



Community Sector Industry Plan

TASCOSS BUDGET
PRIORITIES STATEMENT

2018/2019



TasCOSS

INTEGRITY
COMPASSION
INFLUENCE



The community services sector is Tasmania's fastest growing industry sector

It is estimated that the sector:

Spends around \$480 million a year in the Tasmanian economy ^{1 2}

Employs around 10,000 people (4% of the Tasmanian workforce), and

Is a significant value add for the state and federal government.

Most importantly, the sector is the primary provider of support services for people managing ill-health or ageing, living with disability, or dealing with the personal impacts of poverty, unemployment and disadvantage.

However, the sector is undergoing a period of significant reform.

Commonwealth and State reform agendas, including the roll out of the National Disability Insurance Scheme, the reforms of the aged care system, the reform of the Child Protection and Out of Home Care systems, health system reform, the impact of competition policy, and reforms which are pressing for delivery of person-centred services, integrated support, flexible funding, outcomes measurement and accountability are interfacing with significant social, economic and technological changes. ³

The volume and speed of change has the danger of putting the capacity and capability of the sector at risk. This risk has a flow on effect to government, who rely on the sector to deliver essential human services to Tasmanians.

What is needed now is a ten year operational plan to support the sector and the state government to face the significant issues it is confronted by.

Significant work has been undertaken by the Community Sector Peaks Network and Government Strategic Forum to build on the 2012 DHHS/DPAC/Community Sector Partnership Agreement and develop an overarching Blueprint which outlines why the Government and sector work together, what sorts of services are provided through this relationship and how they are delivered. The Blueprint is a foundation document that describes the minimum conditions required to deliver health and human services in Tasmania.

¹ Cortis N & Blaxland M, 2016, *The State of Tasmania's Community Services Sector 2015*, (SPRC Report 02/16), Sydney, SPRC Research Centre, UNSW, p2

² About 39% of this revenue driving the community services sector is derived from governments, Australian and Tasmanian. In addition to this funded delivery of essential Government services, the sector makes a significant 'value add'. Across the state, organisations make a large contribution of their own to both the local economy and the delivery of services in this state. More than half of Tasmanian community service organisations raise income through fundraising (on average generating around 9% of their total income) and more than 40% generate income from client fees and charges (generating just under one tenth of their income). One quarter of the services in the sector operate without government funding.

³ A review of reforms, reviews, plans and initiatives impacting on human services in Tasmania conducted for the Community Sector Peaks Network and Government Strategic Forum identified 19 separate change processes requiring responses from the sector.



Proposal

A joint committee of sector and peak body leadership representatives and representatives from the Department of Health and Human Services (DHHS) and Department of Premier and Cabinet (DPAC) to ensure the sector maximises the opportunities provided by the reforms it is undergoing, meets increasing demand for services and responds to changing community need.

It is envisioned that this joint committee will oversee the development of an Industry Plan covering the next 10 years, and then work to promote and facilitate collaboration on the policy priorities established between DHHS and the community services sector. Together, we can ensure all Tasmanians can access the resources and opportunities to live a good life.

Some of the questions facing the sector:

What should a future system of person-centred services look like? What partnerships, collaborations, practice and service models are needed to enable this system?

What new funding models do we need to support flexible, person-centred service delivery? Done well, funding models can support innovation, integration and effectiveness. Done poorly, they can make it difficult for organisations to tailor support to people's needs. How do we do it well?

What should community-focussed systems and services look like? How do we develop a shared agenda between government agencies, community services, local businesses and local community members? What evidence base do we need? What shared objectives, strategy, evaluation and accountability?

How do we develop an outcomes-focussed system?

How do we develop shared approaches, shared skills, and shared accountability for outcomes? Can we collectively reach the point where outcomes data is being used to monitor and improve performance across the service system?



How do we integrate the best research evidence with practice expertise and client values and expertise? We could improve outcomes for Tasmanians if we could embed evidence in policy development, service planning and delivery, programs and practice – how can we do that across the service system?

How do we plan for future workforce needs? Our workforce needs to grow and to be upskilled and supported. We have to overcome the challenges of casualisation and short-termism and the ageing volunteer workforce. How do we build industry capacity and pathways into and through the industry?

How can we harness the possibilities of information and communication technology? Can we improve data collection about client needs to better understand how to improve outcomes for people? Can we make services more accessible and convenient? Can we develop shared ICT systems that are structured around person-centred practice and that focus on outcomes?

How can we ensure best regulatory practice? Can we streamline and integrate standards or obligations? Or use data for multiple reporting purposes where appropriate? Could we create a regulatory environment which is efficient, effective, proportionate and outcomes-focussed?

How can we ensure good governance in the community services sector? What do Boards need to ensure their organisations serve their communities and that they meet their legal and compliance responsibilities?

How do we grow sustainably? How do we ensure community service organisations have the business and operational models they need, that the industry as a whole, and its member organisations, are ready for the growth which is predicted?



Costs

\$350k

Develop and begin implementation of a 10-year Industry Development Plan, including activities such as:

Regional consultations

Online public consultation

An Industry Planning Symposium

An Australian and international evidence and policy review, and

State data analysis.

About TasCOSS

TasCOSS is the peak body for the Tasmanian community services sector. Our mission is to challenge and change the systems, attitudes and behaviours that lead to poverty and inequality. Our membership comprises individuals and organisations active in the provision of community services to low-income, vulnerable and disadvantaged Tasmanians. TasCOSS represents the interests of its members and their clients to government, regulators, the media and the public.

OUR VISION: One Tasmania,
free of poverty and
inequality where everyone
has the same opportunity.



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