

## SEMINAR K – FUNDING & FINANCE

### Practice Makes Perfect: Improving practice and performance in the social services sector

#### Key themes / issues / questions arising from discussion:

- Regional and Remote Services: Quality Process Support (Lindey Andrews WANADA)
- Alcohol and other Drug sector Quality Framework, supported and implemented by WANADA
- Sector wide approach to quality framework created by the sector for the sector
- WANADA's role in supporting quality framework,
  - sector consultation,
  - hands on support for services,
  - coordinate collaboration and information sharing,
  - provide feedback on the applicability of the quality framework,
  - collate grass roots feedback.
- Through the implementation key problems in Drug and Alcohol providers were highlighted and noted to be looked at by a committee
- Report on Regional Rural and Remote Barriers and Issues showed unrealistic community expectations for services, difficulty recruiting and retaining staff, lack of anonymity, inadequate resourcing, OH&S concerns re travel etc and Isolation difficulties
- The overall gains of adopting quality framework far outweigh difficulties.
- Consumer and Community Participation: Challenges and Opportunities (Kathie McLure Health Consumers Council)
- Health Consumers Council is an independent community based organisation representing consumers,
- Benefits of consumer input and participation creates more effective and efficient service delivery and policy.
- Concerns that providers may have about consumer participation include cost, belief that consumers are just there to be critical, concerns that there are more work for providers, difference in point of view, concerns about confidentiality, having a narrow personal
- Developed an advisory paper to enable consumer representative to be more effective on a committee, this includes various ways to help consumer representatives get their views across effectively.
- Best Practice Principals consumers have real input into planning and implementation of projects
- Consumer participation helps to create services that are responsive to consumer need.
  
- Managing Contestability what should peak organisations be doing? (Linda Frow NCOSS)
- NSW New Director General and a New Minister which created new money for child and family services.

- Developed new program around Early Intervention to identify families and children at risk and working with families to resolve problems/issues
- Competitive process (2 Stage Process) for funding includes partnering with other organisations.
- New funding policy introduced, problems include lack of consultation with funding bodies and peak organisations, funding driven by value for money and outcomes based, also strong accountability for organisations.
- Small organisations struggled a lot more with the process
- Problems with the partnership process for small as well as large organisations, very time consuming, problems with access to information,
- NCOSS provided support to small and medium sized organisations, provided partnership checklist, Q & A section on website re partnerships and model Memorandum of Understanding.
- Expensive, competitive and divisive process, time consuming and lack of information and planning provided.
- Code of Funding Practice to be created building on complaints and review of grants administration.

**Person / People to contact (include email / phone) for further information about this issue / session:**

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