Southside
Community Services Inc.

2011 ANNUAL REPORT

Dedicated to excellence in service to the community

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OUR VISION

Dedicated to excellence in service to the community.

OUR MISSION

To be a recognised provider for a co-ordinated range of quality services to the Inner South and the ACT community.

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OVERVIEW OF SERVICES

Southside Community Services (SCS) Inc is a community based, not for profit, non-Government organization that since 1988 has been providing a wide range of services to families and individuals living in the local area and in the wider environs of the ACT. These services are partly or wholly funded by Commonwealth and/or ACT Government grants, client contributions, fees for service and donations.

Southside Community Services incorporated:

- Manages a budget of over $7.3m
- Has a permanent staff of over 127
- Provides programs for all age groups from early childhood through to family and individual support, to those who are frail aged or are younger people with a disability.
- Is an Accredited Registered Training Organisation

Our services include:

- Five Early Childhood Centres
- Family and Individual Support
- Parenting Programs
- Community Development
- Home and Community Care
- Assistance with Care and Housing for the Aged
- Centre-Based Activities for Home and Community Care Clients
- Case Management
- Special Care Transport
- Community Mini-bus Service
- Volunteer Literacy Program Links-To-Learning

Accredited Training in:

- Cert III in Children's Services
- Diploma in Children's Services
- Cert II and Cert III in General Education for Adults
- Cert II in Nail Technology
- Cert II in Make-up Services
- Cert II in Cosmetic Retail Services
- Diploma of Beauty Therapy

Dedicated to excellence in service to the community

ORGANISATIONAL CHART

BOARD OF MANAGEMENT

PRESIDENT
Cherie Radovanovic

VICE PRESIDENT
Michelle Cremer
(Resigned)

SECRETARY
Jill Costa

TREASURER
Tony Lo Pilato

STAFF REPRESENTATIVES
Libby Mills
Katherine Hellwig

ORDINARY MEMBERS
Barbara Knezevic
Kay Hewitt

EXECUTIVE DIRECTOR
Lida Lewis

FINANCE MANAGER
Ross Hocking

PRESIDENT'S REPORT

The annual report provides a welcome opportunity to reflect on our achievements over the last twelve months as an organisation and to highlight the challenges and priorities that lay ahead. This reflection time is important because it allows us to improve and to share our journey with the community that we serve.

Significant work has been undertaken by all levels of staff within Southside Community Services (Southside) in developing the organisation's strategic plan. This work will ensure we remain focused and unified in the programs and services we deliver as a not-for-profit organisation. It will also enable us to be agile and responsive to emerging social needs. Southside Community Services – '*there for our community*' was agreed upon by staff as the catch-all-phrase that will guide us in our work together over the next three years. It is very fitting given the focus of our services and programs.

Considerable work has also been undertaken to meet the new outcomes based purchasing agreement requirements under the ACT Department of Disability, Housing & Community Services (DHCS) Prequalification Framework. This Framework addresses a number of elements including: human rights, governance, human resource management systems, organisational planning and quality service management and improvement.

From 2013 any service entering into contractual arrangements with the Department of Disability, Housing and Community Services will need to be prequalified. As part of the Prequalifications Framework preparation Southside has tightened its governance arrangements. Considerable work is currently underway to build on our systems and infrastructure in relation to each of the specified Framework areas. This will ensure we have the kinds of practices, processes and resourcing to enable us to meet each outcome area and provide the necessary underpinning evidence. This work will remain a key priority for Southside over the coming year.

There were major changes made this year to the way Government will fund family and youth services in the future. Organisations were invited to tender and present their submission for a new integrated family and youth service delivery model. This resulted in many organisations working together to submit joint proposals to ensure the integration of deliverables, particularly in relation to the coordination of case management, youth services and relevant group programs for family and youth. Delivery of this new service system is scheduled to be in place by 2012 and the results of the tender will be

announced later this year. Southside joined with Anglicare and Woden Community Services in putting in a joint submission. If successful, renewed and strengthened collaborative arrangements will be realised, forged and supported with our partner organisations. This partnership will be welcomed by Southside staff and Board members, because it will open up opportunities to explore, harness and achieve positive long term benefits for the programs that support our clients. It will also mean working through the logistical, reporting and contractual arrangements with our partner organisations next year and a key priority for us.

Other significant achievements this year include the accreditation of two more of our childcare centres. Our childcare directors and staff continue to embrace the quality improvement changes that support the national accreditation system – an initiative that seeks to ensure children are provided quality care and education. All child care facilities throughout Australia are assessed as part of a national accreditation system every three years. Our success this year builds on our last year's achievements which saw the accreditation of a further two of Southside's childcare centres. In the coming year the accreditation of our fifth remaining childcare centre will be a priority for Southside's executive, our childcare Directors and their staff. From our past results, our experience and knowledge we are well placed to meet this challenge.

Meeting the Early Learning Years Framework requirements across all our childcare centres was another important focus for Southside. This Framework is a Coalition of Australian Government initiative that aims to support and enhance young children's learning in the early years of life. For ACT childcare centres it means changes to the child-to-staff ratios; maximising the educational opportunities provided to children; improving systems for reporting children's educational development; and increasing the educational requirements of our childcare staff.

While this year has presented a number of challenges for Southside in terms of changes in government requirements, legislation and funding arrangements, it has also paved the way and set strong foundations for much of our work in the coming year. In closing, I would like to congratulate and thank the staff of Southside for their ongoing support and commitment to enriching the lives of the people we serve.

Cherie Radovanovic
President

EXECUTIVE DIRECTOR'S REPORT

This year Southside Community Services (Southside) responded well to growing our programs, strengthening partnerships, and meeting many of the legislative and government requirements that impact on the programs we deliver to the community.

We have made considerable progress in developing the policies, practices and evidence required to support the continuous improvement and risk management strategies to support our business plans. This will stand us in good stead in meeting the various elements of the ACT Government's Prequalification Framework - a mandatory requirement necessary to secure ongoing funding from the ACT Department of Disability, Housing & Community Services. Our human resource management and financial provisions are also key elements of this Framework; however, Southside is well supported in terms of its administration, finance and corporate personnel. They work tirelessly behind the scenes to enable smooth transitions in support of our staff and they have strengthened many of Southside's requirements under the Framework.

At an organisational level we have together mapped our strategy and priorities in our Strategic Plan. This year also marked a significant partnership being forged with Woden Community Services and Anglicare. Together we developed a new service model, in line with best practice, for the delivery of youth and family services within our catchment area. Our new model was submitted in response to the ACT Government's tender for Family and Youth services and we look forward to working together pending our success. Partnership arrangements between community organisations and other leading specialist agencies (with overarching governance and practice protocols detailed in memorandums of understanding)are possibly the way of the future.
By combining organisational resources, expertise and infrastructure there is potentially greater opportunities to deliver improved and better targeted services across our community.

At a program level I am pleased to report we have made significant advancements in a number of areas. Two of our childcare centres gained accreditation this year and thanks to an ACT Government grant we now have gardens being created in each of our five childcare centres, with significant input from the children and staff. Given the wonderful opportunities these gardens present, extension activities relating to healthy eating and exercise are also being targeted.

Our Family Support and our Care and Housing for the Aged teams have made a big difference to the lives of many people in our community, via our Food Services Program and through individualised case management support. Our staff from these teams are incredibly dedicated. They provide a helping hand and are there to listen to those who seek out this extra support. There has also been a significant growth in volunteers wanting to give back to the community this year. It is really heartening to see the difference they are making to some of our programs and their generosity of spirit.

For Optimum Training and Development (Optimum), Southside's registered training organisation, it has been a big year. Record numbers of students have taken up training with us. Work is also well underway in preparing Optimum for its next accreditation scheduled for the coming year. This will involve demonstrating our capability in meeting the three national standards and nine conditions set Australia wide for all registered training organisations.

Our Home and Community Care team is also gearing up for their Community Care Common Standards Accreditation review, which is scheduled for the coming year.

This will mean producing the necessary evidence and again demonstrating our capability in line with the three national Community Care Standards that have eighteen combined outcome areas. The personalised assistance that is provided by our Home and Community Care Case managers in supporting a diverse range of elderly members of our community, some of whom are disabled, is incredibly important and valuable work. Considerable effort goes into devising care plans with clients to ensure they maximise the clients' independence and integration within the local community.

Other highlights under our Home and Community Care Program include the very popular group gatherings and activities for our various multicultural groups.

This year, again thanks to an ACT Government Grant, a six week Falls Prevention Program was delivered to our Spanish, Croatian and Chinese groups. This was only made possible, however, through the skills, expertise and resourcing of a number of significant partners including: the ACT Health Falls Prevention Unit, the Council of the Ageing ACT, the ACT Blind Dogs Association, the ACT Division of General Practice and several local doctors.

Executive Director's Report

Our Chinese Home and Community Care Group also welcomed the intergenerational activities made possible through a small ACT Government language grant. Our older Chinese participants actively interacted with their children and grandchildren in Chinese through traditional Chinese cooking, art, literature, dancing and music. A particular highlight was the calligraphy sessions, in which children learnt the meaning of their name and how to write it in Chinese script.

There has also been a lot of activity on the community front thanks to our dedicated community workers and bus drivers. This year we commenced a regular newsletter and thanks to the ACT Government, Southside received a new community hall facility which is located next to the Griffith shops. It has been a wonderful addition with many community members benefitting as a result.

Without our community bus service many people would remain isolated, disenfranchised and vulnerable. Our holiday barbecues with sporting and creative activities continue to be popular, as does the Paint and Play Program for parents and their young children. Paint and Play is a very worthwhile joint initiative between Southside and the Narrabundah Early Childhood School.

Numbers continue to increase and feedback again this year was highly complimentary.

In closing, I would like to take this opportunity to personally thank everyone who has played a part in helping Southside make a difference in our community, including the ACT Government for the funding which supports many of our programs; the dedicated staff of Southside; our partners; and by no means least our rich and diverse community members.

As highlighted above, there have been a number of significant changes that have impacted on our work this year and will continue to do so over the coming year. I feel confident that together we will meet the challenges of 2012 and I invite you to work with us, and alongside us, in our future journey.

Lida Lewis
Executive Director

HUMAN RESOURCES

Southside Community Services (Southside) is made up of a rich and diverse workforce, as can be seen from the profile information detailed below. During the 2010-2011 financial year, we employed 152 people whose ages spanned from under 20 to 65-plus. Of the staff employed this year 130 were women. This is predominantly a result of the large numbers of childcare workers employed across our five childcare centres - childcare is an industry recognised for attracting women. There have been widespread external changes in relation to legislation and Government requirements that have impacted on conditions and the working arrangements of our staff. These changes will continue to be important over the coming year; however, I am pleased to report that considerable advancements have been made to strengthen our human resource provisions in support of our valued staff.

The ACT Government's Prequalification Framework - a mandatory requirement necessary to secure future ongoing funding from the ACT Department of Disability, Housing & Community Services, requires organisations to review, build on and improve a range of human resource elements under the Framework, that have direct implications for our staff. For example, organisations will be audited in relation to their human resource management systems, including staff training provisions; their organisational planning arrangements that embed continuous improvement and risk management strategies; and far reaching occupational health and safety matters, both in relation to our staff and the programs and services we deliver on behalf of the community.

In response Southside has established various Occupational Health and Safety (OH&S) Work Groups across the organisation that report to the Management Committee. The Committee meets regularly to ensure issues are addressed within satisfactory timeframes; and that organisational policies and procedures are in place to support and review OH&S matters in-line with our legislative requirements. An OH&S reference manual has been developed and wide-scale maintenance of our buildings, halls, childcare centres and vehicles continues as a means of reducing likely workplace hazards and securing a safe working environment for our staff and community members.

Training has remained a priority this year to ensure that staff are kept abreast of relevant OH&S legislation and their own

responsibilities. Additionally, underpinning support structures and resourcing is made available to report, monitor, raise awareness and efficiently deal with OH&S risks and matters as they arise. Business continuity plans are also under review to deal with natural disasters should they affect any part of our organisation.

There have also been a wide range of industrial relations matters that have implications for our staff and considerable work has been undertaken to develop the policies and procedures to support and ensure our staff can claim relevant entitlements. For example, Southside has developed its internal administrative arrangements in response to the Australian Government's Paid Parental Leave Scheme – a new initiative being rolled out nationally to support new parents who are the primary carers of a child born, or adopted on or after 1 January 2011.

An Employee Assistance Program is also well on the way to being implemented next year. This will provide opportunities for our staff and their families to have specialist assistance in working through personal, family or work related matters. I am also pleased to report on the work undertaken this year to improve salary packaging options for our staff. Next year, our employees will have the option of utilising tax effective options for purchasing accommodation and meal expenses, as part of their employment conditions.

Workforce planning has remained a key priority this year, particularly in relation to the development of our Strategic Plan; and the new National Quality Standard for Early Childhood Education and Care – a federal Government initiative aimed at raising the qualification levels of our childcare workers; and increasing staff-to-child ratios to support our children's learning, throughout their key developmental stages.

In support of the Standard, Southside has put in place various employee support structures including: flexible work arrangements; payment plans; and study leave provisions to encourage relevant childcare staff in obtaining their Bachelor of Education in Early Childhood – a high level qualification widely recognised and valued throughout the childcare industry.

In addition, Southside has mentored and assisted many of our childcare employees in undertaking further childcare studies. This year, eleven of our childcare workers obtained their Certificate III in Children's

Services; a further four will graduate with their Diploma in Children's Services; thirty-six employees completed various units in relation to their childcare studies; and individualised support was provided to assist our childcare apprentices in fulfilling the practical and theoretical components of their childcare training.

Many of our employees across the organisation have also attended training and professional development courses and conferences to further develop their skills and to keep abreast of current practices. Some staff have been supported in undertaking higher level duty opportunities. This provides insight into the work requirements and responsibilities that come with higher positions and is beneficial in terms of upskilling people for when staff move on or retire from the organisation.

As highlighted, Southside has witnessed a number of changes that have impacted on our staff and our human resource provisions. Many of these changes will require further attention over the coming year and I look forward to working with Southside staff, the executive and the Board in streamlining these changes and smoothing the way forward for Southside's most valuable asset – our employees and volunteers.

Libby Mills
Assistant Executive Director

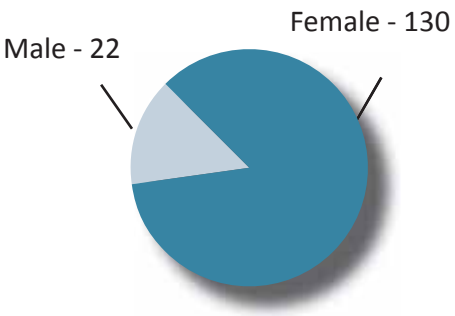
SOUTHSIDE COMMUNITY SERVICES WORKFORCE PROFILE

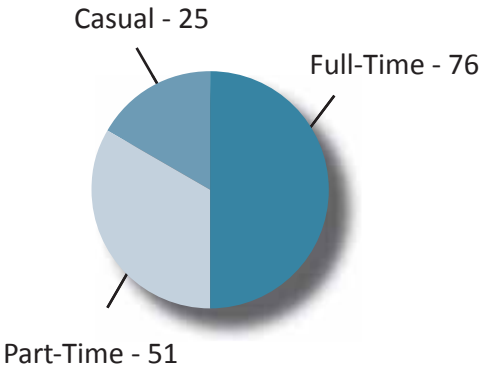
We employed an average of 148 employees during 2010-2011.

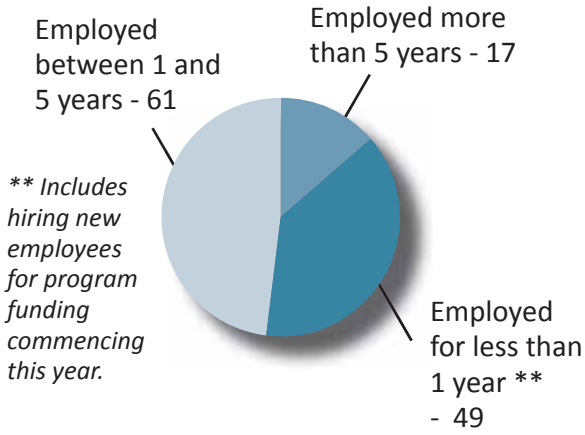
These employees included people:

- From over 10 different nationalities
- Aged from under 20 to over 65
- Working full-time, part-time, casual or on a voluntary basis
- Both with and without family or caring responsibilities
- Both male and female
- With different religious beliefs
- Starting in the workface with little or no work experience, to people with formal qualifications and/or work experience
- With different family structures
- With different cultures
- With different values, beliefs and career ambitions

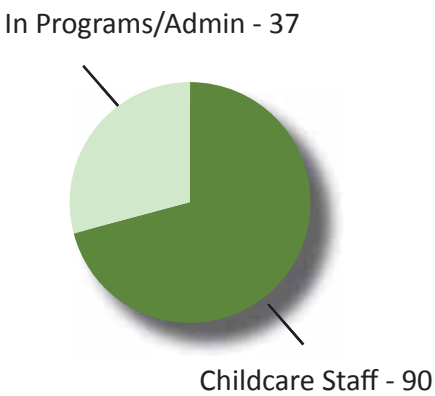
SNAPSHOT OF OUR 152 EMPLOYEE WORKFORCE



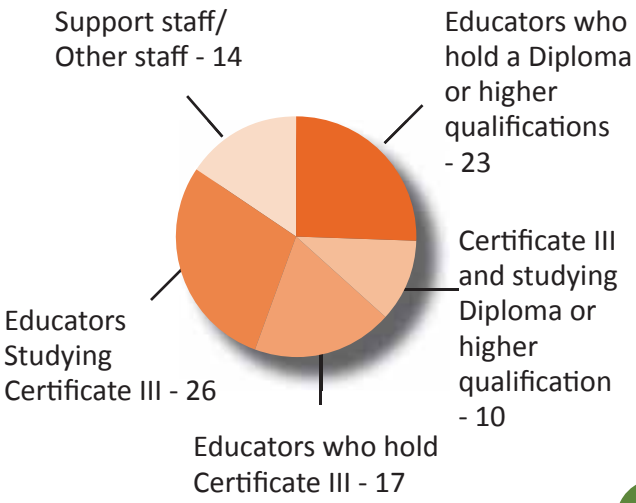




BREAKUP OF STAFF (EXCLUDING CASUALS) BETWEEN CHILDCARE AND OTHER PROGRAMS



SNAPSHOT OF OUR 90 CHILDCARER WORKFORCE



COMMUNITY PROGRAMS

HOME AND COMMUNITY CARE

Southside Community Services (Southside) oversees a range of case management, group activities and individualised support services that assist the elderly, younger people with disabilities and their carers. This is achieved via a joint Commonwealth, State and Territory Home and Community Care Program – a significant initiative that targets some of the most vulnerable and at-risk groups in our community. Southside's Home and Community Care team coordinate a wide range of services and case management care plans for these people, via our Multicultural Access, Case Management, Transport, Centre-Based Day Care and Client Service Programs. As part of the case management, services such as social support, information and advocacy, plus a range of practical aids including domestic assistance, personal and respite care, household maintenance and transport are coordinated on behalf of clients.

Our Home and Community Care staff's dedication, collegiality and comprehensive knowledge of local ACT government and community-based services is significant in promoting and enhancing the independence of people in these client groups. By maximising local infrastructure and harnessing basic maintenance and support services effectively, many of our clients are empowered to continue living in their community. Without such support, demand for residential care would escalate significantly.

Our Multicultural Access Program continues to grow with around fifty elderly clients from a range of cultural backgrounds being supported by our staff. This year we have seen an increased demand for home and community care services by people from the Middle East. Given the escalation of Australian life expectancies and the desire of people to remain independent, in their own homes and communities, close to friends and family for as long as possible, demand for these services is sure to increase.

Considerable work has been undertaken this year to prepare for our Home and Community Care accreditation, in line with three national Standards that have eighteen combined outcome areas. Our Home and Community Care accreditation is scheduled for October, 2011 and in essence will mean demonstrating our:

- ability to manage, plan, deliver and improve the Program;
- capacity to provide quality targeted coordinated services in consultation with our clients; and

- support systems and practices that ensure clients and/or their advocates have the necessary information to make decisions about their care, in line with their rights and privacy.

The wealth of experience of the staff and their ongoing commitment to coordinating and streamlining service provisions for their clients will no doubt stand us in good stead for our accreditation.

TRANSPORT

Our dedicated bus and transport drivers often go out of their way to assist and accommodate individual preferences where they can; and in bringing people together for group outings and education and information sessions. With 10,000 contacts per year, this is a major transport service for our region aiding elderly people with medical appointments, social contacts and all those tasks such as shopping that enable them to maintain an independent and satisfying life.

Our transport service also co-ordinates HACC data collection ensuring that we remain on track with our outputs and is now working towards remaining statistically in touch with our community.

CENTRE BASED DAY CARE PROGRAM

Many of our Home and Community Care clients make use of our Centre Based Day Care Program. Southside has five groups operating. They include: a group of like-minded people that get together on-site at Narrabundah and who frequently take part in scheduled Walk and Talk outings each week; Southside's Spanish, Croatian, and Chinese Speaking Community Groups; and Southside's Multicultural Group.

Our various ethnic groups provide a unique function for the aged. Australian-born citizens automatically know and understand our culture and its ways. Refugees and other immigrants, especially the aged, don't. Naturally, they can have a fearful response to what to them is alien. Our centre-based day care provides a meeting point that has familiarity, a flavour of their distant home and a company of support to deal with the mysteries of the new.

This year, thanks to an ACT government grant our Chinese, Croatian and Spanish Speaking Groups took part in a valuable six weeks Falls Prevention Program. Research highlights that falls in older people account for the largest proportion of deaths for people over 65 years, with numbers

increasing with age. Most of these falls are associated with one or more identifiable risk factors: (i) footwear, (ii) home environment, (iii) external environment, (iv) medication misuse, (v) gait and balance problems, (vi) visual problems and (vii) underlying chronic medical conditions. Each of these risk factors was addressed in our Falls Prevention Program, thanks to the skills, expertise and resourcing of a number of significant partners who assisted in delivering various components of the Program. Our partners in this Program included: the ACT Health Falls Prevention Unit, the Council of the Ageing ACT, the ACT Blind Dogs Association, the ACT Division of General Practice and several local doctors.

Feedback from the evaluation was overwhelmingly positive, with one woman claiming she knew 'exactly what to do' after having a fall at home! This grant was particularly beneficial because it also provided for Falls Prevention training to be delivered, by the Council of the Ageing ACT to our staff; and funding to translate the '*Don't fall for it- Falls can be Prevented*' national publication into Spanish and Croatian. This was money definitely well spent.

Another initiative particularly enjoyed by members of our Chinese Speaking Community Group was the intergenerational activities between young children and the elderly members in our Chinese Community Speaking Group. This was made possible via another small ACT Government language grant. Our older Chinese participants actively interacted with their children and grandchildren in Chinese, through a range of activities including: traditional Chinese cooking, art, literature, dancing and music. The children really enjoyed the calligraphy sessions, where they learnt the meaning of their name and how to write it in Chinese. This language project was very popular and plans to facilitate the learning of Chinese through more such events are being planned.

COMMUNITY BUS

Southside's Community Bus jointly funded by the Department of Disability, Housing and Community Services and Action Buses is a major support for building social inclusion. Our dedicated community bus driver receives regular glowing comments from the community he supports. He, like our transport drivers, often goes out of his way to assist and accommodate individual preferences where he can; and in bringing people together for group outings and education and information sessions.

FAMILY SUPPORT

The Family Support Program ensures families across ACT, especially those particularly disadvantaged, have access to more integrated services to support them during critical life events. It is a very worthwhile Program because it has the capacity to change lives for the better, simply by being there when needed and by linking people into relevant community, social, education, and health services. Southside's family support staff have achieved some significant outcomes this year with some of our clients now undertaking studies through Optimum Training and Development, our registered training organisation and others are now giving back to the community as volunteers.

Southside's Family Support Team also played a lead role in assisting residents in our government housing estates. Housing estate residents submitted several proposals under the Supported Tenancy Program and were successful in winning grants to maintain their community garden and to establish a music group. Many residents were also connected to a range of community services.

There were major changes announced this year to the way Government will fund family services in the future. From 2012 Family Support will be integrated with Youth Services. This amalgamation of program funds seeks to strengthen referral pathways and deliver flexible and responsive services in-line with perceived good practice. Organisations were invited to tender and present their submission for a new integrated family and youth service delivery model to the ACT Department of Disability, Housing & Community Services. Southside joined with Anglicare and Woden Community Services in putting in a joint submission and we look forward to working together pending our success.

ASSISTANCE WITH CARE AND HOUSING FOR THE AGED

Southside's Assistance with Care and Housing for the Aged Program helps frail, low-income older people in our community. Our dedicated staff work closely with ACT government housing authorities to assist some of the most vulnerable in our community to obtain better or more stable accommodation. Considerable effort also goes into linking clients with appropriate community care and health services and to assisting people where relevant to gain access to accommodation-related financial or legal assistance, for example, rent relief,

bond assistance, tenancy advice and legal services. Southside has placed considerable resourcing and effort this year into finding housing, coordinating moves and providing ongoing support to those people in our community who are homeless and by and large do not have a voice. This Program is an important one in terms of its value to society and one that is challenging given the current pressure and ongoing shortage of affordable and temporary housing options throughout the Australian Capital Territory.

SQUALOR

Southside Community Services recognises that some of our clientele live in squalor. Accordingly, Southside has dedicated resources and personnel to the task of identifying clients who may struggle with squalor and give them case management support. Additionally, peer support is provided for workers dealing with squalor in the ACT.

FOOD BANK

The primary goal of the National Food Bank Program is to collect surplus, salvaged and donated food from food manufacturers, distributors and retailers and distribute it via charitable welfare agencies to people in need. In 2010, Southside Community Services was formally recognised as an ACT Food Bank provider. This year, Southside expanded its Foodbank Program to include a wider range of goods, including fresh fruit and vegetables. This was thanks to a Wellness Foundation grant, which enabled us to purchase the relevant refrigeration and storage facilities to make this possible. It has been a very beneficial Program for many of our Home and Community Care, Family Support and Care and Housing for the Aged clients. We will be looking at ways to further expand the Program next year by seeking feedback from our clients, particularly in relation to referral pathways. There are also some initial plans being considered in terms of healthy eating and life skill activities that have come from clients who are now participating as volunteers. This really is a worthwhile Program and one that only exists because of the generous support of the business community and on behalf of Southside we would like to say thank you.

In closing, I would like to thank our funding bodies, our partners and the staff of Southside. I look forward to working with you all in the coming year to strengthen our relationships with the community and to support, connect and enable those most in need.

Garry Fry
Manager

COMMUNITY DEVELOPMENT

Forming partnerships with our community groups and providing targeted programs for our clients, is central to the community development focus of Southside Community Services (Southside). One good example of this is Paint and Play. Thanks to the coordinators of Southside and the Narrabundah Early Learning Childhood Centre our joint Paint and Play Program continues to thrive and grow at Narrabundah. The weekly gatherings provide opportunities for children to engage in early learning activities and to develop their socialisation skills in a safe and welcoming environment. The indoor and outdoor activities provided at Paint and Play have a strong educational base and are rotated to ensure variety and interest are maintained.

In addition to the children's needs, parents and carers can also benefit. This socially inclusive Program provides opportunities for adults to make friends and to have access to a wide range of early childhood resources for their children, including books from the ACT mobile library – a truly wonderful initiative. Information about where to find further details on parenting courses and other educational and community services for young children are also available. Positive feedback from parents and carers, and consistently high attendance records, are a testament to the success of this Program.

Southside's Boredom Busters school holiday events continue to be popular. The events target social, sporting and craft activities for primary-aged children; however, children of all ages are made welcome. Parents and carers are encouraged to take an active role in the activities and their participation and support add significantly to the continued success of these fun days.

Southside's Community Development and Family Support staff work closely together in delivering the activities, because it allows us to stay in touch with our local community and to connect people to relevant services, including training,

education, health and support services, where relevant. The Narrabundah tennis courts have again been generously donated. Local businesses, charitable organisations and volunteers pitch in to donate food, equipment and their time. This all goes to making the events entertaining for the children and memorable for the adults.

The Community Development staff, as part of their role in supporting the many programs and teams at Southside, has introduced a monthly newsletter. The newsletter showcases Southside's projects, its people, community groups, volunteers and the many individuals who use our services. This is an important communication tool and one that allows us to share Southside's journey with our community.

A positive outcome of the newsletter has been the growing importance of having a collection place, where key events and stories can be gathered and stored for future reference and posterity. Staff members, clients and volunteers have regularly contributed newsletter material for the monthly publications, and feedback from these groups has been very supportive.

Southside's Community Bus jointly funded by the Department of Disability, Housing, Community Services and Action Buses, continues to be well-patronised. Eligible

individuals, who are isolated and unable to access regular bus travel, can use this community service as a welcomed transport alternative. Those who need support with wheelchair access are accommodated. The Monday to Friday timetable is available for both individuals and groups, who need transportation for medical appointments, hospital visits, grocery shopping and rehabilitation sessions. Similarly, Southside's Culturally and Linguistically Diverse and our Home and Community Care clients use Southside's Community Bus to access the organisation's programs and various other services. This is a great initiative, as it allows people to remain connected and

supported within their local community.

This year, Southside's Community Development team worked closely with Southside's Childcare Centres, our Family Support and our Home and Community Care Program staff to identify gaps, apply for targeted community based needs funding and assist in the delivery of several grant initiatives that were successful in gaining financial backing. For example, thanks to ACT government funding our elderly Chinese, Spanish and Croatian Home and Community Care clients participated in a six week Falls Prevention Program that addressed the major risk factors and relevant strategies to decrease the likelihood of having a fall.

Again, thanks to another successful ACT government grant application, our Chinese Home and Community Care group imparted their language and culture to young people in their community, via a family day which celebrated story telling, dancing and music, Chinese writing workshops and different forms of traditional cooking. To enhance these activities, the Community Development team invited Chinese students from the University of Canberra to assist with the various language activities and other cultural events. Members of the Chinese community group appreciated the students' valuable contributions, especially with the language and writing workshops.

The Community Development team has played a significant role this year, in supporting Southside's five childcare centres to establish vegetable gardens and educational activities that promote healthy eating. Thanks to financial support from the ACT government, wonderful hands on opportunities for our children to learn about growing plants, where food comes from and how to make healthy eating choices have been provided. Lots more garden and educational activities are being planned for the coming year. It has been a great project, because by working and supporting our childcare staff, educational opportunities for our children are being maximised and there is also potential for

longer term health benefits to be realised.

Again, through partnerships with Woden Community Services and other government agencies, such as Housing ACT, social support systems have been strengthened for some of our local residents living in government housing developments. Southside's Community Development and Family Support staff assisted some residents to submit several proposals under the ACT Government Supported Tenancy Program. Winning grants will be used to maintain the community garden and to establish a music group. The Community Development team acknowledges the value of having strong working relationships with fellow community and government agencies, as it provides opportunities to maximise resources, identify gaps and deliver coordinated services to our clients.

This year, the ACT Government provided Southside with a new community hall located close to the Griffith Shops. It has been designed with the environment in mind, being well insulated with double-glazed windows and doors and generating some of its power needs through solar panels on the roof. It is proving very popular with various communities, government and peak bodies making full use of the amenities. Southside staff also enjoyed the new venue as it was used to host our end of year Christmas party – an event enjoyed by all.

As highlighted above, developing meaningful partnerships and keeping up to date with community needs and gaps is critical to our work. The coming year will hold a number of challenges in terms of us forging new partnerships to better deliver coordinated services on behalf of individuals and our community and I look forward to working collaboratively together in the coming year to rising to these challenges and building social capacity.

Christine Canning
Community Development Manager

OPTIMUM TRAINING AND DEVELOPMENT

Optimum Training and Development (Optimum) has again recorded another very strong year with record numbers of students taking up training with us. Our students come from a diverse multicultural background. We have also assisted a significant number of our students in finding employment and have supported many others in undertaking higher level qualifications that have the potential to broaden their career prospects and employment pathways. Assisting our students in developing their careers is very important to us, given our community focus as a not for profit organisation and our values that are fundamental to making a difference in our community.

These record high training numbers were in part made possible as a result of Southside Community Services' lead role in having several higher level beauty qualifications recognised on the ACT Priority Qualifications Listing.

This made it possible for some of our beauty students, in addition to many of our childcare and English students, to be heavily subsidised in undertaking their training with Optimum this year, via the joint Federal and ACT Government's Priority Places and Priority Support Programs. These Programs are both significant because they give the much needed financial backing to allow training in identified skill shortage areas at both the local and national level. They aim to improve our nation's prosperity by focusing on developing the skills we need in the modern labour market, for those entering the workforce as job seekers and for those already employed.

This year we delivered training to approximately 290 students across a range of nationally recognised childcare, beauty and English vocational qualifications. The hard work and achievements of our students were recognised at the Hotel Realm graduation ceremony which was well supported by students and their families, friends, government officials and Southside Community Services staff.

Our beauty students were again supported with up to date training resources, via Southside Community Services' Beauty Training Academy, located at the Narrabundah Shops. Community support was also strong, as volunteers willingly donated their time to allow students to perfect the practical aspects of their beauty course requirements. Our adult education students enjoyed excursions to many ACT well known attractions where functional English and ideas for assignment pieces were discussed and selected by students.

Demand for our certificate and diploma level child care training remained at an all-time high; given the ongoing demand for qualified staff in the child care industry, both in the Australian Capital Territory (ACT) and nationally. The current changes that are being phased in to ensure all ACT childcare workers have a Certificate III in Children's Services or equivalent, as a minimum level qualification is also another factor leading to our record childcare trainee numbers.

Our childcare training was modified this year to incorporate all elements and requirements of the Early Learning Years Framework – a significant and far reaching COAG initiative that aims to support and enhance young children's learning in the early years of life.

Given these new requirements our Optimum team have worked this year to realign our training resources to incorporate this new focus, both in the practical and theoretical based aspects of our childcare training. Training of Optimum staff has also been given priority to ensure we remain current with the latest trends and all new aspects of the training packages we deliver.

This year Optimum piloted an outreach mode of delivery for our childcare students to cater for our increased numbers and the different needs and learning styles of our students. This allowed students to better self-regulate their learning and study preferences. Our Optimum childcare trainers visited students on-site, usually in childcare centres, to answer any queries, to impart knowledge, provide

support and assess the practical elements of the course work.

Students were also given the option to attend structured classes in Southside Community Services Optimum Training rooms and to have any questions clarified, via direct email contact with our trainers. This mode of delivery proved popular with our students, largely because it allowed for more personalised assistance to be provided.

Students studying through Optimum, particularly some of our childcare students had benefitted from the additional literacy and numeracy support, via Southside Community Services' *Onwards and Upwards Literacy Program.* This program was made possible through an ACT Government grant, which also allowed us to extend our literacy support to childcare students studying through other ACT registered training organisations. Literacy support was also provided to the wider community through our *Links to Learning Program* which matches volunteers to work one-on-one with members in our community who request assistance.

Last December, Optimum sponsored a workshop titled *Mudpies, Trees, Fairy Huts and Mosaics*. It was well supported by childcare directors and staff across Canberra. It challenged those who attended to think about and explore the natural materials of our local environment and to engage our imaginations in creating and maximising the capacity of our childcare centres in delivering experiential child play-based learning.

Optimum's courses and training expertise was marketed at the Canberra Career Expo held at the Australian Institute of Sport. Over 6,000 students attended to view the exhibitions presented by local and interstate registered training organisations. Work is also well underway to prepare Optimum for its 2012 accreditation in-line with the three national standards and nine conditions set Australia wide for all registered training organisations. Policies and practices are being reviewed and mechanisms to ensure continuous improvement and risk management are being put in place as part of the preparation.

In closing, I would like to thank all those who contributed to the success of Optimum this year, in particular the Optimum staff whose dedication and hard work continue to set Optimum as a quality training provider in the ACT.

Veronica Shepherd
Manager

CHILDREN'S SERVICES

It has been a very successful year for the Children's Services Programs. Following on from last year, another two centres have received recognition under the national accreditation system. This means we now have four of our five centres fully accredited, with the final centre preparing for this process over the next 12 months. The accreditation system is a quality improvement process that assesses service delivery according to key indicators and this process encompasses all our stakeholders. Having this opportunity to prepare for accreditation encourages the centres to reflect on how they can deliver a better caring and supporting service to the children and their families.

A review of the practices, policies and procedures is critical to the renewal process of building a quality centre that allows enriched learning opportunities to occur in a caring and safe environment. At times this can be challenging to some, however, those involved in the process know that with this comes ideas that are truly inspirational. These innovative ideas provide an enduring legacy that will benefit generations of children and create a workplace that thrives on being a place of choice for carers and educators.

Another important milestone for the early childhood centres is the introduction of the National Quality Framework which commences January 2012. This has been part of a long campaign driven by early childhood professionals. The professional group of early childhood educators has strongly advocated these changes for many years. For those who have long championed major reforms in early childhood, this is a momentous achievement.

In addition to this, centres are collaboratively working with the Children's Policy and Regulation Unit to review polices and procedures for 2012.

During the last 12 months, professional development has been central to the management of our child care workforce. Staff members are provided with up-to-date information and they are encouraged to undertake continuous improvement processes across all centres. Our educators have attended professional development gatherings that cover: interactions with children; OH&S training; programming sessions; SIDS and Kids Training; and networking meetings.

We have also seen the establishment of new positions in the child care centres, as part of our drive to promote Southside Community Services as the industry's employer of choice. The position of co-director at Binara Early Childhood Centre

was established and this provided families, children and educators with a seamless transition under the new directorship. We also adopted a mentoring program for newly appointed directors, and this again, proved a timely opportunity to transfer corporate knowledge and cultural norms among staff members. This ensures families are well cared for in the centres.

Students from the Canberra Institute of Technology (CIT) and Optimum Training and Development have chosen to undertake their work experience placements at our child care centres. Early childhood staff willingly offered their services to mentor and support these students as they undertook their study placements. This is another example of passionate staff members who actively demonstrate their commitment to the care and education of young children.

As part of Southside's philosophy to provide quality learning experiences for children in the early childhood sector, the organisation submitted a grant application for funding from the ACT Department of Health. Southside won funding approval and this is currently supporting a Healthy Gardens project for each of the five child care centres. Completion of the project will be finalised at the end of the year. It has proven to be a wonderful experience for all those involved and the establishment of the garden pods, plants and other gardening resources has transformed the outside areas of the centres. We look forward to seeing how the project will expand and grow into the following year.

Future Planning of Children's Services
Continuing to reflect on how we can improve our childcare centres is integral to the high quality care and education that is available to our children and their families. Equally important is ensuring our educators have access to current information, so that they feel supported in their working environment.

Future plans include:

- Establish programming tutorial sessions to improve programming skills for team leaders,
- Distribute pre-school newsletters that address school readiness,
- Strengthen networking sessions between all centres for greater synergy; and
- Establish and promote a mentoring program.

Katherin Hellwig
Children's Services Manager

BINARA
EARLY CHILDHOOD CENTRE

Binara continues to work closely with the Department of Innovation, Industry, Science and Resources (DIISR) and a review of our contractual arrangements occurred at the beginning of 2011. Consequently, a contract with the Department will continue for the next two years. A new contract manager has been appointed and we look forward to networking with her in the future.

The external programs continue to be a popular feature throughout the centre. Miss Jess's Music Program explores music through songs, dance and musical instruments. Animalates attends once a week and provides fabulous stretching and relaxation techniques. This is a weekly highlight for the children.

There have been many performances at the centre, with Pirate Pete performing songs and dances for the children. The Little Fox Show, based on a Native American story was highly entertaining and everyone was reminded about healthy dental care when the Toothy Fairy came to do her presentation. All these presentations provided wonderful entertainment and enhanced the learning programs of each age group.

Carmen McKenzie

Director

FYSHWICK
EARLY CHILDHOOD CENTRE

Fyshwick was due to participate in the accreditation process in December 2010. However, due to the new Quality Framework commencing in 2012, it was decided not to undertake the review process for 2011, instead, Fyshwick would participate in the accreditation the following year. To guarantee current government regulatory standards are followed, random spot checks are ongoing throughout 2011 and this will ensure high quality service delivery practices are maintained.

Fyshwick commenced Rocking Horse Music in January and this program focuses on singing, percussion playing and rhythmic dances. All of the children have responded well to these activities.

A market stall has been established within the Fyshwick community and families have been able to bring along items to donate to the stall. Both families and staff members have enjoyed being part of these activities. This initiative has brought the Fyshwick community closer together.

Ben Kelly
Director

FORREST
EARLY CHILDHOOD CENTRE

Forrest has been fortunate to see a variety of performances at their centre. The Magic Music Bus provided new and wonderful experiences for the toddlers and the pre-school children. They all hopped into the bus and were able to sit and listen to songs – lots of dancing and playing of musical instruments made it extra special. Bookings for next year are on the calendar!

Kenny Koala visited the centre to speak to the children about road safety and how the police can help us. The children were able to explore the police car and chat to Kenny Koala. Life Education with Healthy Harold was another visitor to the centre. He spoke about healthy eating and looking after our bodies.

From Community Facilities Forrest received funding to upgrade the kitchen and art area. This has been on our wish list for a number of years and we are so happy with the results.

Maureen Blewitt

Director

CURRAWONG
CHILDCARE CENTRE

Parent lunches have become a regular social event at Currawong. Once a month, a room group invites their families to join them for lunch. Up to 20 parents attend these lunches. The purpose of this activity is to build relationships between educators and the children's families. This experience provides opportunities to support families and encourage social confidence among the children, as well as to sample our great tasting nutritional meals.

Miss Jess's Music comes once a week to all our rooms and showcases her musical flair and enthusiasm. Nursery parents often stop by and join in with their babies and this is lovely to see. Other cultural experiences include pre-school visits to see the Wombat Stew and Gruffalo's Child at the Canberra Theatre.

This year our fundraising money has enabled us to purchase some new outdoor equipment. Staff members presented management with a wish list and this included new stepping stones, balance boards, large mats and bikes. These have all been well utilised by the children.

Amanda Watson
Director

NARRABUNDAH
CHILDREN'S COTTAGE

The Cottage has been forging links with other community organisations to strengthen programs and enhance resources. A partnership with St Edmond's College has seen pre-school children experience enriched learning activities involving artistic clay building sessions and musical explorations. Another exciting community link has been with the Narrabundah Library, operated by a volunteer committee. The pre-school children attend the library several times a month, where they participate in story time and borrow books for further reading enjoyment.

Rocking Horse music is a feature in the Centre and the children adore listening to the music, dancing, singing and playing the instruments.

Tanya Muscat
Director

Dianna Dzido
Director

FINANCIAL REPORT

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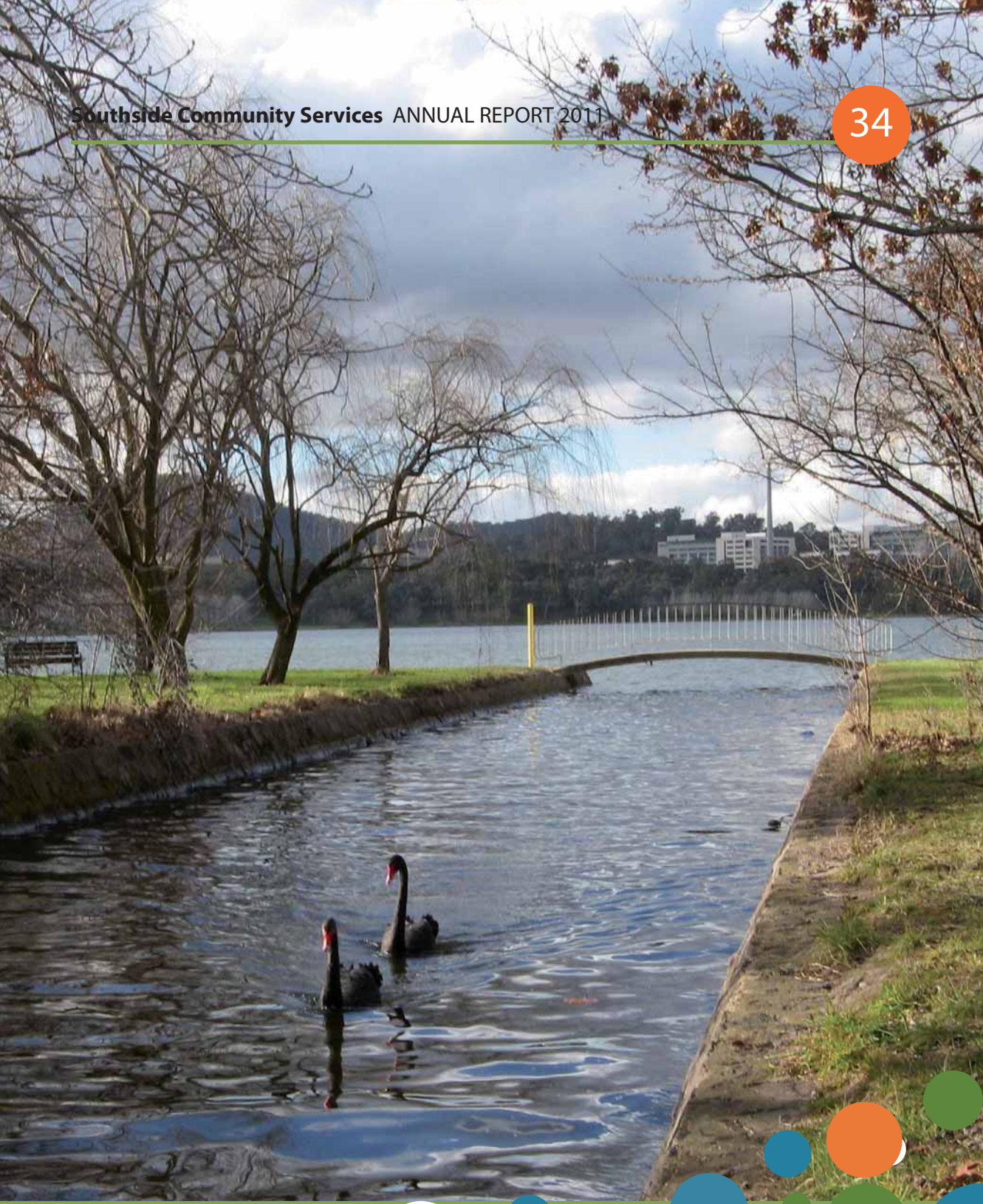


SOUTHSIDE COMMUNITY SERVICES INC

COMMITTEE'S REPORT

Your committee members submit the financial report of the Southside Community Services Inc. for the financial year ended 30 June 2011.

Committee Members

The names of committee members throughout the financial year and at the date of this report are:

Cherie Radovanovic (President)

Michelle Cremer (Vice President)

Judith Simpson (Secretary) (Resigned 23/09/10)

Jill Circosta (Secretary) (Appointed 18/11/10)

Tony Lopilato (Treasurer) (Appointed 23/09/10)

Barbara Knezevic

William Weigall (Resigned 23/09/10)

Dianne Coward (Resigned 23/09/10)

Kay Hewitt (Appointed 23/09/10)

Lida Lewis (Executive Director)

Elizabeth Mills (Assistant Executive Director)

Ross Hocking (Finance Manager)

Katherine Hellwig (Staff Representative) (Appointed 23/09/10)

Objectives

To embrace change and innovation to ensure our place and recognition as a quality community services provider while building and sustaining strong communities by empowering people and enriching lives through services and programs.

Strategy for achieving the objectives

- Provide innovative community, training and childcare services that are responsive, flexible and accessible to individuals and families.
- Attract, train and retain quality staff.
- Increase community awareness, participation and partnerships

Principal Activities

The principal activity of the association during the financial year was to encourage and coordinate a range of family support services, children's services and social welfare services of a benevolent nature.

No significant change in the nature of these activities occurred during the year.

Auditor's Independence Declaration

A copy of the auditor's independence declaration as required under the Associations Incorporations Act (1991) is set out on page 2.

This report is made and signed at Canberra in accordance with a resolution of Committee members:

Signed in accordance with a resolution of the Members of the Committee:

Cherie Radovanovic	Tony Lopilato

Dated: _____

AUDITOR'S INDEPENDENCE DECLARATION
TO THE COMMITTEE MEMBERS OF SOUTHSIDE COMMUNITY SERVICES INC

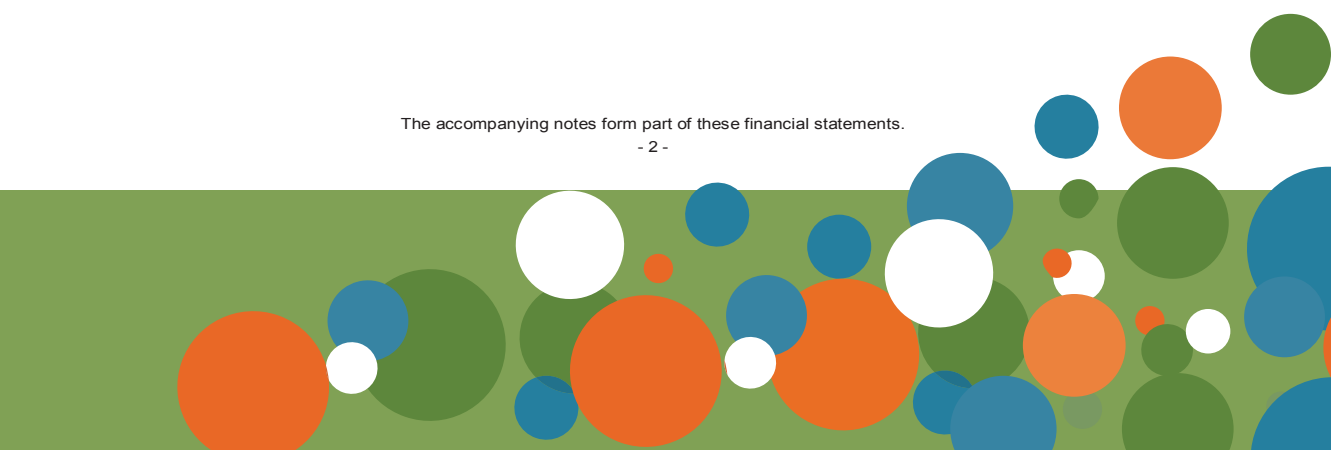
We declare that, to the best of our knowledge and belief, during the year ended 30 June 2011 there have been:

- no contraventions of the auditor independence requirements in accordance with the applicable code of professional conduct in relation to the audit.

PKF Di Bartolo Diamond & Mihailaros

Ross Di Bartolo
Partner

Dated:



SOUTHSIDE COMMUNITY SERVICES INC

STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2011

	Notes	2011 $	2010 $
Revenue		**7,350,089**	6,818,057
Expenditure			
Salaries and wages		**5,042,678**	4,935,173
Superannuation contributions		**450,602**	448,875
Depreciation		**103,208**	124,195
Insurance		**260,653**	193,323
Other expenses		**1,453,747**	1,342,384
		7,310,888	7,043,950
Profit for the year		**39,201**	(225,893)
Other comprehensive income			
Net gain on revaluation of financial assets		**-**	-
Other comprehensive income for the year		**-**	-
Other Comprehensive income for year		**-**	**-**
Total comprehensive income attributable to members of the entity		**39,201**	(225,893)

The accompanying notes form part of these financial statements.

SOUTHSIDE COMMUNITY SERVICES INC

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2011

	Notes	2011 $	2010 $
CURRENT ASSETS			
Cash and cash equivalents	3	**213,811**	247,320
Trade and other receivables	4	**288,611**	274,788
Other current assets	5	**51,690**	41,775
Financial assets	6	**1,220,103**	1,260,084
TOTAL CURRENT ASSETS		**1,774,215**	1,823,967
NON-CURRENT ASSETS			
Property, plant and equipment	7	**235,891**	304,236
TOTAL NON-CURRENT ASSETS		**235,891**	304,236
TOTAL ASSETS		**2,010,106**	2,128,203
CURRENT LIABILITIES			
Trade and other payables	8	**321,165**	399,893
Provisions	9	**514,550**	533,096
Other	10	**232,338**	229,638
TOTAL CURRENT LIABILITIES		**1,068,053**	1,162,627
NON-CURRENT LIABILITIES			
Provisions	9	**31,943**	94,667
TOTAL NON-CURRENT LIABILITIES		**31,943**	94,667
TOTAL LIABILITIES		**1,099,996**	1,257,294
NET ASSETS		**910,110**	870,909
EQUITY			
General Reserves	11(a)	**307,493**	307,493
Asset Revaluation Reserve	11(b)	**79,670**	79,670
Retained surplus/(accumulated losses)		**522,947**	483,746
TOTAL EQUITY		**910,110**	870,909

The accompanying notes form part of these financial statements.

SOUTHSIDE COMMUNITY SERVICES INC

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2011

	Retained Earnings	General Reserves	Asset Revaluation Reserve	Total
	$	$	$	$
Balance at 1 July 2009	709,639	307,493	-	1,096,802
Net Surplus/(Loss) for the year	(225,893)	-	-	(225,893)
Transfers to and from reserves	-	-	-	-
Balance at 30 June 2010	**483,746**	**307,493**	**79,670**	**870,909**
Balance at 1 July 2010	483,746	307,493	79,670	870,909
Net Surplus/(Loss) for the year	39,201	-	-	39,201
Transfers to and from reserves	-	-	-	-
Balance at 30 June 2011	**522,947**	**307,493**	**79,670**	**910,110**

The accompanying notes form part of these financial statements.

SOUTHSIDE COMMUNITY SERVICES INC

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2011

	Notes	2011 $	2010 $
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers and grant funds		**7,429,117**	6,863,584
Donations and fundraising received		**34,648**	30,802
Payments to suppliers and employees		**(7,586,978)**	(6,858,822)
Interest received		**84,586**	87,640
Net cash provided by/(used in) operating activities	15(b)	**(38,627)**	123,204
CASH FLOW FROM INVESTING ACTIVITIES			
Receipts /(Payments) for term deposits with bank		**39,981**	(511,880)
Proceeds from sale of property, plant and equipment		**-**	25,453
Payment for property, plant and equipment		**(34,863)**	(127,358)
Net cash provided by/(used in) investing activities		**5,118**	(613,785)
CASH FLOW FROM FINANCING ACTIVITIES			
Proceeds from borrowings		**-**	-
Net cash used in financing activities		**-**	-
Net increase in cash held		**(33,509)**	(490,581)
Cash at beginning of financial year		**247,320**	737,901
Cash at end of financial year	15(a)	**213,811**	247,320

The accompanying notes form part of these financial statements.

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the Associations Incorporations Act 1991 of the Australian Capital Territory.

Australian Accounting Standards set out accounting policies that the Australian Accounting Standards Board has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and are consistently applied unless otherwise stated.

The financial report has been prepared on an accruals basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

The following is a summary of significant accounting policies adopted by the Association in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

a) Basis of Preparation

The operations and assets and liabilities of the previous Association (of the same name) were transferred to this entity at the beginning of the financial year.

b) Historical Cost Accounting

The financial statements have been prepared on the basis of historical costs and do not take into account changing money values nor current values of non current assets. The accounting policies have been consistently applied unless otherwise stated.

c) Income Tax

No provision for income tax has been raised as the association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

d) Property, Plant and Equipment

Initial Recognition

Each class of property plant and equipment initially recognised and recorded at cost. The cost includes the purchase price, the directly attributable costs of acquisition and the estimated cost of dismantling and removing the asset (where applicable).

Measurement of Plant & Equipment after Initial Recognition

Plant and equipment is measured at fair value. The fair value represents the amount for which an asset could be exchanged between knowledgeable willing parties in an arms length transaction. The Fair Value is measured using market prices when a market price is available for that asset or a similar asset, as this is the best evidence of an asset's fair value. Where a market price cannot be obtained for an asset and the asset is likely to be replaced then fair value is measured using the estimated depreciated replacement cost for that asset. Where the asset would not likely be replaced then fair value is measured at the asset's selling price less costs to sell.

Plant and Equipment is revalued every three years. However, if at any time Southside Community Services Inc. considers that the carrying amount of an asset may materially differ from its fair value, the asset may be revalued regardless of when the revaluation last took place

Depreciation

The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the association commencing from the time the asset was held ready for use. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates and useful lives used for each class of depreciable assets are:

Class of fixed asset	Depreciation rates/useful lives	Depreciation basis
Plant and equipment	20 - 50 %	Straight Line
Motor Vehicles	20 - 40 %	Straight Line

e) Financial Instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the association commits itself to either purchase or sell the asset (i.e. trade date accounting is adopted). Financial instruments are initially measured at fair value plus transactions costs except where the instrument is classified 'at fair value through profit or loss' in which case transaction costs are expensed to profit or loss immediately.

Classification and subsequent measurement

Finance instruments are subsequently measured at either fair value, amortised cost using the effective interest rate method or cost. *Fair value* represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as:

(i) the amount at which the financial asset or financial liability is measured at initial recognition;
(ii) less principal repayments;
(iii) plus or minus the cumulative amortisation of the difference, if any, between the amount initially recognised and
(iv) the maturity amount calculated using the *effective interest method*; and
(v) less any reduction for impairment.

The *effective interest method* is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

The association does not designate any interests in subsidiaries, associates or joint venture entities as being subject to the requirements of accounting standards specifically applicable to financial instruments.

(i) *Loans and receivables*
Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost.

(ii) *Financial liabilities*
Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

Impairment

At each reporting date, the association assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the Income Statement.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying value of the financial liability, which is extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

f) Impairment of Assets

At each reporting date, the association reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value-in-use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount (Impairment loss) is recognised against any available Asset Revaluation Reserve. Where there is no available Asset Revaluation Reserve, any impairment loss is recognised as an expense in the income statement.

g) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with benefits arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at the amounts expected to be paid when the liability is settled plus related on-costs.

Contributions are made by the association to an employee superannuation fund and are charged as expenses when incurred.

h) Cash

For the purposes of the Statement of Cash Flows, cash includes cash on hand, at banks and on deposit.

i) Revenue

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers. Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets. Other revenue is recognised when the right to receive the revenue has been established. All revenue is stated net of the amount of goods and services tax (GST).

j) 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. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the Statement of Financial Position are shown inclusive of GST.

k) Government Grants

Income is recognised when the entity obtains control of the contribution or the right to receive the contribution and it is probable that the economic benefits comprising the contribution will flow to the entity and the amount of the contribution can be measured reliably.

	Note	2011 $	2010 $
NOTE 2: ITEMS INCLUDED IN SURPLUS			
Surplus (loss) from ordinary activities has been determined after:			
(a) Expenses			
Depreciation of plant and equipment		**103,208**	124,195
Remuneration of the auditors for audit or review services		**21,000**	19,500
Superannuation		**450,602**	448,875
Salaries and wages		**5,042,678**	4,935,173
Other expenses		**1,693,400**	1,516,207
Total expenses		**7,310,888**	7,043,950
(b) Revenue and Net Gains			
Fees		**5,184,702**	4,964,188
Grant and subsidy income		**1,969,928**	1,710,214
Interest income		**84,586**	65,005
Other income		**110,873**	78,650
Total income		**7,350,089**	6,818,057
Net profit / (loss)		**39,201**	(225,893)
NOTE 3: CASH & CASH EQUIVALENTS			
Cash on hand		**2,740**	2,952
Cash at bank		**211,071**	244,368
Cash and cash equivalents		**213,811**	247,320
NOTE 4: TRADE AND OTHER RECEIVABLES			
CURRENT			
Trade debtors		**288,611**	281,988
Provision for doubtful debts		**-**	(7,200)
		288,611	274,788

Current trade receivables are childcare fees, course fees, and interest, and are generally receivable within 30 days. A provision for impairment is recognised against receivables where there is objective evidence that an individual trade receivable is impaired. No Impairment (provision for doubtful debts) was required at 30 June 2011 (2010: $7,200).

Credit risk

The association has no significant concentration of credit risk with respect to any single counterparty or group of counterparties. The main source of credit risk to the association is considered to relate to the class of assets described as Trade Debtors.

The following table details the association's Trade Debtors exposed to credit risk with ageing analysis and impairment provided for thereon. Amounts are considered as 'past due' when the debt has not been settled within the terms and conditions agreed between the association and the member or counterparty to the transaction. Receivables that are past due are assessed for impairment by ascertaining the likelihood of payment and are provided for where there are specific circumstances indicating that the debt may not be fully repaid to the association.

The balances of receivables that remain within initial terms (as detailed in the table) are considered to be of high credit quality.

	Note	2011 $	2010 $

NOTE 4: TRADE AND OTHER RECEIVABLES (CONTINUED)

	Gross amount	Past due and impaired	Past due but not impaired				Within initial trade terms
	$	$	Days (overdue)				$
			< 30	31–60	61–90	> 90	
2011			$	$	$	$	
Trade receivables	288,611	-	100,447	41,544	24,523	93,220	28,877
Total	288,611	-	100,447	41,544	24,523	93,220	28,877
2010							
Trade receivables	281,988	7,200	143,128	16,959	16,224	75,340	23,137
Total	281,988	7,200	143,128	16,959	16,224	75,340	23,137

NOTE 5: OTHER ASSETS

CURRENT		
Prepayments	**47,651**	37,736
Bonds on Deposit	**4,039**	4,039
Other current assets	**51,690**	41,775

NOTE 6: FINANCIAL ASSETS

CURRENT		
Financial assets (term deposits of more than 3 months maturity)	**1,220,103**	1,260,084

	Note	2011 $	2010 $
NOTE 7: PROPERTY, PLANT AND EQUIPMENT			
PLANT AND EQUIPMENT			
(a) Plant and equipment			
At fair value		**558,971**	527,642
Less accumulated depreciation		**(323,080)**	(223,406)
Total property, plant and equipment		**235,891**	304,236
Movement in Asset Revaluation Reserve			
Movements during the financial year			
Opening balance		**79,670**	79,670
Transfers to Asset Revaluation Reserve	10 (b)	**-**	-
Closing balance	10 (b)	**79,670**	79,670

Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.

	Plant & equipment $	Total $
2011		
Balance at the beginning of the year	304,236	304,236
Additions	34,863	34,863
Disposals	-	-
Depreciation	(103,208)	(103,208)
Carrying amount at end of year	235,891	235,891

NOTE 8: TRADE & OTHER PAYABLES			
Trade creditors and accruals		**241,709**	279,076
Sundry creditors		**79,456**	120,817
		321,165	399,893
NOTE 9: PROVISIONS			
CURRENT			
Employee benefits		**514,550**	533,096
NON CURRENT			
Employee benefits		**31,943**	94,667
Aggregate employee benefits liability		**546,493**	627,763

	Note	2011 $	2010 $
NOTE 10: OTHER LIABILITIES			
CURRENT			
Income in advance (other)		**198,430**	204,677
Grants received in advance		**33,908**	24,961
		232,338	229,638
NOTE 11: RESERVES			
Other reserves		**307,493**	307,493
(a) Other reserves			
Movements during the financial year:			
Opening balance		**307,493**	307,493
Transfers to/(from) reserves		**-**	-
Closing balance		**307,493**	307,493
Asset Revaluation Reserve		**79,670**	79,670
(b) Asset Revaluation Reserve			
Movements during the financial year:			
Opening balance		**79,670**	79,670
Transfers to/(from) Asset Revaluation Reserve		**-**	-
Closing balance		**79,670**	79,670

NOTE 12: RELATED PARTY TRANSACTIONS

The names of committee members throughout the financial year and at the date of this report are:

Cherie Radovanovic (President)

Michelle Cremer (Vice President)

Judith Simpson (Secretary) (Resigned 23/09/10)

Jill Circosta (Secretary) (Appointed 18/11/10)

Tony Lopilato (Treasurer) (Appointed 23/09/10)

Barbara Knezevic

William Weigall (Resigned 23/09/10)

Dianne Coward (Resigned 23/09/10)

Kay Hewitt (Appointed 23/09/10)

Lida Lewis (Executive Director)

Elizabeth Mills (Assistant Executive Director)

Ross Hocking (Finance Manager)

Katherine Hellwig (Staff Representative) (Appointed 23/09/10)

	Note	2011 $	2010 $

NOTE 12: RELATED PARTY TRANSACTIONS (Continued)

Key Management Personnel

Key management personnel comprise directors and other key persons having authority and responsibility for planning, directing and controlling the activities of the organisation.

Key Management Personnel Compensation Summary		
Short Term Employee Benefits	**500,872**	469,560
Long Term Employee Benefits	**96,424**	140,595
	597,296	610,155

Southside Community Services Inc. has a liability to Lida Lewis (Executive Director) totaling $7,933.14 at 30 June 2011. This is represented by amounts expended by Lida Lewis on behalf of the association that are to be reimbursed in the normal course of business.

NOTE 13: ECONOMIC DEPENDENCE

Economic dependency exists where the normal trading activities of a company depends upon a significant volume of business. Southside Community Services Inc. is dependent on grant funding from a number of government departments, in particular ACT Health, the Department Home and Community Care (HACC) and the ACT Department of Education & Training. Southside Community Services Inc. is also dependent on childcare revenues derived from the operation of its childcare centres.

NOTE 14: SEGMENT REPORTING

The Association operates in the Community Services Segment wholly within the ACT.

NOTE 15: CASH FLOW INFORMATION

(a) Reconciliation of cash Cash at the end of the financial year as shown in the statement of Cash Flows is reconciled to the related items in the statement of financial position as follows:		
Cash on hand	**2,740**	2,952
Cash at bank	**211,071**	244,368
	213,811	247,320
(b) Reconciliation of cash flow from operations with surplus from ordinary activities after income tax		
Surplus/(Deficit) from ordinary activities after income tax	**39,201**	(225,893)
Non-cash flows in surplus from ordinary activities		
Depreciation	**103,208**	124,195
Net (gain) / loss on disposal of property, plant and equipment	**200**	4,148
Changes in assets and liabilities:		
(Increase)/decrease in trade and other receivables	**(13,823)**	25,320
(Increase)/decrease in other assets	**(9,915)**	5,946
Increase/(decrease) in trade and other payables	**(78,728)**	183,482
Increase/(decrease) in other liabilities	**2,700**	(41,055)
Increase/(decrease) in provisions	**(81,270)**	47,061
Cash flows from operations	**(38,427)**	123,204

	Note	2011 $	2010 $

NOTE 16: FINANCIAL RISK MANAGEMENT

(i) Financial Risk Management Policies
The financial instruments of Southside Community Services Inc. consist mainly of cash on hand, deposits with banks, accounts receivable, and payables. Analysis of financial results and management of risk exposure is carried out by the Board / Committee in conjunction with the Finance Management staff of the organisation. Financial results and risk exposure are evaluated along with treasury management strategies in the context of the most recent economic results, forecasts & conditions.

The total of each category of financial instruments, measured in accordance with AASB139 as detailed in the accounting policies to these financial statements, are detailed overleaf

Financial Assets	Note		
Cash and cash equivalents	3	**213,811**	247,320
Trade and Other Receivables	4	**288,611**	274,788
Financial Assets	6	**1,220,103**	1,260,084
		1,722,525	1,782,192
Financial Liabilities			
Trade and other payables	8	**321,165**	399,893
		321,165	399,893

(ii) Interest rate risk

Exposure to interest rate risk arises on financial assets and financial liabilities recognised at reporting date whereby a future change in interest rates will affect future cash flows or the fair value of fixed rate financial instruments.

(iii) Liquidity risk

Liquidity risk arises from the possibility that the association might encounter difficulty in settling its debts or otherwise meeting its obligations related to financial liabilities. The association manages this risk through the following mechanisms:

- preparing forward looking cash flow analysis in relation to its operational, investing and financing activities;
- maintaining a reputable credit profile;
- managing credit risk related to financial assets;
- investing only in surplus cash with major financial institutions; and
- comparing the maturity profile of financial liabilities with the realisation profile of financial assets.

The tables below reflect an undiscounted contractual maturity analysis for financial liabilities.

NOTE 16: FINANCIAL INSTRUMENTS (CONTINUED)

Financial liability and financial asset maturity analysis

	Within 1 Year		1 to 5 Years		Over 5 Years		Total Cash Flow	
	2011	2010	2011	2010	2011	2010	2011	2010
	$	$	$	$	$	$	$	$
Financial liabilities due for payment								
Trade & other payables	**321,165**	399,893	-	-	-	-	**321,165**	399,893
Total expected outflows	**321,165**	399,893	-	-	-	-	**321,165**	399,893
Financial assets — cash flows realisable								
Cash and cash equivalents	**213,811**	247,320	-	-	-	-	**213,811**	247,320
Trade & Other Receivables	**288,611**	274,788	-	-	-	-	**288,611**	274,788
Financial Assets	**1,220,103**	1,260,084	-	-	-	-	**1,220,103**	1,260,084
Total anticipated inflows	**1,722,525**	1,782,192	-	-	-	-	**1,722,525**	1,782,192
Net (outflow)/inflow on financial instruments	**1,401,360**	1,382,299	-	-	-	-	**1,401,360**	1,382,299

(iv) Credit risk

Exposure to credit risk relating to financial assets arises from the potential non-performance by counter parties of contract obligations that could lead to a financial loss to the association.

Credit risk is managed through the maintenance of procedures (such procedures include the utilisation of systems for the approval, regular monitoring of exposures against such limits and monitoring of the financial stability of significant customers and counter parties), ensuring to the extent possible, that customers and counter parties to transactions are of sound credit worthiness. Such monitoring is used in assessing receivables for impairment.

Risk is also minimised through investing surplus funds in financial institutions that maintain a high credit rating, or in entities that the executive committee has otherwise cleared as being financially sound.

The maximum exposure to credit risk at balance date to recognised financial assets is the carrying amount as disclosed in the statement of financial position and notes to the financial statements. The association does not have any material credit risk exposure to any single debtor or group of debtors.

NOTE 17: COMMITMENTS AND CONTINGENCIES

Operating lease commitments

Commitment for the rental of premises and car parking as at the reporting date but not recognised as a liability, payable:

	2011	2010
	$	$
Within 1 year	-	91,937
After 1 year but less than 5 years	-	-
Longer that 5 years	-	-
	-	91,937

NOTE 18: ASSOCIATION DETAILS

The principal place of business of the association is:
Southside Community Services Inc
Boolimba Crescent
Narrabundah ACT 2604

NOTE 19: AUDITORS REMUNERATION

	2011 $	2010 $
Audit services	**21,000**	19,500
Other services	-	-
	21,000	19,500

NOTE 20: AFTER BALANCE DATE EVENTS

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the association, the results of those operations, or the state of affairs of the association in future financial years.

SOUTHSIDE COMMUNITY SERVICES INC

STATEMENT BY MEMBERS OF THE COMMITTEE

In the opinion of the committee the financial report:

1. Presents a true and fair view of the financial position of Southside Community Services Inc. as at 30 June 2011 and its performance for the financial year ended on that date in accordance with the Australian Accounting Standards and other mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.

2. At the date of this statement, there are reasonable grounds to believe that Southside Community Services Inc will be able to pay its debts as and when they fall due.

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

Cherie Radovanovic	Tony Lopilato

Dated: _____

INDEPENDENT AUDIT REPORT

TO THE MEMBERS OF SOUTHSIDE COMMUNITY SERVICES INC

Report on the Financial Report

We have audited the accompanying financial report of Southside Community Services Incorporated (the association), which comprises the balance sheet as at 30 June 2011 and the income statement, statement of recognised income and expenditure and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The Committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Incorporations Association (ACT) Act 1991*. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Matters Relating to the Electronic Presentation of the Audited Financial Report

This auditors report relates to the financial report of Southside Community Services Incorporated for the year ended 30 June 2011 included on the association's website. The association's committee members are responsible for the integrity of the association's website. We have not been engaged to report on the integrity of the association's website. The auditors report refers only to the statements named above. It does not provide an opinion on any other information, which may have been hyperlinked to/from these statements.

If users of this report are concerned with the inherent risks arising from electronic data communications, they are advised to refer to the hard copy of the audited financial report to confirm the information included in the audited financial report presented on this website.

INDEPENDENT AUDIT REPORT

TO THE MEMBERS OF SOUTHSIDE COMMUNITY SERVICES INC

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion
In our opinion, the financial report of Southside Community Services Incorporated is in accordance with the *Incorporations Association (ACT) Act 1991*, including:

i. giving a true and fair view of the association's financial position as at 30 June 2011 and of the performance for the year ended on that date; and

ii. complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Incorporations Association (ACT) Act 1991*.

PKF Di Bartolo Diamond & Mihailaros

Ross Di Bartolo
Partner

Canberra

Dated:

SOUTHSIDE COMMUNITY SERVICES INC

DISCLAIMER TO THE MEMBERS OF SOUTHSIDE COMMUNITY SERVICES INC

The additional financial data is in accordance with the books and records of the association which have been subjected to the auditing procedures applied in our statutory audit of the association for the financial year ended 30 June 2011. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than Southside Community Services Inc) in respect of such data, including any errors of omissions therein however caused.

PKF Di Bartolo Diamond & Mihailaros

Ross Di Bartolo

Partner

SOUTHSIDE COMMUNITY SERVICES INC

DETAILED INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2011

	2011 $	2010 $
INCOME		
Subsidies and grants	**1,969,928**	1,710,214
Fees received	**5,184,702**	4,964,188
Interest	**84,586**	65,005
Other income	**76,096**	47,752
Donations and fundraising	**34,648**	30,802
Membership subscriptions	**129**	96
TOTAL INCOME	**7,350,089**	6,818,057
LESS EXPENSES		
Advertising	**32,897**	41,228
Audit fees	**21,000**	19,500
Bank charges	**7,637**	9,848
Cleaning and gardening	**160,303**	131,331
Client support expenses	**186,663**	148,872
Computer expenses	**50,115**	61,739
Consumables	**247,722**	228,403
Depreciation	**103,208**	124,195
Depreciation reimbursed to Government	**14,500**	14,823
Donations	**651**	-
Electricity, water & gas	**81,273**	64,563
Employee provisions	**83,951**	46,945
Fringe benefits	**10,666**	12,853
Family Support and Cares Financial Assistance Costs	**4,546**	32,724
Hire of plant and equipment	**720**	-
Insurance	**260,653**	193,323
Legal costs	**11,657**	7,182
Loss on disposal of non current assets	**200**	4,148
Motor vehicle expenses	**36,399**	46,019
Operating and program expenses	**165,205**	146,594
Postage, printing and stationery	**67,641**	58,422
Postage, printing and stationery	**1,631**	-
Rent	**30,901**	26,987
Repairs and maintenance	**39,998**	43,556
Salaries and wages	**5,042,678**	4,935,173
Security	**5,662**	7,526
Staff training and welfare	**27,893**	33,458
Subscriptions	**8,230**	8,876
Superannuation	**450,602**	448,875
Telephone	**62,522**	63,827
Training fees and allowances	**48,116**	45,157
Travel expenses	**33,243**	28,347
Waste disposal	**10,828**	9,142
Web page support	**977**	314
TOTAL EXPENSES	**7,310,888**	7,043,950
OPERATING SURPLUS/(DEFICIT)	**39,201**	(225,893)

These financial statements should be read in conjunction with the attached Disclaimer.

Southside
Community Services Inc.

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