaged people in an advocacy, research and information role; builds the capacity of non-profit organisations to provide housing-related services.	\$593,756
Uniting Care Children, Young People	Supports early intervention projects to engage children in creative ways to build their skills, resilience, confidence and self-esteem and provides a point for reaching parents; provides social cohesion activities to social housing residents.	\$111,488

Juvenile Justice

Funds granted to non-government organisations

Juvenile Justice provided grants to the following non-government organisations during 2009/10.

Accommodation Support

Providing stable and secure accommodation support services for young offenders who are homeless.

Anglican Parish of Gosford	\$25,333
Bridge Housing Ltd	\$5,858
Catholic Care	\$74,994
Catholic Care	\$287,551
Centacare	\$106,147
Southern Youth & Family Services	\$113,147
Regional Youth Support Service	\$127,151

Accommodation Support and Education/Employment Skilling

Programs to engage young offenders who are homeless.

Albury Wodonga Youth Emergency	\$296,336
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Alcohol and Other Drugs

Funding for residential alcohol and other drugs facilities.

Housing NSW	\$36,537
The Ted Noffs Foundation Inc	\$2,343,888

Education

Programs to engage young offenders in education.

Trustees of the Christian Brothers	\$59,870
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Employment

Funding to engage young offenders in employment skilling and establish links to employers.

The Salvation Army Youthlink	\$84,673
Waverley Action For Youth Service	\$84,673
Western College, Dubbo	\$71,166
Whitelion Inc	\$371,694
Youth Off the Streets Inc	\$70,000

Legal Support for Young Offenders

Local Offender Program Funding for programs to support young people in the community to engage them in education or community activities and to address the underlying causes of their offending.

Bankstown Multicultural Youth	\$63,100
Bankstown Multicultural Youth Service	\$8,400
Baptist Community Services	\$63,934
Centacare Wilcannia-Forbes	\$45,000
Community Business Development	\$52,177

Great Lakes Community Resources	\$52,177
Legal Aid NSW	\$179,169
Narrabri District Community Aid	\$28,268
North Coast Institute of TAFE	\$47,992
PCYC Coffs Harbour	\$59,200
PCYC Kempsey	\$71,167
Relationships Australia (NSW)	\$63,952
Samaritans Foundation	\$65,109
Shire Wide Youth Services Inc	\$86,000
Sydney Opera House	\$100,000
UnitingCare NSW ACT	\$8,210
Wentworth Shire Council	\$7,500

Post-Release Support

Funding for programs to support young offenders after release from custody.

Access Community Group Ltd	\$138,131
ACPT Diocese Canberra & Goulburn	\$15,367
Anglicare NSW	\$167,232
Anglicare Youth & Family Service	\$74,891
Justice Health	\$13,611

Post-Release Support and Local Offender Programs

Funding for programs to support young offenders after release from custody.

Barnardos Australia	\$178,656
Marist Youth Care	\$151,159
Mission Australia (various locations)	\$792,462
Pathfinders Incorporated	\$180,786
South Sydney Youth Services	\$93,662

Research

Australian Institute of Health and Welfare	\$123,273
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Seminar

The University of Sydney	\$13,636
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Vocational programs

Education and other programs to support young people and address the underlying causes of their offending behaviour in custody.

Bell Shakespeare	\$50,000
Enough Is Enough	\$10,000
Eternity Aid	\$9,000
Far North Coast Presbytery	\$9,790
Karitane	\$63,636
Mallee Family Care	\$10,900
Northern Inland Inc	\$35,667
RYDA Australia	\$25,500
Synod Management Fund	\$17,341
Tenterfield Social Development	\$6,206
The Australian Children's Music Foundation	\$40,000

Department of Human Services

Level 2, 55 Clarence Street
Sydney NSW 2000
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Australia Square NSW 1215
Ph: 02 9248 0900
Fax: 02 9248 0999
Email: info@dhs.nsw.gov.au
Web: www.humanservices.nsw.gov.au

Our agencies

Aboriginal Affairs

Level 13, Tower B
Centennial Plaza
280 Elizabeth Street
Surry Hills NSW 2010
Ph: 02 9219 0700
Fax: 02 9219 0790
Email: enquiries@daa.nsw.gov.au
Web: www.daa.nsw.gov.au

Aboriginal Housing Office

Level 6, 33 Argyle Street
PO Box W5 Westfield
Parramatta NSW 2150
Ph: 02 8836 9444
Fax: 02 9635 3400
Email: ahoenquiries@aho.nsw.gov.au
Web: www.aho.nsw.gov.au

Ageing, Disability and Home Care

Level 5, 83 Clarence Street
Sydney NSW 2000
Ph: 02 8270 2000
TTY: 02 8270 2167
Email: info@dadhc.nsw.gov.au
Web: www.dadhc.nsw.gov.au

Businesslink

23-31 Moore Street
Liverpool NSW 2170
Locked Bag 7466
Liverpool BC 1871
DX 5064 Liverpool
Ph: 02 9765 3333
Fax: 02 9765 3330
Email: communications@businesslink.nsw.gov.au
Web: www.businesslink.nsw.gov.au

Community Services

4-6 Cavill Avenue
Ashfield NSW 2131
Locked Bag 4028
Ashfield NSW 2131
Ph: 02 9716 2222
Fax: 02 9716 2999
Web: www.community.nsw.gov.au

Housing NSW

223-239 Liverpool Road
Ashfield NSW Australia 2131
Locked Bag 4001
Ashfield BC NSW 1800
Ph: 02 8753 8000
Fax: 02 8753 8888
Email: feedback@housing.nsw.gov.au
Web: www.housing.nsw.gov.au

Juvenile Justice

Level 24, 477 Pitt Street
Sydney NSW 2000
PO Box K399
Haymarket NSW 1240
Ph: 02 9219 9400
Fax: 02 9219 9500
TTY: 02 9219 9579
Email: djj@djj.nsw.gov.au
Web: www.djj.nsw.gov.au

Please see agency websites for regional contact details and access information for clients. Business hours for agency head offices are from 9am to 5pm.

Designed by

TONICCONNECTIVE™



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Department of Human Services

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