



Contents

CREATE ANOTHER CHANCE
LACK OF OPPORTUNITY
NO SUPPORT NETWORK
NO ONE ENCOURAGES ME

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OUR PURPOSE AND VISION

Our purpose is to ensure a safer and fairer community by providing innovative solutions to increase social inclusion and economic participation.

ACSO's vision is to make a positive difference in the lives of people experiencing significant disadvantage; focusing particularly on mental illness, unemployment, alcohol and other substance abuse addictions, homelessness and social isolation, and those at risk of becoming trapped in the criminal justice system.

WHAT WE WANT TO BE KNOWN FOR

OUR VALUES

By our clients

Making a positive difference in their lives

By our staff

Providing a satisfying, cohesive and supportive workplace

By funding bodies/government/policy makers

First choice for providing services to disenfranchised people

By other service providers

High level of integrity and expertise when dealing with clients and using program funds

By our community

Providing support to disadvantaged people that face significant barriers in accessing other services

We value:

- < **Respect** - encouraging an environment that respects the situation and needs of our clients and that is respectful of the skills and abilities each staff member contributes to the organisation.
- < **Integrity** - in our dealings with all our community of interest and in our use of government and other funding.
- < **Caring** - providing a caring environment for our clients, staff and the community.
- < **Shared responsibility** - recognising that to make a real difference in our clients lives both ACSO staff and clients must take responsibility for change.
- < **Outcomes** - acknowledging that as well as providing a respectful and caring experience for our clients we must also strive for positive change and real outcomes through their contact with us.
- < **Innovation** - striving to find new ways to more effectively meet the needs of our clients and/or to provide services to clients where no other service does.

Australian Community Support Organisation

ACSO provides a comprehensive range of services to people who have, or are at risk of coming into contact with the criminal justice system. All services offered are planned on an individual basis, in collaboration with each client, to ensure that their needs are met.

The services ACSO currently provide include:

- < transitional support to ex-prisoners;
- < residential and housing support;
- < employment support and placement;
- < alcohol and drug assessment and treatment planning;
- < outreach and case management support to individuals with a forensic history, mental health issues, drug and alcohol problems, or a disability.

Our Operations

ACSO currently operates services from 11 office locations across Victoria; Richmond (x2), North Melbourne, Dandenong, Geelong, Ballarat, Bendigo, Mildura, Wangaratta and Morwell. ACSO also operates eight community residential and housing programs within Victoria supporting clients with an with an Intellectual Disability and a mental illness.

Staff provide outreach support to clients across the state and visit the majority of Victorian prisons on a regular basis.

Australian Community Support Organisation – A brief history

The Epistle Centre (1983 – 1996)

- < ACSO was established in Victoria in 1983, by Stan McCormack, as the Epistle Centre
- < The Epistle Centre operated as a drop-in and support centre, staffed largely by volunteers

< McCormack House was established to provide supported accommodation for people just released from prison. This allowed for post-release support to be planned and co-ordinated

< New program responses were developed including residential and outreach support for people with an Intellectual Disability and the Forensic Mental Health Program

Victorian Offender Support Agency (VOSA) (1996 – 2000)

- < As part of the reforms associated with the Victorian Premiers Drug Advisory Council (Pennington Review), the Community Offender Advice and Treatment Service was established
- < Employment Directions was established through funding via the Federal Government Job Network contracts
- < New program response supporting Sex Offenders was established operated by Sr Clare McShee

Australian Community Support Organisation (ACSO) (2000 – current)

- < The change in name to ACSO recognised that we now extended beyond providing support to ex-prisoners to those at risk of entering the criminal justice system.
- < Further program responses were developed including; Corrections Victoria funded transitional support services (Bridging the Gap, Corrections Housing Pathways Initiative, Correctional Services Employment Pilot Program), Care Plan Assessment Victoria (with Forensicare), expansion of Employment Services via the Personal Support Program, Disability Employment Services and Jobs Capacity Assessments.
- < ACSO successfully gained quality accreditation via QICSA in 2001



ACSO LOCATIONS

ACSO is a Victorian state-wide service, with our central office in North Richmond, with one other metropolitan office and six regional offices as indicated on the map provided

ACSO operates eight community residential units within Victoria – seven of which support clients with an Intellectual Disability, and two for clients with a mental illness.

Staff also provide outreach support to clients across the state and visit all Victorian prisons on a regular basis.



MICHAEL WRIGHT

"It is an exciting time for the organisation with a major agenda of change"

COUNCIL CHAIR'S REPORT

In this, my fourth year as Chair of ACSO, I am pleased to report that the Council has again actively undertaken its role of providing strategic direction and leadership to the organisation. By mid 2010, the ACSO Council commenced development of our next strategic plan with an extensive consultation process involving staff and managers, ACSO clients and our valued external stakeholders. It is an exciting time for the organisation with a major agenda of change; we have plans to engage in advocacy, enhance access to our programs and expand the scope of our services to outer metropolitan and regional areas. I make particular reference to the establishment of the first ACSO Consumer Advisory Group, with members who are current and past clients of ACSO. This initiative will become a critical component of ACSO's future. The Council looks forward to working directly with members of the Consumer Advisory Group to ensure our clients are able to meaningfully participate at all levels of the organisation.

We have experienced a period of stability within the Council as membership has consolidated with no departures since 2009. I acknowledge the significant contributions made by ACSO Council members. In doing so I would like to welcome new members, Mr Stewart Leslie and Mr Stephen Atkinson, who bring considerable skills and experience from within the health and business sector. The role of the standing sub committee's of Council have a crucial role in Council meeting its corporate governance obligations. I extend my appreciation to the committee 'chairs' for their leadership and strategic advice; Mr Tony Cant (Risk and Audit), Mrs Ersilia Barbone (Governance) and Dr Leigh Gassner (Strategic Positioning). I acknowledge the long term commitment of Ms Christine Cappello who continues to fulfil the role as Council Secretary and Executive Assistant. I also thank Sr Clare McShee, who retired in 2008 and has accepted the role as ACSO patron in residence. In 2009, Sr Clare returned to England to live, I wish her a health and active retirement.

ACSO continues to be recognised for ethical and transparent reporting of our operations and finances. ACSO's 2008/09 Annual Report received its third Silver Award, from the Australasian Reporting Association and was named in the top 10 finalists for the third year in a row, in the Price Waterhouse Coopers Foundation and Institute of Chartered Accountants Notfor-Profit Transparency Awards. These awards provide funders and Government with the confidence that ACSO's governance framework is independently recognised.

ACSO has continued to operate in a challenging environment with significant management and Council resources expended over the last 12 months on responding to the State Government Justice Health Project tender. Unfortunately, this process resulted in ACSO's 4th cycle of Quality Accreditation and development of the next Strategic plan being postponed in 2009. In May 2010 the State Government cancelled the procurement process, which at this stage has ended ACSO's involvement. I pass my appreciation on to ACSO staff and the leadership team for their patience and continued commitment during what was a time of disruption and anxiety.

ACSO's work is based upon a sound structure with leadership being given by an experienced team of managers and senior practioners. I have had the opportunity to work more closely with our leadership team via the recent Strategic plan consultation workshops and have observed their passion, commitment and capability to ensure ACSO's operations are delivered professionally and with positive client outcomes at the heart of our service interventions.

And importantly ACSO's work continues because of the dedication of our staff to our client group and its purpose of making a difference in the lives of the disenfranchised. The Council views their dedication as an inspiration for its work and thanks them.

Michael Wright
Chairperson



VAUGHAN WINTHER

“ACSO’s next strategic plan will be our ‘road map’ to develop a more sustainable organisation”

ACTING CHIEF EXECUTIVE OFFICER’S REPORT

I write this report as the caretaker CEO for ACSO after the retirement of ‘foundation CEO’, Tony Calabro’ in late 2010. Tony commenced with the organisation as Administrator in 1983 and worked closely with The Hon. Alistair Nicholson to establish the Council and governance framework. Tony’s contribution to ACSO has been immense. With support from the ACSO Council and staff, Tony built the organisation from a small volunteer program to a significant operation with 180 employees, infrastructure across Victoria and a diverse suite of programs with income of approximately \$20 million per annum. The ACSO Council, Management and staff wish Tony all the best for his retirement. It is expected that the appointment of a new CEO will be made in early 2011.

The previous twelve months has been a challenging time for ACSO’s operations, leadership team and governing Council. The organisation committed significant resources in developing our tender response to the Victorian State Government’s Justice Health Project. As a result, ACSO’s next Quality Accreditation Review and Strategic plan was postponed until 2011. Work on our submission commenced in late 2008 and ceased in May 2010, with the State Government abandoning the procurement process. ACSO’s involvement was related directly to the inclusion of the Community Offender Advice and Treatment Service (COATS) in the Justice Health Project, with the jobs of 50 staff at risk. Whilst this decision was disappointing, the development work completed for the tender will position ACSO to respond if the Justice Health Project is re-tendered again in the future.

New Research and Evaluation Unit

A key outcome of ACSO’s 2006-2009 Strategic plan was the recommendation to specifically resource research, policy and program evaluation. In preparation for our next Strategic plan to be released in 2011, the Council made a significant investment in establishing ACSO’s inaugural Research and Evaluation Unit. ACSO’s future strategic direction will include increasing our contribution to advocacy, social policy comment and evidence based research to further our aims and underpin our service delivery. The Unit is funded from ACSO Reserves for three years and is planned to become embedded within ACSO’s operations. In April 2010, a Research Co-ordinator and two Research and Policy Officers were appointed. As part of the Unit’s operations, a partnership with Melbourne University School of Social Work was developed with lecturer, Dr David Rose providing mentoring and assistance to the Unit staff. Key functions of the Research and Evaluation Unit will be:

- ◀ Program Evaluation: building capacity to evaluate ACSO’s programs (independent of government contracts) and be able to clearly demonstrate client outcomes
- ◀ Research and Engaging Public Policy: building capacity for ACSO to engage in and influence research and public policy
- ◀ Creating New Business and Diversify Funding Sources: supporting ACSO’s capacity to respond to unmet need, further development of our programs and securing funding for new projects.

New Opportunities and Funding

Work from the Research and Evaluation Unit has resulted in some early success, we have received philanthropic funding for two new projects; Consumer Participation Strategy (\$25,000 from the Colliers Foundation) and the ‘Restore Project’ – Carer/Family Support Program (\$300,000 from the Lord Mayor’s Charitable Fund).

ACSO was successful in its application to refund the CASST program via Corrections Victoria, receiving \$55,000 pa over the next 3 years.

Financial Results

Our financial surplus for the year of \$1,015,209 demonstrates sound fiscal responsibility and was comprised of an operating surplus of \$290,420 interest income of \$515,034 and \$290,755 from the gain on disposal on assets resulting from a complete changeover of motor vehicle fleet to a different vehicle.

Directions for 2011

ACSO’s next strategic plan is under development, consultations with staff, clients and key stakeholders occurred in mid 2010. Feedback and analysis of ACSO’s positioning during the past two years highlighted the need for ACSO to focus on; redeveloping the way our services are delivered and structured, identifying and responding to unmet needs and strengthening our approach to our external environment.

ACSO’s next strategic plan will be our ‘road map’ to develop a more sustainable organisation, focusing on our internal systems and external environment, and will achieve the following:

- ◀ Positioning ACSO as a vital contributor to the development of government policy and as an advocate for social change.
- ◀ Integrating creative ideas from our staff, clients, key stakeholders and community partners in the development of innovative service responses.
- ◀ Diversifying and re-shaping ACSO’s programs to adapt to changing client needs and an increasingly complex service environment.
- ◀ Improving ACSO’s professional relationships within the government, community, business and academic sectors.
- ◀ Strengthening ACSO’s commitment to provide responsive, evidence-based and accessible services to those who seek our assistance and support.

I extend my appreciation to members of ACSO’s leadership team and Council for their support, guidance and assistance during this time of change and transition. I also acknowledge the support and mentoring from Tony Calabro’ and believe that his commitment and passion for ACSO and its clients will be an enduring legacy.

Vaughan Winther
Acting Chief Executive Officer

Report from Director of Business Management

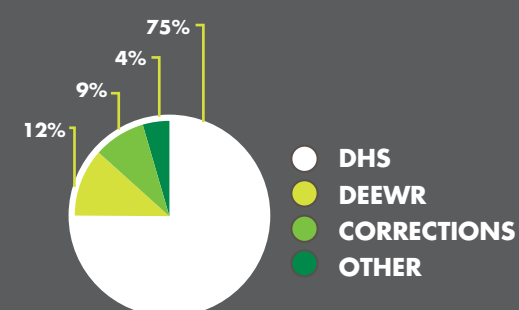
Financial Performance

Our financial surplus for the year of \$1,015,209 comprised an operating surplus of \$290,420 interest income of \$515,034 and \$290,755 from the gain on disposal on assets resulting from a complete changeover of motor vehicle fleet to a different vehicle. Total funding and other income was \$18.5m, a slight increase compared to last year.

Employment costs increased by 1% on last year with a CPI increase to staff offset by slightly lower staff levels.

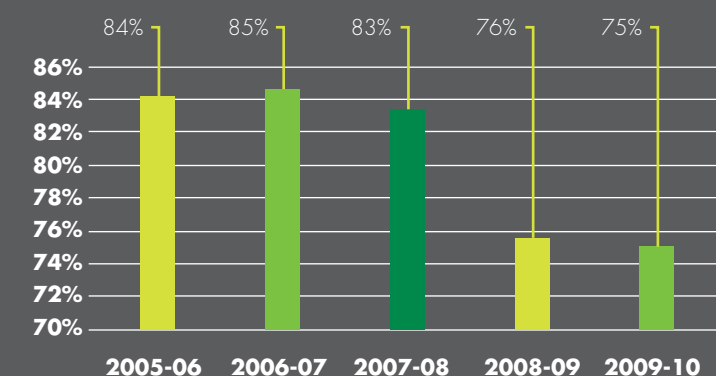
Key Financial Indicators

	2005-06	2006-07	2007-08	2008-09	2009-10	movement
						%
Total Income	20,640,268	21,969,344	24,059,682	17,461,635	18,526,298	6%
DHS Grants	17,396,770	18,587,181	20,083,383	13,223,298	13,542,569	2%
Total Expenditure	20,409,259	21,611,686	22,693,752	16,642,935	17,511,089	5%
Net Surplus /(Deficit)	231,009	461,429	1,365,930	818,700	1,015,209	24%



Our proportion of funding from major funding bodies was in line with last year with DHS reducing by 1% to 75 % of total funding received. Funding received from DEEWR and Corrections Victoria increased marginally.

% of total funding received from DHS



Staff indicators

	2006/07	2007/08	2008/09	2009/10
Number of staff employed	164	168	181	173
Permanent full-time staff	96	87	104	99
Permanent part-time staff	49	47	40	37
Casual staff	19	34	37	37

Other operating expenses increased by 18% on last year due to increased payments to clients and costs associated with our social enterprise, Scanners R Us.

This surplus further strengthens our financial viability and will enable us to continue to embark on strategic initiatives including our new research and evaluation program. The majority of our funding has been renewed until June 2012. We provide our funding providers with audited acquittal statements for the year's results.

Director of Business Management Report

Strategic Performance

Major outcomes were achieved over the past year and future directions were identified which are vital for the growth and development of the organisation.

Initiatives responding to 2008-09 challenges	Progress 2009-10	Self-Rated Performance	Future Directions
Family Program			
To address the difficulties that families of our service encounter and the systems they struggle to navigate when caring for a relative with a mental illness.	Successfully attained funding from the Lord Mayor's Charitable Fund to develop the Restore Program.	*	Restore will undergo effective evaluation process and reviews to ensure its workability. This includes collecting appropriate qualitative and quantitative data.
	Restore funding allowed the appointment of two staff members to support and advocate for families.	*	Restore program will work closely within the mental health and families sector to support its client group Restore program will provide a specialist niche to the sector and requires effective promotion. Hire new staff members that possess appropriate skills and enthusiasm to support and advocate for families.
Housing – The McCormack Program			
To increase access to affordable and suitable housing. To improve response to referred clients experience, or at risk of experiencing homelessness. To close the current McCormack House site.	Specialist Services and Yarra Community Housing (YCH) developed the Yarra Space model to address housing needs.	*	Develop a strong profile in the City of Yarra for ACSO and the housing model to assist in municipal support.
	Yarra Space project achieved and now providing 12 months transitional residential accommodation and continuity of post-exit support.	*	Address issues of isolation and continue to improve sustainable tenancies. Attain appropriate data and information to aid in evaluation of model. This will include participation from existing tenants to provide input shaping their own environment. Look towards expanding the model to other locations. Explore opportunities for clients to grow and diversify, such as social enterprises for participants.
Consumer participation			
To improve ACSO's consumer participation strategy and to assist programs to better represent their consumer group. Evaluate programs to improve service delivery to clients and increase our reputation in the areas of service delivery.	'Tides' was established by the Consumer Advisory Group (CAG) to represent the whole-of-ACSO client mix.	○	Ensure that CAG remains resourced and robust.
			Embed CAG and its principles in all aspects of ACSO Continue attracting participants with new and unique perspectives and ideas. Develop a peer-support model to support offenders with co-morbidity (disability and mental health issues). Openly celebrate successes of clients and client representatives by incorporating them into ACSO's promotional and informative materials (with permission).

* - Completed

○ - Ongoing

The Disability Program operates 14 services for Victorians who have a disability. Our services are managed according to three service streams: residential, outreach and therapeutic services.

While the majority of our clients have intellectual or other cognitive disabilities, most experience additional forms of disability or disadvantage including psychiatric disability, substance misuse, social isolation, homelessness, poverty and psychological disturbance. Together, these complex issues have contributed to our client group having a higher incidence of contact with the criminal justice system than other recipients in the general disability sector service.

Challenges

In our previous annual report we identified increased workload associated with the implementation of the *Disability Act (2006)* as being a major issue for the program.

In addition to increasing workloads, last year we identified the move toward strengths based models of intervention as being a challenge.

Performance

Over the past year we effectively reduced the number and types of chemical and physical restrictions we impose upon our clients. This has been associated in reduced incidents of aggression between clients and toward staff. The clinical coordinator implemented a new intake and assessment process and training program for staff. We are very proud of this achievement.

We met increased workload by restructuring and adding two roles to the management team. They are a Clinical Coordinator (responsible for clinical efficacy and monitoring of restrictive interventions) and an Operations Coordinator (responsible for staff training and support, service evaluation and contract compliance).

A part of ACSO's role is to increase the quality of supports for our client group. Frequently, we receive requests to provide support and training from other disability service providers who were referred individuals who have offended. We developed a formal Forensic Disability training and support program to increase the sector's capacity to work with this client group.

Problematic Sexual Behaviour Service

This service works with people over 12 years of age who have an Intellectual Disability and are at risk of committing or have committed sex offences. This year we provided clinical assistance to 15 individuals and eight separate training sessions across the state.

GAP

GAP is a voluntary program that provides assertive outreach to individuals who have intellectual disabilities and been involved in the criminal justice system. The program meets

clients in their own environment to undertake assessments, case planning and mentoring. This year we assisted five clients towards positive engagement with the service system.

LINK

Portable/Individual funded Outreach Support is provided to persons with disabilities who display behaviours of concern that have, or may bring them into contact with the criminal justice system. This year we provided support to 36 Victorians throughout metropolitan Melbourne and Bendigo. Activities have included assistance with activities of daily living, skill development, education and training, assessment and referral, budgeting, travel training and support in accessing recreation, leisure and cultural activities.

Supported Living and Accommodation Program

Support is offered to people with an Intellectual Disability who have been charged with offences. This year we provided accommodation and outreach support to eight clients to live independently and offence free during the past twelve months. Clients can retain the ongoing tenancy of flats following the conclusion of the service.

Dual Disability Residential Services:

Armadale House is a specialist, short to medium term program for clients who have and Intellectual Disability and an Axis 1 mental illness. The House is staffed 24hr, seven days a week and provides psychosocial rehabilitation using a behavioural and recovery focused model. During the past year, we accommodated two residents. Normally the service accommodates five residents, however as the service and its location were being reviewed, the number of beds available was reduced by the Department of Human Services to two. Following the review, the service has since become a four bed unit.

Francis House

Francis House is a 24 hour staff supported specialist residential service. It provides 12 month placements to persons who have an Intellectual Disability with offence histories. This service assists clients overcome the stress associated with their contact with criminal justice system and develop the skills necessary to live offence free. This year we provided residential support to eight individuals.

Regional Accommodation

Our five regional residential accommodation services are for people with Intellectual disabilities and exhibit behaviours of concern and/or offending behaviours. Each has the capacity to accommodate up to five residents for medium to long term periods. These services encourage community inclusion and develop skills and opportunities for residents. Staff provide 24 hour support for all residents. This year we provided residential placements for 26 individuals.

Disability Report

Future Challenges

Along with all ACSO service recipients, our clients have great difficulty in locating long-term, appropriate accommodation. Access to appropriate, affordable and sustained housing is a protective factor associated with reduced likelihood of reoffending. Next year we plan to work with housing providers and the Department of Human Services to increase the number of housing placements available to people with Intellectual Disability and have had contact with the criminal justice system.

In line with ACSOs overall quality improvement strategy, the following areas of improvement will be addressed over the coming year:

- ◀ The Disability Program will embed evaluation processes into all services, helping to ensure excellence in service delivery.
- ◀ Attempting to improve the work-life balance

of residential support staff, through a formal review of our rosters and shift allocation process.

- ◀ Maintaining and improving our established training program with all of our staff with the aim of increasing the quality of service provision.

Over the past few years the forensic disability sector has become more complex with additional requirements placed upon organisations to work more effectively in unison with one another. In addition, consistency between providers who may be working with the same client is imperative to assist our clients to reduce their likelihood of reoffence. We will proactively work with key players within the forensic disability sector to this end, including the Office of the Senior Practitioner, the Office of the Public Advocate and the Disability Forensic Assessment and Treatment Service.

Residential Services

	Residents 08-09	Residents 09-10	Maximum Capacity	Occupancy (%) 09-10
Francis House	7	8	4	100%
Western House	5	5	5	100%
TK House	6	5	5	100%
Southern House	5	5	5	100%
Aspin House	5	6	5	100%
Gully House	4	5	5	100%
Armadale House*	2	2	2	100%

*Due to the Disability Review, a hold was placed on referrals to Armadale House therefore full occupancy rates were achieved in this period.

Clinical Services

	KPI Required	08-09	09-10
Clients	12	15	15
Training Courses	6	8	8

Outreach Services

	Clients 08-09	Clients 09-10
GAP	7	5
Dual Disability Outreach	5	7
Supported Living Program	6	8

Profile

Specialist Mental Health Services (SMHS) is a suite of programs that supports people with substantial psychiatric issues, that lead to marginalisation and incarceration. SMHS consumers experience substance abuse, unstable mental health and homelessness that influence their behaviour resulting in criminal justice involvement.

McCormack House provides semi-supported short- term accommodation for men with Axis 1 psychosis transitioning from the criminal justice or psychiatric system. Support is provided both day and evening and outreach support continues after leaving. Living skills training is available but not mandatory. SMHS Outreach works towards stable long term housing for clients.

Specialist Outreach Program supports forensic clients who experience problems addressing and maintaining services including stable housing and treatment options. Program participation is voluntary and focuses on welfare. The service delivery model is home-based outreach and targets men 18 to 64 yrs who are diagnosed with a serious mental illness and have been in contact with the criminal justice system.

Specialist Women’s Outreach supports women diagnosed with borderline personality disorder exiting the forensic and/or prison system. This service provides intensive home-based outreach and assists those who often aren’t eligible for clinical case-management. Outreach works closely with Correctional, clinic, and housing services to secure better outcomes for this vulnerable group. Our assistance focuses on dealing with breakdowns in housing, providing advocacy in family courts and with child protection services.

Challenges

Family Program: Addressing difficulties that families of our service encounter and the systems they struggle to navigate when caring for a relative with a mental illness.

Housing - The McCormack Program: Increasing access to affordable and suitable housing and improving response to referred clients experiencing, or at risk of experiencing, homelessness.

Consumer Participation: Improving ACSO’s consumer participation strategy to assist programs to better represent their consumer group. Also evaluating programs to improve service delivery to clients and increase our reputation in the areas of service delivery.

Performance

Restore Program
Specialist Mental Health Services received a

\$300,000 Special Purpose Grant from the Lord Mayor’s Charitable Fund to develop our new Restore Program including the appointment of two staff to support and advocate for families.

SMHS assisted in establishing a Consumer Advisory Group (CAG). CAG’s role is to assist ACSO in developing accessible and relevant services for our clients. CAG reviewed and developed process and tools, resulting in systems that communicate more effectively with our participants.

The redevelopment of the McCormack model was influenced by many factors including consumer feedback and proved to be an excellent example of quality improvement.

Housing – The McCormack Program

The McCormack Program provides short term accommodation for men with Axis 1 psychosis, a history of homelessness, a criminal justice involvement and clients of the Specialist Outreach Program.

Specialist Services and Yarra Community Housing developed the Yarra Space model to address housing needs. This project provides transitional residential accommodation and continuity of post-exit support.

McCormack House Occupancy

	Residents	Average length of stay (months)
2005-06	36	2
2006-07	25	3.5
2007-08	24	3
2008-09	27	2.6
2009-10	19	3.7

Note: The average length of stay is heavily influenced by of availability of exit points and pressure of referrals. It should be noted that the closure and transition to the new model at Yarra Space and associated winding down of McCormack House in 2010 influenced the overall outcomes for that period.

Outreach Clients

	Clients supported	New clients referred
2005-06	72	58
2006-07	67	49
2007-08	80	45
2008-09	92	59
2009-10	100	55

Specialist Mental Health Services Report

Consumer Participation

‘Tides’ was established as the Consumer Advisory Group (CAG) to represent the whole-of-ACSO client mix, to improve ACSO’s consumer participation strategy, and evaluate service delivery of programs to clients. Ongoing directions include developing a peer-support model to support offenders with disability and mental health issues.

Future Directions

- ◀ Develop a strong profile in the City of Yarra for ACSO and the housing model to assist in municipal support.
- ◀ Address issues of isolation and continue to improve sustainable tenancies.

- ◀ Explore opportunities for clients to grow and diversify, such as social enterprises for participants.
- ◀ Collect appropriate information to assist in evaluation of the Yarra Community Housing model.
- ◀ Undergo evaluation processes and reviews to ensure our workability.
- ◀ Work closely within the mental health and families sectors to support our client group and provide a specialist niche to the sector that requires effective promotion.
- ◀ Look towards expanding the model to other locations



Profile

Employment Services provides assistance to a broad range of clients, all of whom are experiencing some form of social isolation. Assistance is provided on an individual needs basis, aimed at finding meaningful and sustainable employment. It includes resumé preparation, pre-employment training, training in job search skills such as interview techniques and lobbying employers on behalf of our clients.

Job Services Australia, Disability Employment Services, Scanners R Us, and Job Capacity Assessors are all funded by the Department of Education, Employment and Work Place Relations.

Job Services Australia (JSA) assists our generalist and homeless jobseekers to search and find sustainable employment. Our sites in North Melbourne and Richmond service around 1,000 jobseekers.

Disability Employment Service (DES) assists in finding employment for jobseekers with a disability.

‘Scanners R Us’ is a Jobs Fund program project funded by the Australian Government. Scanners R Us gives jobseekers an opportunity of employment in an office environment for a six month period. Our program is funded for two years and will give 75 job seekers an opportunity to enter the workforce.

Job Capacity Assessors (JCA) is an assessment program that determines where jobseekers receiving benefits or with a reduced work capacity, are best off in looking for employment. ACSO has sites in Geelong and Richmond that will continue operating until the 30th June 2011. Unfortunately, the Department of Education, Employment and Work Place Relations (DEEVR) decided to discontinue funding to providers and return the program back to Centrelink in July 2011.

Jobs Services Australia – Richmond and North Melbourne

	04 - 05	05-06	06-07	07-08	08-09	09-10
13 week outcomes	260	330	345	121	129	44
26 week outcomes						14
Employer Vacancies filled- placements	200	267	347	184	210	237

Disability Employment Service

Disability Employment Program

	05 -06	06-07	07-08	08-09	09-10
Clients commenced	107	67	74	106	198
Placements	15	20	18	11	34
13 week outcomes	13	16	9	9	25
26 week outcomes	10	16	9	9	10

Challenges

We were faced with a slow start to the contract as urgent changes were needed to meet DEEVR requirements, including implementing new sites, establishing staff and a leadership team as well as appropriate facilities. Over the past nine months we achieved great results with new staff, improved practices across all programs and worked together as a team in achieving the same goals.

Performance

During the past 12 months new sites were established in North Melbourne and Richmond for better servicing to our clients.

We placed 300 people into employment and achieved 120 outcomes for clients who have barriers to securing employment.

Disability Employment Services achieved excellent results with an average of eight jobseekers placements each month and securing 20 sustainable outcomes for our jobseekers. At the end of June we were assisting 130 jobseekers to find employment.

Job Capacity Assessors (JCA) is a DEEVR funded assessment program that determines where jobseekers receiving benefits are best off in regards to looking for employment or having a reduced work capacity. Unfortunately DEEVR has stopped funding providers and this will be issued back to Centrelink as of July 2011. Our program was funded for two years and gave 75 job seekers an opportunity to enter the workforce.

Job Capacity Assessments (JCA), based at our Richmond and Geelong sites, provides a referral point for all jobseekers in receipt of Centrelink payments. JCA assessments determine whether jobseekers are ready for full time employment or on a reduced capacity, depending on barriers to employment.

Employment Services Reoprt



Scanners R Us

Our ‘Scanners R Us’ program gives people who experience barriers in finding employment, are long term unemployed, homeless, at risk or have many other related reasons for being unemployed, an opportunity to enter the workforce and be employed in an office environment for a six month period.

‘Scanners R Us’ employees collect documents for scanning from community based organisations and deliver documents back on disk. ‘Scanners R Us’ scans documents onto disks thereby eliminating the need for storing bulky files and papers. In addition, the ‘Scanners R Us’ service includes a safe and secure destruction of documents.

The jobseekers that gain employment through the ‘Scanners R Us’ project will

- < complete a Certificate Two in Business Administration
- < receive on the job training and support
- < be assisted in securing long term employment opportunities.

Scanners R Us is a Jobs Fund Program funded by the Commonwealth Department of Employment Education and Workplace Relations for two years.

The programs in Justice Services provide a range of services and treatment options for those individuals coming before the criminal justice system and who are often disenfranchised because of their offending behaviour. The services that are provided include assessment, treatment planning and brokerage of drug and alcohol treatment for those experiencing problematic substance use. The pre and post release programs provide assistance with support in addressing drug and alcohol problems, chronic homelessness, employment and re-offending.

COATS- COMMUNITY OFFENDERS ADVICE AND TREATMENT SERVICE

COATS is a state-wide service funded by the Department of Health (DOH) and our primary aim is to assess and develop suitable treatment plans for post sentence clients as referred by the Department of Justice. COATS is a state-wide service providing assessment and treatment for those individuals who have come before the criminal justice system and who experience problematic substance use. Treatment can also be brokered for individuals who are in the pre sentence stage, diverting them away from the criminal justice system. Treatment is brokered by COATS to DoH accredited drug and alcohol treatment agencies. These referrals must have a treatment component associated with either their community based dispositions or attached to their parole conditions. COATS then purchases appropriate drug and alcohol treatment from DOH accredited agencies.

COATS provides access to the Stepout program for clients released from prison without any reporting requirements attached to their release. Clients can voluntarily refer themselves to Stepout and COATS will visit them in prison, conduct drug and alcohol assessments, and purchase drug and alcohol treatment for their post release date. In addition, COATS provides diversion options for pre sentence clients on

illicit substances to divert them from the criminal justice system and place them directly into treatment to reduce problematic substance use and correlated criminal activity, as well as reduce recidivism.

Objectives

Our primary objectives are to undertake a comprehensive drug and alcohol assessment and develop suitable treatment plans for post sentence clients referred by the Department of Justice.

Challenges

A 6.2% increase in referral volume to COATS for the past year that produced an increase of 10.2% drug and alcohol assessments. It was a challenge to meet KPI's for both assessment and brokering treatment. This increased amount transfers to the equivalent amount of referrals to agencies and places systematic pressures on treatment agencies to meet the needs for drug and alcohol treatment. This is compounded by the increasing amount of agency closures due to full capacity, staff leave and the retention of staff.

Performance

Regular training and support for stakeholders was provided in both formal and informal capacities. This year a three year protocol with Community Corrections (CC) was established to provide ongoing training for new CC staff inductees. COATS provided more support for our regional locations that maximised referral pathways and ensured that paperwork was correctly completed for payments.

Performance against Targets

This year COATS has shown a 6.19% (n=559) increase in referrals. COATS met its KPI's in providing assessments and reports to appropriate stakeholders for clients, with a community disposition, within five working days of receiving a referral.

COATS Referrals and Assessments

	05-06	06-07	07-08	08-09	09-10	% Growth
Referrals	7160	8128	8439	9025	9584	6.19%
Assessments	6018	7012	7036	7758	8552	10.23%

Justice Services Report

COATS clients assessed and referred on for treatment according to order

	Community Based Order	Intensive Corrections Order	Pre and Post Parole	Stepout	Other	Total
Adult CCCC	2581	791	1334	155	47	4980
Youth CCC	70	10	9	-	-	89
Residential Rehabilitation	69	12	31	-	-	112
Withdrawal	234	43	62	0	1	340
Koori Alcohol and Drug Worker	130	16	38	1	2	187
Rural Outreach Diversion Worker	193	72	87	-	2	354
Support Accommodation	8	2	4	-	-	14
Other	135	12	18	-	-	165
Total	3420	958	1583	156	52	6169

CCCC – Counselling, Consultancy, Continuing Care

LINK OUT REPORT

Link Out is an outreach support program operating in all male prisons in Victoria. The program provides voluntary case management and outreach services for men in prison who are at high risk of re-offending and who seek post release support.

Prior to release, case managers work with prisoners to identify needs and develop release plans. This connection before release enhances the chances prisoners maintaining their release plan and sustaining a more positive lifestyle.

Support is offered for up to 12 months post release from prison and includes accommodation, alcohol and other drug services, medical and psychiatric treatment, employment, training and education, legal issues, relationship difficulties and assistance with Centrelink.

Challenges

As with other Justice Service programs, Link Out staff experience difficulties obtaining suitable and affordable accommodation and housing for clients. Our staff are creative and flexible in looking at options with the clients. Other challenges are the timely provision of client assistance immediately following release, and the increasing complexities with client drug, alcohol and mental health issues.

Performance

Our connection with prisoners prior to their release enhances the chances of prisoners maintaining their release plan and sustaining a

more positive lifestyle. This year Link Out staff commenced monthly peer support meetings to discuss case studies and strategies to further assist clients and each other. The increase in referrals this year was demanding, given the complexities of clients' needs and services. An additional staff member was employed to help overcome the demand for Link Out. This year client release dates continued to be a challenge. Often clients are released from prison on the weekends or very early in the morning and, given the country locations of some prisons, it can take some time for staff to assist clients.

Future:

Corrections Victoria has confirmed the current Link Out program will be re-developed and new contracts put out to tender in 2011, the Sex Offender Support Program will also be integrated in this new model.

Link Out Referrals and Assessments

Current Clients	07-08	08-09	09-10
Pre existing clients	153	80	78
New Link Out clients	84	106	113
Total	237	186	191

Note: These figures relate only to the ACSO component of the consortium which is made up of ACSO, VACRO, Jesuit Social Services and the Salvation Army Adult Services.

SEX OFFENDER SUPPORT PROGRAM REPORT

ASCO's Sex Offender Support Program (SOSP), is a voluntary program that provides support for prisoners serving a sentence for sex offences and are either eligible for, or have participated in the Corrections Services Sex Offender Program. Outreach Support Workers visit these prisoners and develop release plans. The program provides two levels of assistance:

- ◀ Intensive transitional assistance that involves referral, facilitation and brokerage access across various areas including accommodation, education, health, employment and training.
- ◀ Social networks are formed according to individual needs. Primarily a support service and aims to encourage each offender with the development of positive social networks and facilitate appropriate community linkages. This level also encompasses support around overcoming social and emotional isolation.

Challenges

The complex needs and profile of SOSP clients is increasing and responding in an appropriate manner is often impacted upon by the nature of offences and concerns their offences raise in the community. The increase in referrals also challenges referral management, given the complexities associated with clients' profiles.

Our transitional programs are experiencing significant accommodation shortage and housing issues. There is no denying the legitimacy of

Crisis Accommodation Support for a Successful Transition (CASST)

CASST is a short term lone worker service designed to assist those prisoners who have served a sentence of three months or less and who have been released on remand who require accommodation, or who are in crisis in the community after release.

	07/08	08/09	09/10	% Movement
CASST	367	378	324*	-14.3%

*Please note, 09/10 there was a planned reduction in clients as a result of coming towards the end of the original contract.

concerns addressed by the practise of making sure that accommodation is scanned as being appropriate, yet the environmental scanning process itself can hinder opportunities of securing suitable accommodation in a timely fashion.

Key Outcomes

SOSP provided case management and outreach support for 49 new clients this year. In the last year, 22 clients exited the program, with 11 completing the program and four transferring to another sex offender related program for ongoing support as part of their Extended Supervision Orders.

Sex Offender Support Program new client numbers

07-08	08-09	09-10
46	62*	49

*During the 08/09 year an additional service was added to the SOSP for a 12 month period, resulting in increased client numbers being serviced.

Future directions

The complex needs and profile of SOSP clients is increasing. The ability to respond in an appropriate manner is often impacted upon by the nature of their offences and the concerns their offences raise in the community. An increase in referrals would challenge the management of case loads, given the complexities associated with client's profiles.

The support that is offered includes finding and securing accommodation, liaising with Community Correctional Services, attaining legal assistance, engendering social and familial connections for long term support. This support is vital to preventing re-offending.

Justice Services Report

Research and Evaluation Unit Report

During 2009, a pilot initiative was funded by the ASCO Council, the Strategy and Development Project. This initiative planned and developed ASCO's framework for the management of evaluation, research, partnerships, creation of new business and diversification of funding. This ultimately led to the establishment of the Research and Evaluation Unit, which fully formed in May 2010. It comprises of a Research Coordinator, two research and policy officers, and an academic consultant (part-time). The scope of the Unit includes:

- ◀ Program Evaluation: building capacity to evaluate ASCO's programs (independent of Government contracts) and be able to clearly demonstrate client outcomes.
- ◀ Research and Engaging Public Policy: building capacity for ASCO to engage in and influence research and public policy.
- ◀ Creating New Business and Diversify Funding Sources: facilitate ASCO's capacity to respond to unmet need, further develop our programs and secure funding.

Achievements

During the 2009-10 year, the Research and Evaluation Unit and its predecessor have commenced service in each of its areas of operation and achieved positive outputs.

In relation to **evaluation**, a comprehensive audit of all client and program related information in the organisation was conducted. This identified all data collected, including benchmarking against external classifications, and culminated in a recommendation regarding the minimum dataset that ASCO should collect in order to facilitate meaningful process and outcome evaluations. The initial program evaluation commenced, reviewing the implementation of ASCO's social enterprise, Scanners R Us. Evaluation frameworks have also been developed for newly funded and re-funded programs.

The Unit has initiated or renewed relationships with two tertiary academic institutions; Monash Criminal Justice Research Consortium in relation to potential **research** projects, and Deakin University Department of Criminology, to host student placements commencing in Semester 2, 2010. Advocating for ASCO's clients, and **engaging public policy** has been a prominent activity of the Unit comprising:

- ◀ a submission to Victoria's Family and Community Development Committee "Inquiry into the Adequacy and Future Directions of Public Housing in Victoria";
- ◀ a submission to DEEVR's Social Inclusion Board Inquiry into "Breaking the Cycle of Disadvantage";
- ◀ a response to The Australia Institute's report, "Missing out on government assistance" was released, supporting their recommendations to improve accessibility to the Centrelink system; and
- ◀ a submission to the Drugs and Crime

Prevention Committee's "Inquiry into the Impact of Drug Related Offending on Female Prisoner Numbers."

They reflect the Unit's ability to work with staff at every level to share information and gather their input through consultations. Albeit gradually, these submissions will contribute to making a difference in the community and advocating with and on behalf of the people that it works with.

The Unit has assisted to **diversify ASCO's funding** streams and with organisational development through its participation in and resourcing tender and grant submission writing and new business working groups. The Research and Evaluation Unit has participated heavily in large submissions for new business, re-tendering for current services, and the development of ideas for pilot initiatives. The Unit was successful in securing philanthropic funding for part of the initial phase of the Consumer Participation Project and partnered with Specialist Mental Health Services to secure philanthropic funding from the Lord Mayor's Charitable Fund, for ASCO's new family and carer support service, Restore. The Unit was also able to provide resources to new partners for tendering for justice services in areas outside of Victoria.

Challenges

A significant challenge for the Unit has been the involvement in responding to the Department of Justice's redevelopment of Justice Health Services and the impact on the Unit's resources during the tendering process. Both members of the original Strategy and Development team were involved in the working group and tender writing process, heavily impacting the outputs for the team. This challenge has been mitigated somewhat by the growth of the Unit and its development of organisational resources to operationalise program input to the submission process.

An ongoing challenge for the Unit is the inconsistent collection, reporting and storage of data across the organisation. This represents a serious limitation to the capacity of the Unit in many areas of its operations including the ability to effectively report on the organisation's client group and emerging trends, to undertake research within ASCO's programs and to implement program evaluations, in a timely and consistent manner. Electronic infrastructure to address this, is an organisational priority for 2010-11.

Quality Improvements

ASCO is now a member of the Australasian Evaluation Society and the Centre for Excellence in Child and Family Welfare.

The Unit will also be formalising its working relationship with the Consumer Participation Officer and the Consumer Advisory Group to develop better mechanisms for consumer participation in the outputs of the Unit particularly with submissions to public inquiries, program evaluations and funding submissions.



**JUSTICE SERVICES
COATS**

Vivienne Alexander
Jodie Armstrong
Matthew Atkinson
Brien Baxter
Robyn Bradley
Natalie Cassimatis
Karren Chapple
Rachel Freeland
Bernard Hanson
(Deputy Program Manager)
Brett Hayes
Jie He
Helga Hornig
Jane House
Jennifer Johnston
(Program Manager)
Evelyn Kirk
Naomi Mayne
Matthew McCue
Pauline Newcombe
Nita Quick
Petula Frantz
Erin Rankins
Patricia Read
Chloe Redman
Haydn Richards
Bronwyn Rouse
Jan Rowsell
Susan Saxe
Kerry Scambler
Rebecca Shields
Warren Simmons
Maria Sing
Prudence StevensJones
Jeremy Swire
Johanna Taylor
Georgina Vakouftsis
Terrence Vella
Jennifer Walker
Ina Voitassek
Catrina Bice

Karly Doyle
Raul Foglia
Rory Ford
Sally Fountas
Michael Inglis
Lisa Jackson
Carly Katz
Mark Lambrick
Violet Lotter
Sheridan Manley
James McIntyre
Elizabeth Meagher
Michael Moran
Rhonda Padgett
Kristin Seymour
Jacinta Smith
Graham Toohey
Jane Ward

LINK OUT
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(Transitional Services Manager)

Emma Bell
Lisa Dwyer
Jaclyn Dwyer
Mark Fleming
Timothy Giles
David Holdsworth
Monica Karst
Charles Levy
Toan Nguyen
Annie Trainor
Kate Wyatt
Lisha Constantino

KONNECT
Jaimie Binks

**LINK OUT
MANAGER**
Annie Trainor

CASST
Beverley Fox

SOSP
Shaun Dibbin
Olivia Fitzgerald
Robert Stagg

DISABILITY PROGRAM
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John Moore
Barbara Renou
Smita Sabhlok
Peter Simmonds
Sacha Barry
Juan Goycoolea Estay
Jasmin Ong
Denice Schoenpflug
Maree Steele
Andrew Taylor
Warner Willis
Charlotte Knudsen
Anna Lansell-Kenny
Dipendrasinh Gohil
Ljubica Loncarevic
Daniel McCoy
Radomir Medic
Philippa Williams
Jodi Murphy
Bronwyn Price
Simon Jones
Anurag Khullar
Christopher Smith
Asfaha Abraha
Russell Danby
Timothy Blanksby
Peter Cushing
Paul De Salvo
William Garland
Matthew Pennell
Ian Power
Jeffrey Rose
Leon Scadden
Paul Wilson
Neil Barnard
Gary Brook

Anthony Smith
Philip Walsh
Vincent Allen
John Kildea
Michael Kofmansky
Hui Xu
Jane Hingston
Bernice Ong
Andrew Tyson
John Haythorpe
Brendan Lowther
Noel Runnalls
Rinke Slotegraaf
Darryl Warren
Nathan Wilson
Tracylee Farrell
Kieran O’Hehir
Amanda Richardson
Shane Spence
Tegan Elrick
Daniel Horvath
Jessica Martin
Michelle Morcos
Shweta Sharma
Tamzin Sievers
Martin Markus
Cara Saunders
Alexander Mayer
Rodney Brady
Ricky Skipper
Kathy Astrinakis
Joseph Miles
Guy Cooper
Anneke De Wilt
Carmen Filip
Taylor Linseman
Stan Pappos
Annerleigh Parkinson
Daraphet Sayakhot
Angela Starr
Paul Tomaszewski
Chelsea Troutman
Brett Anderson
(Program Manager)

Staff List

SPECIALIST SERVICES
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(Program Manager)
Tegan Elrick
Thomas Mithen
Mirella Rao
Jon Redmond-Jones
Mary Salter
Danielle Stone
Mary Walbrook

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Diane Evans
Aidan Fahey
Alison Kent
Henry Nissen

Macni
Stephen Wilson

Restore
Irene Watkins

EMPLOYMENT SERVICES
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Mark Doherty
Renae Lowry

Job Network - Dandenong

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Larissa Estrada
Andrew Gerantidis
Sylvia Hoskin
Subashini Ranjanan
Linna Thao

Job Services Australia

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Jerry Diner
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Kylie Goulding
Carly Griggs
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Job Capacity Assessors
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Hemant Malik
Linda Millard
Chrisoula Noutsis
Fiona Terrill
Giulia Teti
Irene Watkins

Job Fund-SCANNERS R US
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Bonny Grant
Richard Grouse
Anita Kasapis
Despina Tseros
Victorian Bushfire Case Management
Jeanie Kavanagh
Robert Telfer
Jonathon Wrobel

ADMINISTRATION
Rosemary Broadstock
Bethany Broadstock
Antony Calabró (Chief Executive Officer)
Christine Cappello
Aimee Constantino
Louise De Rose
Leena Garnepudi
Richard Grouse
Maree Sing
Edward Holmes (Director of Business Management)
Shyla Marshall
Michael McIntosh
Tammy Rowe
Lisha Constantino
Noel Roxas
Natalasha Salter
Nely Tanur
Yvonne Webster
Vaughan Winther (Deputy Chief Executive Officer)

RESEARCH AND DEVELOPMENT
Cherie Marian
David Rose
Sarah Spencer
Kelly Warner

CONSUMER PARTICIPATION
Beth Shingle

ACSO complies with the *Occupational Health and Safety Act 2004* and the *Accident Compensation Act 1985* and is diligent in ensuring our health and safety system provides a working environment that is safe and minimises risks to the health and safety of all staff, clients, contractor and visitors.

Incident Reporting

The OHS Committee, program managers, Executive Team and Senior Management review incident reports regularly to identify emerging issues and current practices needed to reduce risks. As well the committee promotes best practice in accordance with ACSO OHS policies.

Our Health and Safety Committee is responsible for maintaining the Risk Register and Incident Report System and meets quarterly to review ACSO's Health and Safety System. The Committee also reviews health and safety policies and undertakes quarterly hazard inspections, training and professional development on health and safety related issues, and continuous improvement in workplace safety.

ACSO is divided into Designated Work Groups with a Health and Safety representative for each group.

Staff are informed of occupational health and safety issues through regular meetings and in bulletins. As well our qualified first aid staff and fire wardens provide training at all work sites.

Objective

A health and safety system that provides a working environment that is safe and minimises risk to the health and safety of all staff, clients, contractors and visitors to head office, our houses and metropolitan and regional sites

Performance

The Committee promoted occupational and safety initiatives and activities by:

- ◀ Providing Safe Driving courses for 18 staff, compulsory for all ACSO staff who transport clients

- ◀ Selecting staff from our programs for training as Back to Work Co-ordinators for those staff with injuries, experiencing stress or on Workcover, returning to work.

- ◀ Conducting a series of events during Victoria's Worksafe Week highlighting the importance of Occupational Health and Safety in the workplace.

- ◀ Arranging free swine flu and influenza vaccinations.

Future Directions

Improving, reviewing and updating our Health and Safety systems are undertaken on an ongoing basis. Next year we will:

- ◀ undertake a more detailed review of Risk Management and Incident Reporting by the Health and Safety Committee
- ◀ review all OHS policies by the Executive and OHS Committee
- ◀ ensure opportunities for staff participation in health activities during Worksafe Week
- ◀ investigate and install software to update and streamline our incident reporting process.

Incident Reporting Membership

- ◀ Antony Calabro` - Chief Executive Officer (ex -officio)
- ◀ Vaughan Winther – Deputy Chief Executive Office (ex-efficio)
- ◀ Christine Cappello – Secretary
- ◀ Peter Cushing
- ◀ Jerry Diner
- ◀ Bonny Grant
- ◀ John Moore
- ◀ Trish Read
- ◀ Tammy Rowe
- ◀ Maree Steele

Occupational Health and Safety Report

Reported Incidents

The following table summarises the major clusters of incidents recorded in ACSO over the past five years. The OHS Committee, Program Managers, Executive Team and Senior Management review incident reports regularly to identify emerging issues and current practices to reduce risks and promote best practice in accordance with ACSO OHS Policies

	Admin					Disability Program					Justice Services					Specialist Services					Employment Services					TOTAL				
Financial Year	05-06	06-07	07-08	08-09	09-10	05-06	06-07	07-08	08-09	09-10	05-06	06-07	07-08	08-09	09-10	05-06	06-07	07-08	08-09	09-10	05-06	06-07	07-08	08-09	09-10	05-06	06-07	07-08	08-09	09-10
Aggression	0	0	1	1	0	56	48	36	50	43	2	2	1	0	2	8	1	1	1	1	0	0	1	0	2	66	51	40	52	48
Assault – client-client, staff or other	0	0	0	0	0	109	90	52	18	57	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	109	90	52	20	57
Injury/illness – client or staff	2	1	0	2	1	44	23	14	17	13	3	1	0	2	5	1	1	0	3	1	2	0	1	2	2	52	26	15	26	22
Minor motor vehicle accident (without injury)	0	1	3	3	1	9	9	9	2	3	4	4	5	1	2	0	4	1	1	2	2	2	0	0	1	15	20	18	7	9
Property damage	0	0	1	0	0	50	22	18	19	5	1	5	1	1	4	0	1	1	0	1	0	0	0	0	0	51	28	20	20	10
Threats	0	0	0	1	0	47	69	35	21	15	2	4	2	1	1	0	1	0	0	1	0	0	1	0	0	49	74	38	23	17
TOTAL	2	2	5	5	2	315	261	164	127	130	12	16	9	5	15	9	8	3	7	6	4	2	3	2	5	342	289	184	148	158

1. Incidents recorded under administration include any incidents that occur in Reception
2. The most significant variations in incident reports between 08 and 09 incurred in the Disability Program. The decrease occurred as a result of improved intake processes and staff training.

Detailed Organisational Chart



Council Members



Professor The Hon Alastair Nicholson AO RFD QC – Patron-In-Chief

Honorary Professorial Fellow, Criminology
Department, University of Melbourne

Formerly Chief Just of the Family Court of Australia
and Chairman of the Adult Parole Board

Joined the Council in 1983



Mr Michael Wright – Chair

Managing Director Miller Consulting Group

Chairman Advisory Committee, McCaughey
Centre, University of Melbourne

Board Member, HomeGround

Joined ACSO Council in 2004



Ms Ersilia Barbone

Partner, White Cleland Solicitors

Joined ACSO Council 1996



Ms Kathleen Barker

Business Consultant

Former Executive Manager, Transport
Accident Commission

Joined ACSO Council 2009



The Hon Justice Sally Brown AM

Justice of the Family Court of Australia

Former Chief Magistrate, Magistrates
Court of Victoria

Joined ACSO Council 2004



Mr Tony Cant

Chartered Accountant

Joined ACSO Council 1997



Ms Christine Cappello

Council Secretary

Foundation staff member

Joined ACSO Council 1983

The Hon Justice Paul Coghlan

Justice of the Supreme Court of Victoria

Former Director of Public Prosecutions

Joined ACSO Council 2008



Dr Charles Leigh Gassner APM

Partner; REOS Consulting

Former Assistant Commissioner of
Victoria Police

Joined ACSO Council 2007



Dr Bill Glaser

Forensic Psychiatrist

Member, Forensic Leave Panel (Vic)

Visiting Fellow, Dept
Criminology, Melbourne

Joined ACSO Council 2009



The Hon Ian Gray

Chief Magistrate, Magistrate's
Court Melbourne

Joined ASCO Council 2008



Mr Stephen Atkinson

Partner; REOS Consulting

Joined ACSO Council 2009



Mr Stewart Leslie

Former Partner of KPMG

Director of Causeway Consulting

Board member of the Women's Hospital

Joined ACSO Council 2009



His Honour Judge David Parsons

Judge, County Court of Victoria

Director, Koorie Heritage Trust

Joined ACSO Council 2007



Patron in Residence Sister Clare McShee AM FMDM

Joined ACSO Council in 1986

Retired June 2008

Appointed Patron June 2008



ACSO CONSTITUTION

- A. **Australian Community Support Organisation Inc** (Inc. Reg. No. AOOO1674X , ABN 43 037 816 628) is an association incorporated under the *Associations Incorporation Act 1981 (Vic)*.
- B. The Rules of the Association provide for the election of a Council by the members and that the affairs of the association are managed by the Council. Council members have been elected or appointed in accordance with the Rules.
- C. Being a not for profit association with public benevolent purposes the members of the Council do not receive remuneration.
- D. The Council meets in the months of February, April, June, August, October and November. The Annual General Meeting of the Association is held in November.
- E. The Council and its committees may seek advice from independent experts whenever it is considered appropriate.
- F. The Council has adopted the following policies which relate to the ethical responsibility practice and delegations of functions of the Association:
1. Appointment to Senior Exec. Positions
 2. Retention and Disposal of Council Papers
 3. The Governing Process
 4. Meeting Processes
 5. Code of Ethics and Proper Practice
 6. Conflict of Interests
 7. Council Member Induction
 8. Council Committees
 9. CEO Financial Monitoring and Performance
 10. Public Affairs and Media
 11. Delegation of Authority
 12. Council Attendance
 13. Policy Development and Review
 14. Recruitment of Council Members
- G. The following are standing committees of the Council:
- ◀ Risk and Audit Committee
 - ◀ Governance Committee
 - ◀ Strategic Positioning Committee
- H. The day-to-day responsibilities for the operation of the Association are delegated to the Chief Executive Officer. The Council policies set out the terms of the delegation and processes for appointment to Senior Executive positions and for Program Managers.
- I. Determination of remuneration levels of Senior Executive Positions is delegated to an ad hoc committee of Council.
- J. Program activities and functions are supervised by program managers who are responsible to the Chief Executive Officer.

COUNCIL CODE OF ETHICS AND PROPER PRACTICE

The Council is committed to the adoption of ethical conduct in all areas of its responsibilities and authority. In so doing it binds its members to the same principles and practices.

Accordingly Council Members:

1. Shall act honestly and in good faith at all times in the interest of the organisation ensuring that all stakeholders, particularly those who are recipients of its services, are treated fairly according to their rights;
 2. Shall carry out their duties in a lawful manner and ensure that the organisation carries out its business in accordance with the law;
 3. Shall avoid conflicts of interests in as far as this is possible. Where such a conflict arises the member/s concerned must act within the terms of the Council's Conflicts of Interests Policy;
 4. Shall be diligent, attend Council meetings and devote sufficient time to preparation for Council meetings to allow for full and appropriate participation in the Council's decision making;
 5. Shall observe the confidentiality of non-public information acquired by them in their role as Council members and not disclose to any other person such information that might be harmful to the organisation;
 6. Shall act in accordance with their fiduciary duties, complying with the spirit as well as the letter of the law, recognising both the legal and moral duties of the role;
 7. Shall be loyal to the Council, abiding by Council decisions once reached;
 8. Individual Council members are encouraged to review their own performance with a view to ensuring a suitable contribution to Council deliberations and decision making and, if considered inadequate, should either pursue training to improve their performance or resign;
- Furthermore, the Council:
9. Shall meet regularly to monitor the performance of management and the organisation as a whole. To do this the Council will ensure that appropriate monitoring and reporting systems are in place and that these are maintained and utilised to provide accurate and timely information to the Council;
 10. Shall ensure that an appropriate separation of duties and responsibilities between itself and the CEO and that no one has unfettered powers of decision making;
 11. Shall ensure that the organisation's assets are protected via a suitable risk management strategy;
 12. Shall ensure that the views of all Council members are given due consideration and weight;
 13. Carry out its meetings in such a manner as to ensure fair and full participation of all Council members;
 14. Shall regularly review its own performance as the basis for its own development and quality assurance.

STANDING COUNCIL COMMITTEES

Risk and Audit Committee

Members:

- ◀ Tony Cant (Chair)
- ◀ Michael Wright (ex-officio)
- ◀ Stewart Leslie
- ◀ Kathleen Barker
- ◀ Andrew Chadwick (independent member)

Staff :

- ◀ Ed Holmes: Director of Business Management
- ◀ Antony Calabrò: Chief Executive Officer
- ◀ Vaughan Winther: Deputy Chief Executive Officer
- ◀ Petula Frantz: Justice Services Finance Manager
- ◀ Nely Tanur: Management Accountant

Corporate Governance

Functions of the Risk and Audit Committee are:

- a) Overseeing and appraising the coverage and quality of external audits and maintaining open lines of communication between the Council and the auditors;
- b) Reviewing the financial information to be presented by management to the regulators and the general public;
- c) Make recommendations to Council regarding internal audit;
- d) Reviewing and recommending the risk management practices adopted across all material aspects of the organization's operations.
- e) Oversee the adequacy and effectiveness of the organisation's administrative operating and accounting policies and the adequacy of the organisation's management information and accounting control system.
- f) Overseeing the adequacy of systems put in place by Management to limit the organisation's exposure to fraud;
- g) Monitoring management's attention to ethical considerations and the standard of corporate conduct.

GOVERNANCE COMMITTEE

Members:

- ◀ Ersilia Barbone (Chair)
- ◀ Judge David Parsons
- ◀ His Hon. Mr Ian Gray
- ◀ Michael Wright (ex-officio)

Staff:

- ◀ Antony Calabrò: Chief Executive Officer
- ◀ Vaughan Winther: Deputy Chief Executive Officer

Functions of the Governance Committee are:

- a) To review the focus of Council meetings for the previous 12 months to confirm that Council's focus has been on strategic ends.
- b) To review the annual schedule of Council and Committee meetings to ensure that Governance tasks are met, including management strategies.
- c) To monitor that regular reports have been submitted to Council in accordance with Council policies.
- d) To undertake the annual remuneration review process, and make recommendations to Council, as it relates to ACSO Senior Management positions including; the Chief Executive Officer, Deputy Chief Executive Officer and the Director of Business Management. This process will occur in April of each year.
- e) Review the corporate governance framework to ensure continuous quality improvement through sound processes and systems.
- f) Develop and review governance policies and procedures and make recommendations for improvement.
- g) Develop and implement a process of performance review for Council members.
- h) Exercise due care and diligence in the performance of the Council's powers and functions.
- i) To conduct the affairs of the Committee in an open and transparent manner.
- j) Review ACSO's constitution and recommend amendments to the constitution as required.
- k) Review senior management and Council Membership succession planning.

STRATEGIC POSITIONING COMMITTEE

Members:

- ◀ Dr Leigh Gassner (Chair)
- ◀ Michael Wright (Council Chair)
- ◀ The Hon. Justice Sally Brown
- ◀ Kathleen Barker
- ◀ Dr Bill Glaser

Staff:

- ◀ Antony Calabrò – Chief Executive Officer
- ◀ Vaughan Winther - Deputy Chief Executive Officer

Functions of the Strategic Positioning and Service Planning Committee

- a) Overseeing, monitoring and appraising the development and implementation of organisational planning processes, specifically, ACSO's Strategic Objectives.
- b) Formulating recommendations and resolutions for Council discussion and decisions based on emerging client need, future growth areas, strategic partnerships, changes in environments, risks and opportunities as relevant to emerging strategy and organisational evolution.
- c) Overseeing, in collaboration with the Risk and Audit Committee, the ACSO Risk Management Framework – with specific focus on non-financial and/or clinical risks. The Committee will support management to analyse risks and review mitigation strategies according to the ACSO Risk Management Framework.
- d) Overseeing, monitoring and appraising budget allocations, expenditure against budget for the implementation of ACSO's Strategic Objectives.
- e) Oversee and guide the activities of the Research and Evaluation Unit including; ACSO's Research Agenda and evaluation framework, developing strategic relationships and new business and funding opportunities.
- f) Annual review and recommendations to Council regarding ACSO's current and future Strategic Objectives.

Legislation

ACSO operations are guided by a number of legislative frameworks.

State Legislation

- ◀ Sentencing Act 1991
- ◀ Sentencing and Other Acts (Amendment Act 1997 and Corrections Act 1986)
- ◀ Alcohol and Drug Dependent Persons Act 2002
- ◀ Health Services Act 1988
- ◀ Drugs, Poisons and Controlled Substances Act 1981
- ◀ Disability Act 2006
- ◀ Mental Health Act 1986
- ◀ Guardianship and Administrative Board Act 1986
- ◀ Information Privacy Act 2000
- ◀ Health Records Act 2001
- ◀ Human Services (Complex Needs) Act 2003
- ◀ Occupation Health and Safety Act 2004
- ◀ Serious Sex Offenders Monitoring Act 2005
- ◀ Equal Opportunity Act 1995
- ◀ Charter of Human Rights and Responsibilities Act 2006

Federal Legislation

- ◀ Disability Services Act 1986
- ◀ Social Security Act 1991
- ◀ Workplace Relations Act 1986
- ◀ Fringe Benefits Tax Act 1986
- ◀ Privacy Act 1988

Concise Financial Statements 2010

Your council members submit the concise financial report of the Australian Community Support Organisation Inc. for the financial year ended 30 June 2010.

Council Members

The names of council members during the year are:

Stephen Atkinson (appointed 19th April, 2010)

Ersilia Barbone

Kathleen Barker (appointed 3rd August, 2009, temporary non member 11th May to 30th June, 2010)

The Hon Justice Sally Brown

Anthony Cant

The Hon. Justice Mr Paul Coghlan

Dr Charles Leigh Gassner APM

Dr Bill Glaser (appointed 3rd August, 2009)

His Hon. Ian Gray

Stewart Leslie (appointed 1st March,2010)

His Hon. Judge David Parsons

Michael Wright

Assoc. Prof. Karen Nankervis (resigned 3rd August, 2009)

Patrons

The Hon. Justice Alastair Nicholson AO RFD

Sr Claire McShee AM F.M.D.M

SECRETARY

Christine Cappello

PRINCIPAL ACTIVITIES

The principal activities of the Association during the financial year were:

To provide a wide range of services to clients in relation to drug and alcohol, Intellectual Disability, mental health issues and employment services in Victoria.

OPERATING RESULT

The profit from ordinary activities amounted to:

\$1,015,209 (2009 \$818,700).

Signed in accordance with a resolution of the Members of the Council.



Chair Michael Wright



Association Secretary Christine Cappello

Financials

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2010

	Consolidated Entity	
	2010 (\$)	2009 (\$)
Revenue	17,720,509	16,873,276
Other revenue	515,034	562,775
Other income	290,755	25,584
Employee benefit expenses	(9,317,039)	(9,228,732)
Depreciation and amortisation expenses	(824,281)	(712,978)
Rental expenses	(614,778)	(645,433)
Other expenses	(1,998,233)	(1,693,166)
Community Offender Advice and Treatment Service (COATS) treatment expenditure	(4,756,758)	(4,362,626)
Net Profit	1,015,209	818,700

The above Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

BALANCE SHEET AS AT 30 JUNE 2010

	Consolidated Entity	
	2010 (\$)	2009 (\$)
CURRENT ASSETS		
Cash and cash equivalents	17,559,200	17,146,281
Trade and Other Receivables	1,120,935	230,917
Prepayments	109,468	165,182
TOTAL CURRENT ASSETS	18,789,603	17,542,380
NON-CURRENT ASSETS		
Intangible Assets	98,602	138,012
Plant and Equipment	2,583,835	2,384,231
TOTAL NON-CURRENT ASSETS	2,682,437	2,522,243
TOTAL ASSETS	21,472,040	20,064,623
CURRENT LIABILITIES		
Trade and Other Payables	13,474,419	13,093,215
Provisions	916,321	900,542
Interest bearing liabilities	13,980	-
TOTAL CURRENT LIABILITIES	14,404,720	13,993,757
NON-CURRENT LIABILITIES		
Provisions	535,498	578,629
Interest bearing liabilities	24,376	-
TOTAL NON-CURRENT LIABILITIES	559,874	578,629
TOTAL LIABILITIES	14,964,594	14,572,386
NET ASSETS	6,507,446	5,492,237
EQUITY		
Retained profits	6,507,446	5,492,237
TOTAL EQUITY	6,507,446	5,492,237

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

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2010

EQUITY	Consolidated Entity	
	Retained Profits (\$)	Total Equity (\$)
Balance as at 1 July 2008	4,673,537	4,673,537
Profit for the year	818,700	818,700
Balance as at 30 June 2009	5,492,237	5,492,237
Profit for the year	1,015,209	1,015,209
Balance as at 30 June 2010	6,507,446	6,507,446

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2010

OPERATING ACTIVITIES	Consolidated Entity	
	2010 (\$)	2009 (\$)
Funding – Department of Human Services	14,692,283	14,545,628
Funding – other	2,196,345	2,697,168
Employment program fees	2,493,140	1,991,344
Interest received	488,599	700,317
Other receipts	376,735	319,073
Payments to suppliers and employees	(19,140,463)	(18,286,708)
Net operating cash flows	1,106,639	1,966,822
INVESTING ACTIVITIES		
Purchases of plant and equipment	(645,325)	(1,169,116)
Purchases of intangible assets	(48,395)	(126,940)
Net investing cash flows	(693,720)	(1,296,056)
Net increase in cash and cash equivalents	412,919	670,766
Cash and cash equivalents at beginning of year	17,146,281	16,475,515
Cash and cash equivalents at end of year	17,559,200	17,146,281

The above Cash Flow Statement should be read in conjunction with the accompanying notes.

NOTES TO THE CONCISE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010

The financial report is a concise financial report of Australian Community Support Organisation Inc. for the year ended 30 June 2010 was authorised for issue in accordance with a resolution of the Members of the Council on 25th October, 2010.

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a concise financial report that has been prepared in accordance with AASB 1039 Concise Financial Reports. The concise financial report does not include all notes of the type normally included within the annual financial report and therefore cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the Association as the full financial report.

It is recommended that the concise financial report be read in conjunction with the annual financial report for the year ended 30 June 2010, which was authorised for issue in accordance with a resolution of the Members of the Council on 25th October, 2010.

The financial report covers Australian Community Support Organisation Inc. and its controlled entities (the Association). Australian Community Support Organisation Inc. is an association incorporated and domiciled in Australia under the Associations Incorporation Act 1981.

The following is a summary of the significant accounting policies adopted by the Association in the preparation of the financial report.

a. Basis of Preparation

The financial report has been prepared on an historical cost basis. The financial report is presented in Australian dollars

and all values are rounded to the nearest dollar.

b. Basis of Consolidation

The parent entity conducts all operations and as a result the financial statements represent those of the parent entity and the consolidated entity except where stated. ACSO had two controlled non-operating entities during the year, Vitality Personnel Pty Ltd and Vitality Personnel Labour Hire Pty Ltd. Vitality Personnel was deregistered on the 1st November, 2009 as it was no longer required. Vitality Personnel was the controlling entity of Vitality Personnel Labour Hire. Both entities ceased to exist from the 1st November, 2009.

c. Cash and Cash Equivalents

Cash and cash equivalents in the balance sheet comprise cash on hand and in banks and short-term deposits and commercial bills with an original maturity of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value. For the purposes of the Cash Flow Statement, cash and cash equivalents consist of cash and cash equivalents as defined above.

d. Statement of Compliance

The financial report complies with AASB 1039 Concise Financial Reports.

e. New accounting standards and interpretations

The following Australian Accounting Standards have been issued but are not yet effective. They have not been adopted in the preparation of the financial statements for the year ended 30 June, 2010.

Reference	Title	Summary	Application date of standard	Application date for ACSO
AASB 9	Financial Instruments	<p>AASB 9 includes requirements for the classification and measurement of financial assets resulting from the first part of Phase 1 of the IASB's project to replace IAS 39 Financial Instruments: Recognition and Measurement (AASB 139 Financial Instruments: Recognition and Measurement).</p> <p>These requirements improve and simplify the approach for classification and measurement of financial assets compared with the requirements of AASB 139. The main changes from AASB 139 are described below.</p> <p>(a) Financial assets are classified based on (1) the objective of the entity's business model for managing the financial assets; (2) the characteristics of the contractual cash flows. This replaces the numerous categories of financial assets in AASB 139, each of which had its own classification criteria.</p> <p>(b) AASB 9 allows an irrevocable election on initial recognition to present gains and losses on investments in equity instruments that are not held for trading in other comprehensive income. Dividends in respect of these investments that are a return on investment can be recognised in profit or loss and there is no impairment or recycling on disposal of the instrument.</p> <p>(c) Financial assets can be designated and measured at fair value through profit or loss at initial recognition if doing so eliminates or significantly reduces a measurement or recognition inconsistency that would arise from measuring assets or liabilities, or recognising the gains and losses on them, on different bases.</p> <p>ACSO has not yet determined the extent of the impact of this new accounting standard, if any.</p>	1 January 2013	1 July 2013

Reference	Title	Summary	Application date of standard	Application date for ACSO
AASB 1053	Application of Tiers of Australian Accounting Standards	<p>This Standard establishes a differential financial reporting framework consisting of two Tiers of reporting requirements for preparing general purpose financial statements:</p> <p>(a) Tier 1: Australian Accounting Standards; and</p> <p>(b) Tier 2: Australian Accounting Standards – Reduced Disclosure Requirements.</p> <p>Tier 2 comprises the recognition, measurement and presentation requirements of Tier 1 and substantially reduced disclosures corresponding to those requirements.</p> <p>The following entities apply Tier 1 requirements in preparing general purpose financial statements:</p> <p>(a) for-profit entities in the private sector that have public accountability (as defined in this Standard); and</p> <p>(b) the Australian Government and State, Territory and Local Governments.</p> <p>The following entities apply either Tier 2 or Tier 1 requirements in preparing general purpose financial statements:</p> <p>(a) for-profit private sector entities that do not have public accountability;</p> <p>(b) all not-for-profit private sector entities; and</p> <p>(c) public sector entities other than the Australian Government and State, Territory and Local Governments.</p> <p>ACSO has not yet determined the extent of the impact of this new accounting standard, if any.</p>	1 July 2013	1 July 2013
AASB 2009-5	Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117, 118, 136 and 139]	<p>The amendments to some Standards result in accounting changes for presentation, recognition or measurement purposes, while some amendments that relate to terminology and editorial changes are expected to have no or minimal effect on accounting.</p> <p>The main amendment of relevance to Australian entities is that made to AASB 117: Leases by removing the specific guidance on classifying land as a lease so that only the general guidance remains. Assessing land leases based on the general criteria may result in more land leases being classified as finance leases and if so, the type of asset which is to be recorded (intangible versus property, plant and equipment) needs to be determined.</p> <p>These amendments arise from the issuance of the IASB's improvements to IFRS. The AASB has issued the amendments to IFRS 2, IAS 38, IFRIC 9 as AASB 2009-4.</p> <p>ACSO has determined there is no impact on the organisation.</p>	1 January 2010	1 July 2010

f. Trade and Other Receivables

Trade receivables, which generally have 7-30 day terms, are recognised and carried at original invoice amount less a provision for any uncollectible debts. An estimate for doubtful debts is made when there is objective evidence that the Association will not be able to collect the receivable. Bad debts are written off when identified.

g. Plant and Equipment

Plant and equipment is stated at historical cost less accumulated depreciation and any accumulated impairment losses.

- Depreciation

Depreciation is calculated on a straight-line basis over the estimated useful life of the assets as follows:

Class of Fixed Asset

Motor Vehicles	25%
Leasehold Improvements	20%
Leasehold improvements – Hoddle St	10%
Furniture and Fittings	20%
Office Equipment	20%
Computer Equipment	33.3%
Leased Assets	33.3%

Fixed assets with a cost of less than \$1,000 are expensed in the year of purchase.

- Impairment

The carrying values of plant and equipment are reviewed for impairment at each reporting date, with recoverable amount being estimated when events or changes in circumstances indicate that the carrying value may be impaired.

The recoverable amount of plant and equipment is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset.

An impairment exists when the carrying value of an asset exceeds its estimated recoverable amount. The asset is then written down to its recoverable amount.

For plant and equipment, impairment losses are recognised in the Statement of Comprehensive Income as an expense.

h. Leases

The determination of whether an arrangement is or contains a lease is based on the substance of the arrangement and requires an assessment of whether the fulfilment of the arrangement is dependent on the use of a specific asset or assets and the arrangement conveys a right to use the asset.

Finance leases, which transfer to the Association substantially all the risks and benefits incidental to ownership of the leased item, are capitalised at the inception of the lease at the fair value of the leased asset or, if lower, at the present value of the minimum lease payments. Lease payments are apportioned between the finance charges and reduction of the lease liability so as to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are recognised as an expense in the Statement of Comprehensive Income.

Capitalised leased assets are depreciated over the shorter of the estimated useful life of the asset and the lease term if there is no reasonable certainty that the Association will obtain ownership by the end of the lease term.

Operating lease payments are recognised as an expense in the Statement of Comprehensive Income on a straight-line basis over the lease term. Lease incentives are recognised as a liability when received and subsequently reduced by allocating lease payments between rental expense and reduction of the liability.

i. Revenue Recognition

- Grant Income

Government grants are recognised in the balance sheet as a liability when the grant is received. When the grant relates to an expense item, it is recognised as income over the periods necessary to match the grant on a systematic basis to the costs that it is intended to compensate. They are not credited directly to equity.

A maintenance fund for the seven Disability residential houses has been set up with part of the fund established from receipts of client rental income. The maintenance fund balance will be recognised as income over the periods necessary to match the cash receipts on a systematic basis to the costs that it is intended to compensate.

- Interest

Revenue is recognised as interest accrues using the effective rate method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

j. Trade and Other Payables

Liabilities for trade creditors are carried at amortised cost which is the fair value of the consideration to be paid in the future for goods and services received, whether or not billed to the consolidated entity.

The Association also recognises creditors in relation to the

COATS Brokerage Program. Under this Program, Brokerage income received in advance is accounted for as unearned revenue (Income received in advance- COATS). When the income is assigned to a specific service for a client, the relevant Brokerage expense is transferred to an accrual account (Accrued for COATS service).

Income received in advance - Other has been received from funding bodies by the Association prior to the provision of contracted services.

K. Provisions

Provisions are recognised when the Association has a present (legal or constructive) obligation 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.

When the Association expects some or all of a provision to be reimbursed, for example under an insurance contract, the reimbursement is recognised as a separate asset but only when the reimbursement is virtually certain. The expense relating to any provision is presented in the statement of comprehensive income net of any reimbursement.

Provisions are measured at the present value of management's best estimate of the expenditure required to settle the present obligation at the balance sheet date using the discounted cash flow methodology. The risks specific to the provision are factored into the cash flows and as such a risk-free government bond rate related to the expected life of the provision is used as a discount rate. If the effect of the time value of money is material, provisions are discounted using a current pre-tax rate that reflects the time value of money and the risks specific to the liability.

l. Taxes- Income Tax

The Association is endorsed as an income tax exempt charitable entity under Subdivision 50-B of the Income Tax Assessment Act 1997. ACSO is also classified as a public benevolent institution and endorsed as a deductible gift recipient under Subdivision 30-BA of the Income Tax Assessment Act 1997.

- Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the Balance Sheet are shown inclusive of GST.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the Balance Sheet.

Cash flows are included in the Cash Flow Statement on a gross basis and the GST component of cash flows arising from investing activities, which is recoverable from, or payable to, the ATO are classified as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the ATO.

m. Employee Leave Benefits

Provision is made for the Association's liability for employee benefits including on costs arising from services rendered by employees to balance date. Provision is made for the

Association's liability for employee benefits including on costs arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year comprising wages and salaries, annual leave and long service leave, have been measured at their nominal amount based on remuneration rates which are expected to be paid when the liability is settled. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

ACSO staff are entitled to take 3 months long service leave after 15 years completed service. In the event of staff leaving, employees are entitled to pro-rata payment of LSL, if they have completed 7 years of service.

The liability for long service leave is recognised and measured as the present value of expected future cash payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected

future wages and salary levels, experience of employee departures, and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

Expenses for non-accumulating sick leave are recognised when the leave is taken and are measured at the rates paid or payable.

n. Intangibles

Intangible assets comprising computer software acquired are initially recognised at cost. Following initial recognition, intangible assets are carried at cost less any accumulated amortisation and any accumulated impairment losses. There are no internally generated intangible assets. The useful lives of intangible assets are assessed to be finite. Amortisation of finite intangible assets is over the estimated useful life of 3 years, and the useful life and a test for impairment is reconsidered whenever there is an indication that the intangible asset may be impaired.

STATEMENT BY MEMBERS OF THE COUNCIL

In the opinion of the Council the concise financial report as set out on pages 2 to 13:

1. Presents fairly the financial position of Australian Community Support Organisation Inc. as at 30 June 2010 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.



Michael Wright

2. At the date of this statement, there are reasonable grounds to believe that Australian Community Support Organisation Inc. will be able to pay its debts as and they become due and payable.

This statement is made in accordance with a resolution of the Council and is signed for and on behalf of the Council by:



Christine Cappello

Dated this 25th day of October 2010

Our Relationships

ACSO acknowledges that the support and commitment of our numerous stakeholders is essential in delivering professional services to clients across our programs. Our stakeholders include; government departments, non government organisations, peak agencies, academic institutions, consultants, business suppliers and philanthropic agencies. In a unique arrangement, as part of our COATS services, ACSO also has a 'heads of agreement' protocol with 107 Alcohol and Other Drug Agencies in Victoria.

Supporters of ACSO:

- < Yarra Community Housing
- < Victorian Association for the Care and Resettlement Offenders
- < Jesuit Social Services
- < Salvation Army Adult Services
- < Australian Vietnamese Women's Association
- < Active Housing Services
- < Plenty Valley Community Health Centre
- < Mind Australia
- < Darebin Lodge
- < Office of the Child Safety Commissioner
- < ARBIAS
- < Caraniche Psychological Services
- < WISE Employment
- < HomeGround Services
- < South East Centre Against Sexual Assault
- < Mission Australia
- < Wombat Housing
- < Vincent Care Community and Housing Services
- < St Mary's House of Welcome
- < Western Carers Network
- < City of Yarra
- < Lord Mayors Charitable Fund
- < Colliers Foundation
- < Australian Reporting Awards

- < Price Waterhouse Not For Profit Transparency Awards
- < Ernst and Young
- < Landers and Rogers Lawyers
- < Sentencing Advisory Council
- < Platypus Systems – Information Technology support
- < RiskMan International
- < VicServ
- < Centre for Excellence in Child and Family Welfare
- < Monash University – Criminal Justice Research Consortium
- < Melbourne University – School of Social Work and Criminology
- < Deakin University

Government departments and statutory Authorities

- < Victorian Institute of Forensic Mental Health - Forensicare
- < Department of Justice – Corrections Victoria, courts, police and prisons
- < Department of Human Services – Mental Health and Drugs Division, Housing and Homelessness Assistance and Disability Services
- < Department of Employment, Education and Workplace Relations (Commonwealth)
- < Department of Human Services (Commonwealth)
- < Department of Families, Housing, Community Services and Indigenous Affairs (Commonwealth)
- < Centrelink (Commonwealth)

THANKS TO:

Adstract for their design of this report; to Paul for his supportive coordination and to Martin for his patience and creative design which has assisted us to describe another year at ACSO.

adstractart 

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