

## Organisation name

Paying it Forward Homeless Services Inc

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

A place where the vulnerable can go and actually receive assistance and guidance without judgement. Where there is a plethora of information on services that actually serve! To many serves are only 9-5 many of the services that people need occur out of these hours we need to be accommodating. Domestic violence is not limited to "working hours" hunger does not pinch only between the hours of 9-5, homelessness or the anxiety of becoming homeless is a 24 hour crisis. Why in this day and age are we limiting services to 9-5?

### 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?

There should be a monthly check on all services providing assistance, so many close, merge or disappear this makes it increasingly difficult to refer and help those in need  
Penrith Council has a great list and information available, many others lag behind in this

### 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?

BY asking eg emails or in person having a connection to the organiser of services attending services to see what actually happens there..be pro active rather than reactive

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

For PIF we find that grants always seem to be aimed at everything other than consumables which is what our registered non for profit charity runs on. We do not need many of the things offered by grants, we can not organise events as our patron base changes weekly and we have not contact for many as they can be rough sleepers, couch surfers, homeless or transient. Funding should be available for charities to spend as required, a longer timeframe to ensure grants are used for what they are intended and not spent just to fit within a time frame

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

There are always operational costs, even to volunteer groups.. delivery and pick up for items incur costs, storage for items etc. While these costs need to be kept to a minimum they need to be acknowledged and provision made for them

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

Everything and every service has increased astronomically in the last 6 months, for PIF it meant losing many volunteers who can not afford to come and/or provide a meal.  
Electricity, storage, petrol ( for delivery when required) food...so many more families are arriving to our dinner service... we are finding that we need to provide more food and on occasion we run out!

### 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 think it would depend on where the importance of the service is,  
Eg...housing, medical, food, many of the vulnerable put housing and medical last....this ten causes issues down the line. there needs to be a support system that access each case individually to ensure the right decisions are made for each person

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

I think we need to trust the organisation the grants are given to ... reporting throughout is difficult, perhaps just an acquittal stating what was purchased, when and the reason???

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

12 -18 months... depending on grant type as many things/services are taking much longer to organise

**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?**

6 month to 12 months under guidance/supervision for bigger projects

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

if you need to move funding to include items that were overlooked or under quoted providing it is in the grant range this should be able to be done via an ammendment

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

Extra timeframes and logical sequencing of proposals

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

Through contacts with councils in their local areas.

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

Not sure

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

Some CSO's are unknown or unheard of to others..large or small as everyone is busy just trying to make their organisation function... even when meetings are held many organization's cant attend due to other commitments or lack of knowing...Councils should play a large roll in finding and informing everyone

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

NIL

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

communications with locals who would access services sometimes unknown to others

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

Definitely...support for this should always be welcomed

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

Funding for consumables for small charities who are non funded.

**6.3 What does success look like?**

Not having to run a dinner service for the local vulnerable. Everyone being able to afford food, medical and housing