

**Name or Pseudonym**

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**Email**

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**1.1 What would a partnership between CSOs and the government that achieves outcomes for Australians being supported by the community sector look like?**

Transparent correspondence that could be obtained by the public and also interpreted by the public - not a lot of mumbo jumbo jargon.

**1.2 How can CSOs and government streamline the sharing of information, particularly through utilising technology to effectively engage, distribute, share, influence and inform in a timely and efficient manner?**

The use of online portals to share and transfer information or to access information would be ideal - providing the information is accurate and kept up-to-date. A similar program to Docu-sign that tracks information being sent and signed could also be utilised for efficiency.

**1.3 How can government ensure the community sector, including service users, and those not able to access services, have an opportunity to contribute to program design without imposing significant burdens?**

Distributing the information to all users in a variety of media i.e. SMS, Email, Phonecalls, Letter

**2.1 What would adequate and flexible funding look like?**

Research research and research of current users and re-visiting and re-searching every couple of years - ensuring the research being conducted is for specific criteria and then ensure the research is conducted over a range of different ages and progressive. Maybe there could be case studies done on individuals and surveys performed by the CSO, the person funded and the carers?

**2.2 What administrative and overhead costs are not being considered in current grant funding?**

Transport is missed on a variety of CSO funding - have seen patients that cannot travel for medical appointments due to lack of funding or not identified for funding

**2.3 How are rising operational costs impacting the delivery of community services?**

Fuel costs are enormous - maybe there could be a subsidy for organisations.

**2.5 How can CSOs and the department work together to determine where funds are needed most to ensure equitable and responsive distribution of funds?**

That I do not know . . . .

**2.6 How can government streamline reporting requirements, including across multiple grants, to reduce administrative burden on CSOs?**

Employ very highly skilled admin staff in the first instance - with decent pay.  
I am in administration position in Local Government in Tasmania and my talents are wasted. I am currently sitting in a dead-end permanent ████████ Customer Service Officer position in Local government. Previously I worked in Tas Health for █ years in a fulltime capacity on casual wages.  
I have multiple Certificates and a diploma in management, have come from supervising an administration team and still am not earning the same hourly rate I was on █ years ago in QLD.

**3.1 What length grants are CSOs seeking to provide certainty and stability for ongoing service delivery?**

Could a review system be set up - if a CSO is audited and seen not to be doing well than they can be terminated - equally if a CSO is doing well and customers are happy they could be extended or granted additional funding.

**3.2 What timeframes should the government aim for, at a minimum, to provide final outcomes on grant variations/extensions before the current grant ceases?**

Question is for current CSO staff - I am unable to answer

**3.3 What funding flexibility do CSOs require to enable service delivery and innovation?**

Brand New CSO's should have a lead in time of at least 6months to organise onboarding of staff and be reviewed at the 6mth period. At the 12month term maybe a review of the services and their retainment of staff.

Retainment of staff is valuable to gauge what the CDO is like.

**3.4 What flexibility is required by CSOs in acquittal processes to support and encourage sector innovation?**

Unable to answer - not currently working in this sector

**3.5 How can government improve the variation process, with consideration that CSOs must demonstrate alignment with the grant agreement and provide evidence of value for money outcomes?**

More auditing of individual CSO's

**4.1 How can the government ensure opportunities are available for new and emerging organisations to access funding?**

Have grants available and have the criteria matching set - are there some equations that project how many xyz CSO's are needed doing abc given the number of registered recipients in a certain location?

**4.2 What programs, supports and information are already available for smaller CSOs to help build capacity of the organisation? Are these working?**

I am unsure if they are working and if the CSO's would have time to apply

**5.4 Where there is a community-led change initiative, could shared accountability to community and funders (government) strengthen service delivery?**

That is a possibility but it may be down to the type of community and the strength and staying power of the community.

**6.1 If any, what are the problems or challenges you think have been overlooked?**

Lack of Experienced Administration Staff.

More incentive for Administrative and Community Staff to stay at one CSO and not move around between CSO's.

Different recipients with different providers receive different funding . . makes me angry to see CSO abc not providing for a person with same requirements as def - Why does this happen?

**6.3 What does success look like?**

Equality amongst providers - especially with receivers that are staying at home - give them assistance to stay at home as opposed to going to institutions.