

Attachment to *Australian Council of Social Services*,
“Australians Living on the Edge” – Survey 5.

Pancom (Pan Community Council), P.O. Box 102, Nimbin, NSW. 2480. 29.9.2002)

Pan Community Council (Pancom) is a Voluntary Organisation whose objective is to service the creation and running of “intentional rural communities”. The settlement of such lifestyle communities in the North Coast of NSW commenced in 70’s and has been referred to by various names at different times and in different contexts. These include “Multiple Occupancy” (MO) (the term originally used by the NSW Dept. of Environment and Planning when they introduced “State Environmental Planning Policy – 15” [SEPP-15] in 1970).

SEPP-15 permits development in the rural areas in NSW subject to the approval of the local Council. The term MO was later changed by the Department to **“Rural Landsharing Communities”** (RLC).

SEPP-15 was initiated by a voluntary organisation called the **Rural Settlement Task Force** (RRTF). The **RRTF** was a pre-cursor to the formation of **Pan Community Council**.

Colloquially MO’s are also referred to as “Eco Villages”, “Eco-Hamlets”, “Intentional Communities” or the like.

Such IC’s are now legally permitted in selected rural areas of NSW subject to approval by the relevant local Council.

In 1994 Planning NSW (PNSW) previously called DUAP, engaged a consultant by the name of “Purdon & Associates” to survey the extent of settlement of RLC’s obtained under the SEPP-15.

The Purdon Report found that in NSW at that time some 7000 people were living in some 300 IC’s in NSW where such communities ranged in size from four families to communities of some three hundred people.

In 1987 Housing Minister Walker arranged for the NSW Land Commission to sponsor a Government initiated model Eco-Hamlet in the north coast area of NSW. Before this came to fruition the scheme was abandoned following a change of Government!

The income of those living in such IC’s is primarily in the lower income bracket.

Self help low cost housing is a feature of such communities. We view that the bulk of those who have settled in this way are those who would otherwise be on the Government’s waiting list for housing.

Many studies and research papers have been written about various aspects of the life, aspirations and achievements of those who have chosen this form of lifestyle.

For further particulars please contact:-

Peter Hamilton, 1/50 Paterson Street, Byron Bay, 2481 or at peterh@nor.com.au

Australians Living on the Edge: Survey 5

Please fill in this survey if your organisation provides services directly to members of the public.

It is for the period 1 July 2001 – 30 June 2002

Please return to your nearest Council of Social Service by 1 October 2002 (details on backpage)

PRIVATE AND CONFIDENTIAL

Name of your organisation

Pan Community Council

Address of your organisation

P.O. Box 102
Nunbur, 2480

Contact name

P. Hamilton

Contact phone number

02-66 858-648

Note: Above information is optional

1 What is the postcode of your organisation?

2 Which one or two (at most) of the following categories best describe the activities of your organisation?

Aged Care ☐ 01

Disability Services ☐ 02

Individual and/or Family Support ☐ 03

Children's Services ☐ 04
including long day care, family day care, OOSH care

Employment ☐ 05
including training, labour market assistance, vocational rehab. etc.

Advocacy ☐ 06
including legal centres, welfare rights etc.

Crisis Assistance ☐ 07
including emergency relief, financial/material assistance

Housing Assistance ☒ 08

Multi Service ☐ 09

Health Services ☐ 10

Community Development and/or Support ☒ 11

3 What was the total audited income from all sources for your agency for the last 12 month reporting period for which you have data available?

less than \$25,000 ☒ 01
\$25,000 - \$100,000 ☐ 02
\$100,000 - \$250,000 ☐ 03
\$250,000 - \$500,000 ☐ 04
\$500,000 - \$1m ☐ 05
\$1m - \$5m ☐ 06
Over \$5m ☐ 07

4 In percentage terms, what were the sources of your organisation's income?

Government funding 01

Client fees 02

Contributions from business 03

Donations/Bequests 04

Other 05

Total = 100%

5 Tell us about any contributions (financial or 'in kind') made by business

nil

We'd like to know how many people have used, or tried to use, your service in the 2001-02 financial year compared with the 2000-01 financial year.

6 Please estimate how many people received services from your organisation between July 2001 and June 2002

100

7 Please estimate how many people received services from your organisation between July 2000 and June 2001

100

8 Please estimate how many people sought, but did not receive, services from your organisation between July 2001 and June 2002

nil



- 9 Please estimate how many people sought, but did not receive, services from your organisation between July 2000 and June 2001

nil

We'd like to know about the sources of any pressure on your organisation

- 10 What were the sources of any increased pressure on your organisation's capacity to deliver services? (tick as many as apply)

not applicable (no increase in pressure) 01 ☐

increase in referral from other community agencies 02 ☒

another agency has closed down or has reduced their services 03 ☐

existing clients have more complex needs 04 ☒

more people seeking your services 05 ☐

increased operating costs 06 ☐

decrease in income 07 ☐

difficulty retaining skilled/experienced staff 08 ☐

a state government policy is affecting your clients (specify the policy) 09 ☒

SEPP-15

a federal government policy is affecting your clients (specify the policy) 10 ☐

a state government policy is affecting your organisation (specify the policy) 11 ☒

SEPP-15

a federal government policy is affecting your organisation (specify the policy) 10 ☐

other (specify below) 11 ☐

- 11 What strategies has your organisation used to manage any increased pressure? (tick as many as apply)

can meet increased demand within existing capacity 01 ☐

greater targeting of services 02 ☐

increased referrals to other agencies for service 03 ☐

creation/extension of waiting lists 04 ☐

- 11 (cont)

using up financial reserves 05 ☐

rationalising assets 06 ☐

increased (unfunded) effort by staff/volunteers 07 ☐

seeking additional resources from government 08 ☐

seeking additional resources from business 09 ☐

greater advocacy for systemic change 10 ☒

other (specify below) 11 ☐

- 12 What were the sources of any decreased pressure on your organisation's capacity to deliver services? (tick as many as apply)

not applicable (no easing of pressure) 01 ☐

cyclical/seasonal factors (eg. clients are seasonal workers or vacancies in respite care) 02 ☐

less demand for services due to increase in well-being of clients 03 ☐

fee increases have led to a drop in demand 04 ☐

more agencies have opened and share the workload 05 ☐

increased targeting of services 06 ☐

decrease in referral from other agencies 07 ☐

lower operating costs 08 ☐

increased funding 09 ☐

other (specify below) 10 ☐

- 13 Over the next 12 months what are your expectations about your organisation's capacity to deal with changes in demand, costs or other significant changes?

no change expected 01 ☐

expect increased capacity due to decrease in demand 02 ☐

expect increased capacity due to decrease in costs 03 ☐

expect to meet increase in demand 04 ☐

expect not to meet increase in demand 05 ☒

expect to absorb increase in costs 06 ☐

expect not to meet increase in costs 07 ☐

other (specify below) 08 ☐

14 Insurance

How many insurance claims has your organisation made over the past two years for:

- Director's indemnity 01 ☐
- Volunteer insurance 02 ☐
- Professional indemnity 03 ☐
- Public liability 04 ☐
- Building and contents 05 ☐
- Workers compensation 06 ☐

15 Did your organisation experience any difficulties in obtaining insurance cover in the last financial year?

Yes 01 ☐

No 02 ☐

If yes, was this due to:

the increased cost of cover 01 ☐

refusal of cover from your previous insurer 02 ☐

NA

16 Please estimate the total cost of your insurance premiums for the year July 2001 to June 2002.

NA

17 Please estimate the total cost of your insurance premiums for the year July 2002 to June 2003.

NA

18 Training

How many paid and unpaid people work for your organisation?

paid staff (full-time equivalent) 01 ☐

voluntary board/management committee 02 ☐ 20

voluntary clerical workers 03 ☐

voluntary service delivery workers 04 ☐

19 How much did your organisation spend on training in the period July 2001 to June 2002?

For paid staff 01 ☐ \$

For voluntary board/management committee 02 ☐ nil

For voluntary clerical workers 03 ☐ nil

For voluntary service delivery workers 04 ☐

20 In the past 12 months, what training was provided to paid staff and volunteers? (tick as many as apply)

service management training (specify below) 01 ☐

NA

administrative/clerical training 02 ☐

computing training 03 ☐

service delivery skill training (specify below) 04 ☐

NA

training in how to train others 05 ☐

policy analysis/advocacy training 06 ☐

other training (specify below) 07 ☐

NA

21 In the next 12 months, what training needs have you identified for paid staff and volunteers?

service management training (specify below) 01 ☐

administrative/clerical training 02 ☐

computing training 03 ☐

service delivery skill training (specify below) 04 ☐

training in how to train others 05 ☐

policy analysis/advocacy training 06 ☐

other training (specify below) 07 ☐

NA

22 How can this survey be improved? Are there any other issues you think the survey should address?

Thank you very much for taking the time to fill in this survey. It is part of an important survey of activity and confidence in the community services sector.

Selected case studies have been a strong point of previous reports and organisations are encouraged to fill out the page overleaf or attach illustrative case studies (disguising client identity).

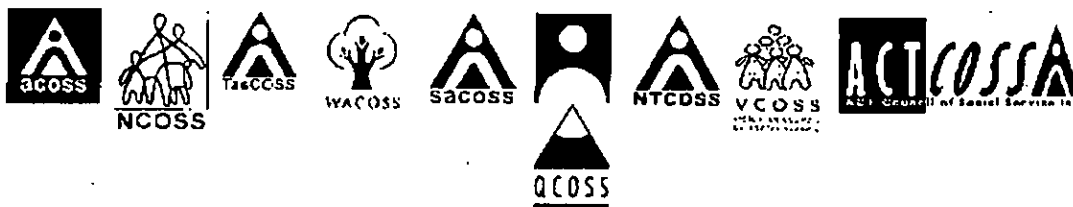
Case studies [please specify below or attach a separate sheet]

Please see Attachment. Pancosm 229

Please return the survey by **1 October 2002** to
NSW Council of Social Service: 66 Albion Street, Surry Hills NSW 2010
or fax 02 9281 1968

Australians Living on the Edge
sponsored by

HESTA
SUPER FUND



September
2002

***Australian Councils of Social Service and HESTA Superannuation Fund
Australians Living On the Edge – Survey 5***

Dear Colleague

We seek your participation in our fifth survey of the community welfare sector. Our goal is to take a 'reading' of the state of the sector – particularly your views on how your services are coping with the demands placed on you by people in need. **We ask that the survey be completed and returned to us by Tuesday 1 October 2002 (post and fax details can be found on the backpage of the survey).**

The finding of the four previous surveys, released by ACOSS and the state and territory Councils of Social Service received significant media coverage, being seen as one 'barometer' of how low income people are faring in our community. They helped stimulate public awareness and debate about the needs of people affected by poverty and inequality, and the needs of the community organisations that work with them.

Previous surveys have asked organisations to provide information about their operating environment over six month periods. This survey asks organisations to provide information over the full previous financial year 2001-2002 as well as information about the preceding financial year 2000-2001. There are also some additional questions relating to insurance and training.

The Councils of Social Service will collect the completed surveys and forward them to ACOSS who will then prepare national and state reports. We envisage that the national report will be released in late November or early December and the findings will be published in the December edition of the ACOSS magazine *Impact*. The COSSes will also publish their own state or territory reports in each of their newsletters and work with the media where appropriate.

We are confident that the data will be a useful resource for your own submissions and work, and that it will become increasingly valuable as the number of regular surveys grows and trends can be identified and analysed.

HESTA Superannuation Fund has demonstrated its strong support for the community welfare sector by joining with the Councils of Social Service in supporting this survey. HESTA's financial support will ensure that we will be able to conduct this survey for at least another year.

The validity of the survey relies on a strong response rate, so we urge you to please take the 10 minutes needed to respond. We do not require you to spend a great deal of time gathering exact figures – the data from your most recent reporting period and educated estimates are sufficient.

Our sincere thanks for your past and continued involvement in this important project. ACOSS and the COSSes are uniquely positioned to conduct a survey of this scope because of our large, nationwide membership base and the strength of our voices in both state and federal arenas. Please collaborate with us so our voices can be heard.

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