

Organisation name

HeartKids Limited

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

Collaborative partnership where there is genuine engagement to appropriately design and fund programs that improve community well being.

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?

Genuine collaboration and consultation, that is person centered.

2.1 What would adequate and flexible funding look like?

Adequate and flexible funding would look at the size and infrastructure capacity of the organisation, and work collaboratively to ensure a positive return on investment. This includes accountabilities for charities to reduce inefficiencies, ensuring funds are directed to where they have been allocated.

If the funding is returning significant benefits - exploring the opportunity to extend the program, or secure longer term funding.

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

Organisational structures (Mx and administration support), infrastructure costs (rent, insurance, back of house - IT, Finance etc) and capital investment.

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

Rising operational costs reduce the capacity to directly deliver services. Also restricting opportunity for innovation and growth.

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

3-5 years, with a review at 3 years and if delivering positive benefits then a further 2 years to bed down to demonstrate positive ongoing outcomes.

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?

Preferably 12 months, absolute minimum 6 months, as staff often leave in the last year if they do not have assurance of future income. This also contributes to increased recruitment and HR costs due to the volatility of the market.

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?

Provide support, or include economic evaluation, within the grant funding agreement.

6.3 What does success look like?

The community sector has a range of well supported charities, who are appropriately funded and staffed (with a mix of paid / volunteers) to deliver programs that improve health and social outcomes reducing the longer term drain on government.