**Organisation name**

Central Coast Community Women's Health Centre Ltd

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

The partnership would be built on a collaboration of identifying need especially at the local level. Need can be identified through relevant government data, service insight and experience, and service user insight and experience. Solutions should be designed in collaboration with service providers and service users. Service users could be engaged as they exit a service to understand what solutions worked for them and why or why not. The goal or objective of the service provided should be simple, relevant and easy to measure to understand the effectiveness of the service and for insight to continuous improvement.

**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?**

For our clients to provide feedback and insights, the method of capture probably needs to be via their mobile phone. For services to understand the effectiveness of their service the data insight needs to be accessible and relevant for the service provided. Feedback and information sharing on solutions that are achieving the desired outcomes could be shared so services have insight to strategies and solutions that have worked for other organisations. This information sharing could be by way of portal access or sector intranet type solutions and or service conferences.

**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?**

Short targeted survey's and online forums with local providers facilitated by the program managers could be an easy way to engage with service providers.

Service users or people within the community that fit the profile of the service purpose could be engaged through targeted social media or post service survey's.

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

Adequate funding needs to consider the full cost of delivering services i.e managing the organisation and ensuring risk and compliance management of people and resources. The cost of employment especially at the local level to ensure professional and competent staff are attracted and retained. The level of funding sustains the organisation to respond to the community or sector need. considerations that respond to costs to deliver at the local level especially geographic challenges, population growth rates and socio-economic need. Adequate funding also needs to consider the period of intervention or service needed to achieve outcomes or support the delivery of other programs and services if integrated. For service stability, five year funding commitment would help with recruitment and retention of staff and development, implementation and measurement of service solutions.

Funding flexibility is important in regard to cost changes in employment, compliance, capital infrastructure maintenance and replacement. Indexation is a blunt instrument to respond to cost changes. Without sufficient investment in organisations to deliver services, the organisation has to make a choice that often means they have to reduce services to remain financially sustainable.

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

Information, communication and technology compliance and infrastructure risk management and investment.
Adequate professional development and investment in staff to maintain skills and build competencies.
Captial infrastructure investment and maintenance.
Marketing and community engagement for awareness of services and community education.
Governance investment - all Boards are volunteer and may lack the skills and expertise to govern effectively and compliantly.
Financial audit and financial management advice.

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

There are less funds to spend on frontline services, therefore service provision shrinks and the community becomes under services.

**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?**

Identify and acknowledge the real cost to serve and fund it.

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

minimum five years, ten would be better.

**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?**

minimum two years to allow for wind up provisions to be put in place or alternative funding to be sourced.

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

refer question 2.