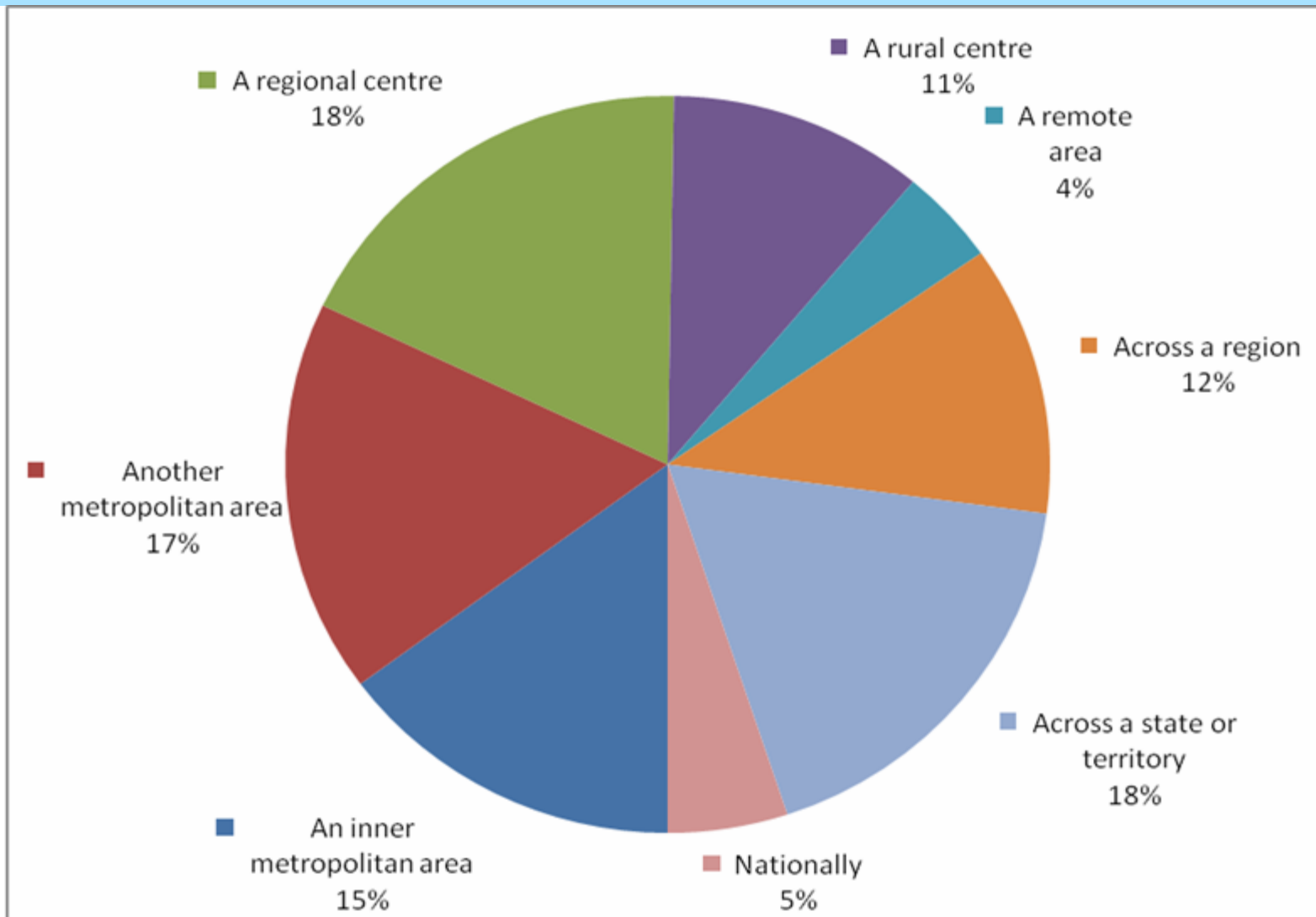




PRESENTATION TO THE AUSTRALIAN INSTITUTE OF FAMILY STUDIES
CLARE MARTIN, CEO, ACOSS
AGAINST THE ODDS

SERVICE COVERAGE



SERVICE USERS BY POPULATION GROUP



Population group	% of Australian population	% of service users	Ratio
People with a disability	20%	29%	1.5
Indigenous	2.3%	15%	6.5
Jobless	34.5%	51%	1.5
Culturally and linguistically diverse background	21%	21%	1.0
Single parents	2.4%	28%	11.7
Women	50%	62%	1.2
Not Australian citizens	4.6%	8%	1.7

SERVICE USERS: INCOME SUPPORT RECIPIENTS

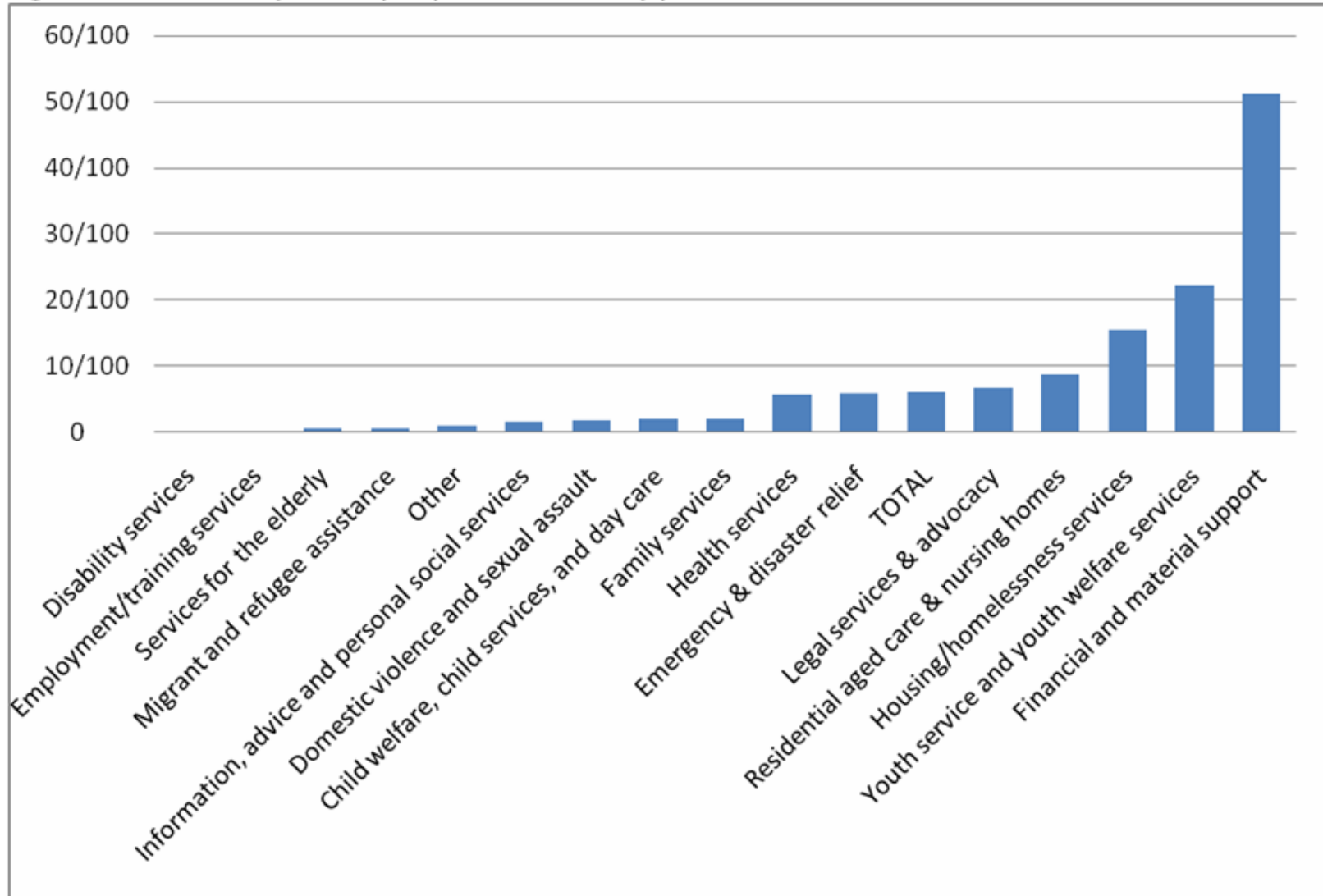


Payment type	% recipients in Australian population	Average % of service users	Ratio of representation in population to service users
Aged pension	10%	19%	2.0
Parenting payment (Single)	2%	26%	16.5
Carer payment (Adult & Child)	2%	7%	3.5
Newstart allowance	3%	19%	7.7
Youth allowance	2%	14%	8.6
Other pension	4%	29%	8.1
Other allowance	0.3%	11%	31.9

TURN AWAY RATES

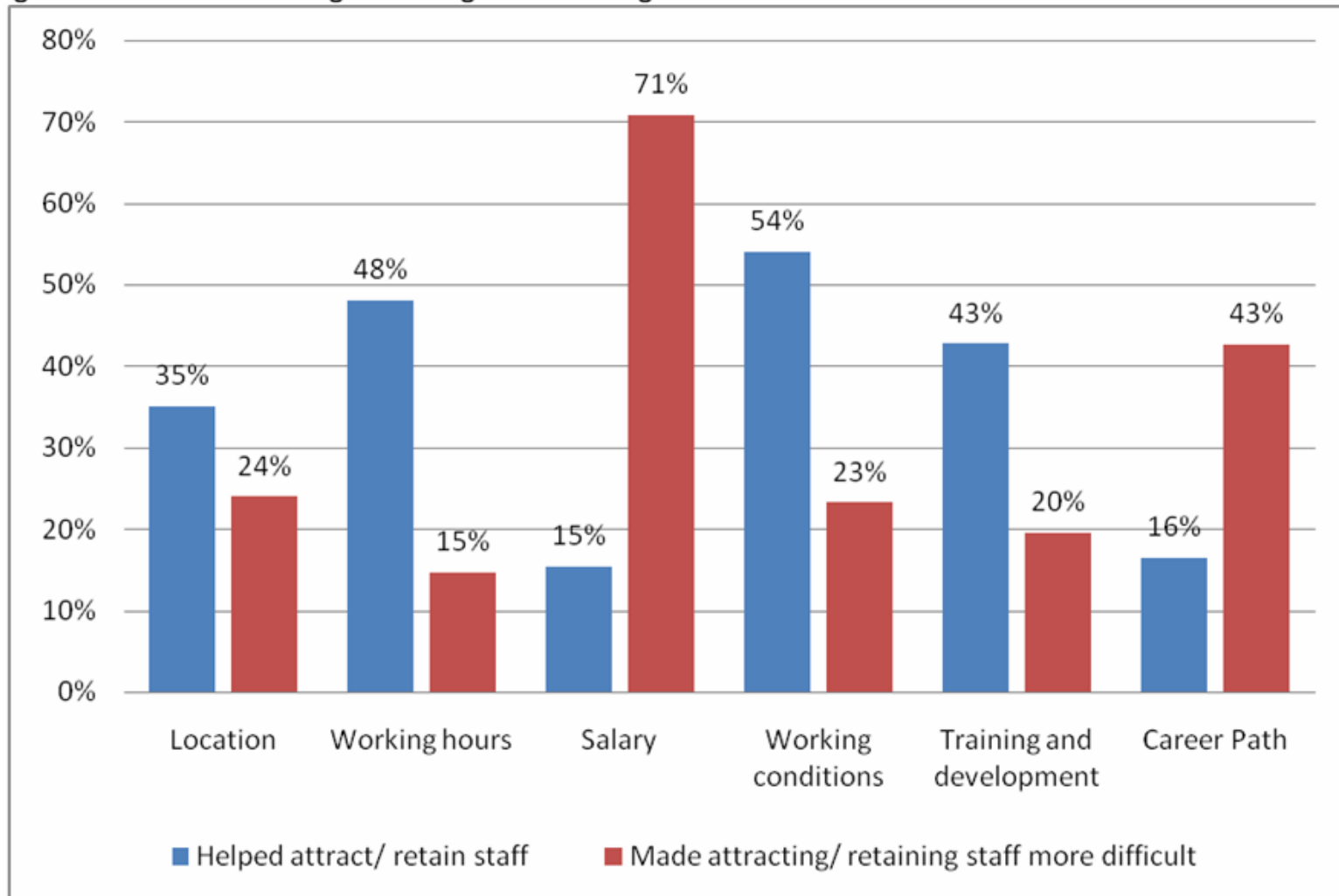


Figure 1.3 Turn away rates: people turned away per hundred instances of service



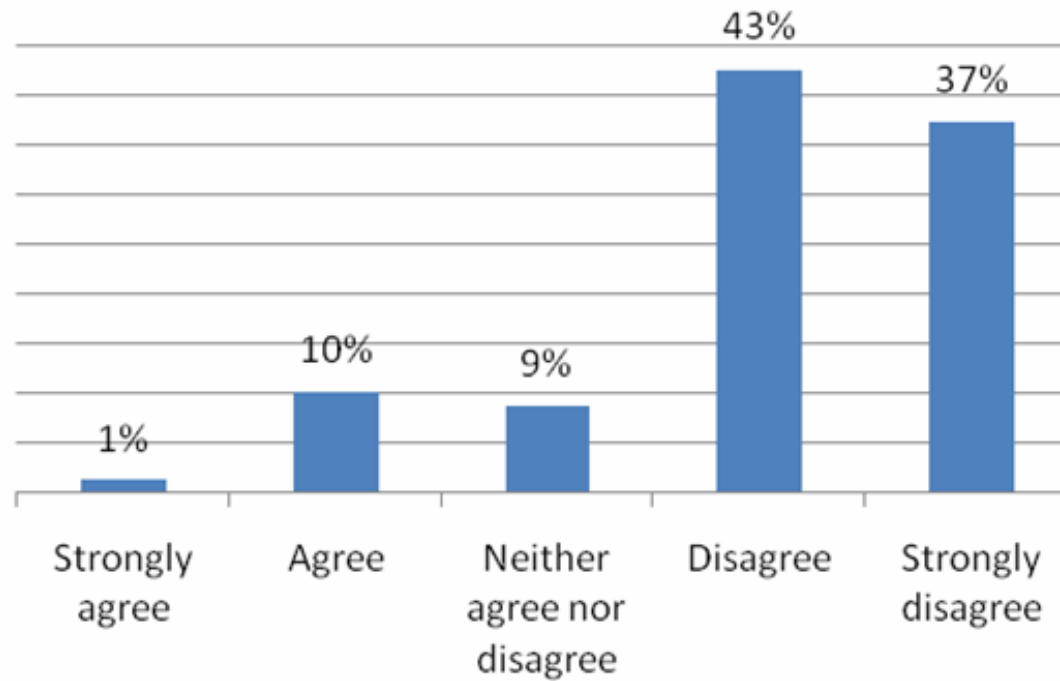
FACTORS AFFECTING ATTRACTING AND RETAINING STAFF

Figure 1.7: Factors affecting attracting and retaining staff



ADEQUACY OF GOVERNMENT FUNDING

Government funding covered the true cost of delivering contracted services.





AUSTRALIAN COUNCIL OF SOCIAL SERVICE

We are the peak council of the community and social services sector and the voice for the needs of people affected by poverty and inequality.

The graphs and tables in this presentation were taken from ACOSS' 2010 Community Sector Survey – available www.acoss.org.au