**Organisation name**

████████

**Email**

████████████

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

- Longer term contracts
- Amount of funding increased to suit number of clients arriving and their emergency needs
- Local presence and local knowledge- an organisation based 70-150 km away or 1000km away does not have local knowledge of the service providers and rental availabilities and does not provide sufficient service to the LGA that they still want to provide services at. Lack of knowledge and using the same model that is used in another area proved to be very chalenging and the clients are left with minimum service and minimum support.

**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 are information share in place that are sufficient at the moment for info share and support.

**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?**

The government should listen to the service users, they provide comprehensive feedback of services provided. Most of their complaints relate to a service provider from another LGA coming to a new (unknown) are where they provide service remotely or 1-2 days a week, and we all know that clients, especially refugees have settlement issues that are happening 24/7 - they go to the local hospital or have other emergency issues and they cannot wait for the service provider's availability, it should be available to them every day.

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

Firstly, the funding smaller organisation to provide adequate services needed to a new arrived refugees and migrants and women from DFV situations - smaller organisations also have less overheads - they do not have levels of managers, cars, buildings, and other side overheads they need to support so maximum amount of funding is spend on the client work, not on the managers wages, buildings , cars etc. Funding should be granted for a 5 years period to ensure continuum of proper services available to the clients- they should be our first priority.

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

There definitely should be amount of brokerage allocated for emergency use t the discretion of the service providers, because there are situations that being able to provide additional $$ for the rent or food support could make all the difference that a family is allocated a long term property or being able to safely welcome their new arrived baby etc.

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

The organisations should be supported to have safe place to deliver their services. The bigger the organisation the higher the cost of overheads, managerial team and all relevant expences. It is proven that smaller organisations localy based provide much better service and the clients have a sense of belonging, rather then being discussed by their ID number.

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

Could be improved.

**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?**

The application should reflect what services are needed in particular LGA- again the needs of people in different LGA's are different and only service provider can assure that those needs are met.

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

The reporting in place at the moment (once a year on the 15/8) is much better then previous every quarter. We are still able to add in the comments all relevant issues/ good stories that we want to.

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

5 years, like most of the Community services sector are funded on a 5 years basis.

**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?**

The outcomes should be available at least 6 months prior to current grant expiring as if the funding is discontinued the workers should be able to look for another job opportunities ad not to be told last minute that their job is not longer available.
It is also relevant to rent renewal and giving notices to rental properties.

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

There should be apart from the core funding, other funds available that organisations can apply during the year if/when the service needs are changed or increased. I would like to mention that it was actually done by the government during the COVID lockdown when organisations were granted additional money to keep up with increased need for support in food, rental, bills etc. That was a perfect example that additional funds should be available when/if an organisation have a specific increased need for support or other programs are needed to be put in place immediately.

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

If/ when innovations are needed or done an organisation can use the same acquittal process to make sure the money is used according to allocation.

**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?**

I think variation process in place at the moment is good enough it is more that the funds allocated are used to support clients, not to have 10 managers and 2 case workers :)

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

That is my point from the beginning of this submission- the new, emerging and organisations specifically based in a particular area are the only people that can provide proper support- not a large remote organisation that have no connection in the local LGA and does not even care enough to open a service in the area but visits once or twice a week. Being in the sector in Sydney and QLD for over 25 years I know very well what support is(not) provided when large organisations take over the area.

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

Capacity building program helps organisations assist emerging communities to establish and to be guided to apply for funding and other support. Most of our local communities wanted to have their own festivals, community activities and programs that are relevant to people from a particular background. We also try to have a case workers with a particular languages available, so it's easy to understand what the community members are after . At this organisation 19 languages are spoken by the staff members, so it is easy to find out what community needs are.

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

I would like to clarify- the larger organisations are not interested in SUPPORTING smaller organisations- their interest is to expand their services all over the State or Nationally, to ensure their growth. They are more business orientated and clients are not their first priority. There was once a meeting that a worker from Ipswich shared some information about the client and he mentioned the clients name. Two smaller organisations commented that 'it is a nice family indeed'. One other worker from a larger organisation stated that ' she 'remember the particular family....only if you know their ID number'!!!!

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

There should be partnering with the organisations that provide services in one particular area and we do it now- GC Network brings all service providers together to share info and resources, and some departmental representatives also come to the Network. Funds should be only given based on
- if you are existing service provider in the area
- have a local knowledge of the communities and other providers
- if there is NO particular service available in the area

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

It would be good that in the application there is a list of what the government so far found working very well, so the organisations can decide to go for 3,5 or 15 various programs for their area as some remote organisations should be able to know what works well in another areas/States.

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

Domestic violence should have extra funds from DSS, and especially for women that are not current DFV but exited some time ago but did not use any services and are now not eligible. They still need more support, counselling and also their children may need extra support.

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

We already use it- the local leaders are helping as much as they can with assisting their communities and other communities as well. GC had the best organised support during COVID where everyone was regardless of organisation or nationality got together and support all the Coast residents.

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

Just one more time, for the smaller organisations our clients feel like they are the part of the family, they come to us for Christmas with Santa regardless of their religion, for the big corporations they are just another number.

### 6.2 What other solutions or changes could also be considered?

Longer term funding, and early notifications of the next round funding, and Budget proposed to be considered, and taken into account so all proposed services could be run on full extent not a smaller version.

### 6.3 What does success look like?

When the clients come back and report that they are now settled and that we were there when they started school, had a new baby (we were in hospital so many times overnight to support them) that we helped change their lives for better, and they contact us years later to thank us one more time or invite to their children's birthdays or weddings, it is a thing that cannot be paid- all my staff are very passionate and don't mind working on the weekends or night time when emergency is there- their payment is somebody's smile and sincere thanks.