Organisation name

Wattle Supports PTY LTD

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?

more robust and stronger enforcement teams. we have come across many Participants who are scared of the current providers they are with.

i believe a community visitor for participants would be hugely beneficial.

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 current system is lacking, and i don't know what the new system will look like going forward. but more information needs to be shared with the NDIS sector to NDIA itself. this information isn't getting to NDIA, which is leaving Participants left behind, not feeling cared for and feeling like they are just money to providers.

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?

as a registered provider we have to provide surveys to our participants. this would be good to get feed back from the participants.

in my previous answer, I did state about a community visitor going and seeing participants without their support worker so you can get a good understanding of what the providers are doing for their participants.

2.1 What would adequate and flexible funding look like?

to be honest there should be a medium amount of flexible funding, the funding that is currently being used as "Flexable Funding" is not used correctly.

funding should be stated toward peoples plans and allow choice and control through certain areas.

we have seen people get their holidays completely paid for including flights, accommodation and food. one person i know even went to Bali which was not good use of funds.

we have seen people get their house renovated, beds purchased and this was not part of their goals.

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

we drive around in rural areas sometimes we are driving close to 2 hours without any pay or paying our staff the extra which is a massive lose for our business.

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

the cost of renting an office, fuel prices, and the general cost of supplies to keep a business going has gotten to the point of having to work from someone's house just to save money.

2.4 What have been your experiences with and reflections on the supplementation and change to indexation?

poor at best, we currently are taking twice as long to grow and take on more participants due to the indexation, the current hourly price for work, and our ability to grow is slowed extremely.

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?

i believe only NDIS-registered providers (within the NDIS Scheme) should get the funding. the outgoing cost of audits has risen to extremes. our audits cost us close to 10,000 AUD every year and a half. plus the constant update and maintenance of policies and procedures for our staff.

constant training for our staff is a must top keep everyone up to date with the current practices through WHO and other departments.

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

only NDIS registered business should be getting the grants (within the NDIS Scheme)

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

consistently

so haveing the funding allocated to a yearly amount and doing the payments 4 times a year would be beneficial.

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?

within 30 days.

we have applied for a grant and we didn't hear anything back 90 days later

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

somewhat flexible.

there should be a stated goal in mind for a grant such as, updated equipment for staff training or vehicle that are required for wheel chair access ECT

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

if the funding is stated then that's what the funding should be spent on.

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?

making it stated to any grant process, not just allowing the funding to be spent how ever they want.

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

better opportunities for the for-profit business. we do need help also

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

little to non

4.3 How could larger CSOs support smaller CSOs? What are the barriers to providing this support?

working together is a must.

5.1 What is your experience with and reflections on place-based funding approaches?

poor we have local organisations that only refer to certain businesses

5.2 What innovative approaches could be implemented to ensure the grant funding reaches trusted community organisations with strong local links?

look at smaller to medium businesses the larger businesses keep getting bigger especially the non for profits that certainly have the money but choose to use it on the board members instead.

IE: ████████████ and larger non-for-Profits

5.3 Which areas do you consider have duplicative funding or gaps you think need to be addressed, and what is the evidence?

non for profits are getting he bulk of any grants.

a lot of non for profits are run like businesses and the structure they have is like a conglomerate.

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

NA

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

the small and medium businesses have no access to the funding without the larger organisations getting access to the funding.

6.2 What other solutions or changes could also be considered?

allow small and medium business for-profits able to gain access to the funding.

6.3 What does success look like?

able to take more participants on and help with their lives. we arent in this for money we are in this to help the particpants.