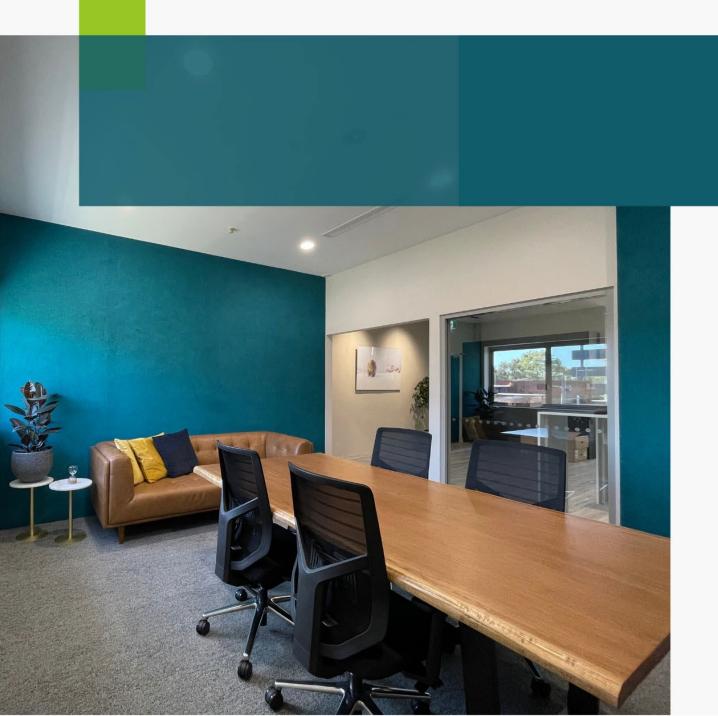# Collappor8

Stronger, More Diverse and Independent Community Sector - Questionnaire

Collappor8 is a Management Consultancy that provides Grant Services as part of our service offering to our clients. We have supported many charities and NFPs in NSW and QLD over the COVID-19 period in strategy, building programs, the application process, monitoring evaluation, and acquittal. We see this Questionnaire as a great opportunity to highlight some of the recurring pain points they face.

Feedback

Labor enjoys working more closely with CSOs to deliver grant-funded programs in comparison to a Liberal government, so there was an expectation that compliance, red tape and micromanagement may occur. The suggested increased support provides opportunities for the Government to support CSO program delivery to ensure project outcomes and promote organisational growth and capacity-building. However, there is also often a tangible cost to increasing government intervention:

1. **Data-Collection Systems**

NFPs working in several different spaces and requesting funding from multiple Government Departments for funding have found a lack of integration between the data-collection systems of each Department. Many Departments have their own data-collection measures, standards, platforms and tools. Sometimes specific grants have their specific portals to create accounts for, manage, and report to. This leads to repeated data entry, where a CSO may need to insert the same reports to, for example, 1) Internal Reports, 2) NDIS, 3) their Grant Department through their respective Grant Portal, and 4) Service Providers, who may be from the Government.

3 out of 4 are Government Systems, but they exist in separation from one another with mandatory data-collection requirements that have no alternatives. These systems were designed with no consideration for each other and the possible ways their services may interact with other Departments. We feel this missed opportunity creates an unnecessary drain on a CSO's resources should the burden of system management rest with them.

This does not include incidences where data-collection systems are updated, changed to a new system mid-way, or when a project grows larger due to successfully exceeding KPIs and may meet a new threshold for reporting that requires more depth or data-collection resources, e.g. greater than $3 million (working capital, excl. Infrastructure).

If there could be a way for Government-related systems to speak better to one another, or be **better integrated** with CSOs and their operations, such as a way to migrate information instead of requesting data twice. This would also be helpful if relevant information could be migrated across multiple grants on the same portal/Department. Perhaps additional funding for system integrations, or reporting migration protocols.

Additionally, in the event of new data-collection procedures, strategies or goals that the Government is dedicated to upholding, avoid adding new data-collection systems with no integration options that are mandatory to utilise if funding is received.

If it is not possible, then it would be ideal to put greater consideration into what data needs to be collected, what systems are utilised to collect that data, and the subsequent resources (even government resources with expertise) burden on the CSO.

2. Long-Term Programs Switching Administration

Funded programs that continue into a different administration risk being re-audited, provided new directions, KPIs and measurement obligations. Transitioning the program to meet new standards often impacts timelines, budget, measurement tools (such as surveys to be re-developed), and the quality of the final outcome. There is also a risk that the transition is uncompensated and comes from the existing batch of funding, further impacting the program and its promised outcomes. The greatest risk is that volunteer groups or small to medium organisations will be excluded from the process due to the burden.

Section 3

3.1 – Depends on the Sector and the Quality of Candidate. For Pilot Programs, 1-2 years. For Growing Programs, 3 years. For Mature, Proven programs, 3-5+ years.

3.2 – Especially with the volatile social and economic climate, extensions have been a lifeline for some client's projects to report positive outcomes. A grant variation/extension period of 1 year would be ideal.

3.3 – Often, contingency costs are not included in grant applications to fit into the funding range of a grant, or to stay competitive in Value-for-Money analysis. If contingency was built into the funding process as an additional inclusion/pool that can be applied for separately during project implementation via Government project contacts or a Contingency application process per 5-10% of the grant being funded, it would be help projects greatly in times where prices fluctuate wildly. Many grants have small allocations allowance for staffing, admin and evaluation, which are unrealistic. Many others opt to help more, rather than participate in onerous processes.

Section 4

4.1 – The government can ensure opportunities are available for new and emerging organisations by being aware of the level of bureaucracy needed per size of organisation and grant. For example, one client applied for a $2k grant but was required to sign 13 page funding agreement that included various clauses regarding confidentiality and usage of funding, attend a meeting discussing the grant projects and outcomes, fill in a rather long project acquittal form that required a medium level of detail on event outcomes. With the small size of the grant being used on the event that was applied for, the grant funding was not transformative as the administration and management process of attaining and reporting the grant was approximately $2k. The grant paid for itself. Higher levels of bureaucracy cuts out smaller CSOs from applying for opportunities that may suit them,

especially if their small size impacts their competitiveness for larger grants and smaller grants are unsuitable for their strategy.

4.2 – The government is providing great resources to CSOs. Research, education and training can be made more transparent, as some papers are hidden under layers of various government websites. Otherwise, it's a system that works well.

We are happy to expand on these points with community examples. Should anyone wish to discuss these points any further, please do not hesitate to contact our Consultants.