

Community Services Joined up Recovery Proposal

Overview

The community services industry has demonstrated an ability to respond rapidly to identified need and work in partnership with government to address the social and economic impacts of COVID-19. TasCOSS has worked with community sector organisations to identify and respond to increased service demands and assist with adaptive technology to develop on-line service delivery options. Growing and maintaining diversified service delivery models and a collaborative community informed approach will continue to be essential to effectively manage future waves of the pandemic and meet increased demand for services.

This proposal seeks to continue this work so that the Tasmanian community service industry is resilient and prepared to respond and adapt to Tasmania's COVID-19 challenges and contribute to recovery while maintaining an evidence base and the integrity needed to ensure we are working in ways we know will be effective.

TasCOSS is committed to continuing our strong collaborative work across the Community Service industry with State and Local Governments and with Tasmanians who are adversely affected.

The Premier's Economic and Social Recovery Advisory Council (PESRAC) has outlined a set of strategic priorities and recommendations to guide the state's recovery from the effects of COVID-19. TasCOSS, through its member network and broad reach across community services, could work in partnership with the state government agency leading the specific recommendations listed below and immediately coordinate project-specific work across the state to deliver fast and effective action to support Tasmanians through continued COVID-19 response and recovery.

Investment Ask

\$700,000 over two years (\$350 000 in 2020/21 and \$350,000 in 2021/22)

PRIORITY	TASCOSS ACTIVITIES	PRACTICAL OUTCOMES
<p>Community-led recovery</p> <p>#63</p>	<ul style="list-style-type: none"> • Support full engagement of CSOs in the regional recovery structure • Lead local CSO networks based on existing relationships (co-design, place-based, collective impact groups) that draw upon local knowledge, community networks, and relationships to help people deal with uncertainty. • Convene statewide forums and mechanisms for raising and responding to need • Provide advice, resources and training to assist CSOs to adapt and build resilience 	<ul style="list-style-type: none"> • A stable, local service system able to leverage existing resources as required • Community members are able to continue to access essential supports • The community has a voice in response and recovery • People are informed, connected and safe across all communities and regions
<p>Resilient and flexible Community Service Organisations</p> <p>#12,13</p>	<ul style="list-style-type: none"> • Rapid audit of Funding Agreements for ongoing services • Identify contracts with CSOs where performance has met expectations • Work with Government to modify contracts with flexibility in the way services are delivered (eg face to face and online) and extend the duration to 5 years 	<ul style="list-style-type: none"> • Ongoing employment tenure, reduced casual and short-term employment • Funding certainty with more people being employed in Community Services • Flexible services that are able to adapt and support the needs of community members
<p>Reducing the impact on affected groups</p> <p>#50</p>	<ul style="list-style-type: none"> • Collate existing data on the social and economic impacts on groups disproportionately affected ie. women, young people, older people and temporary visa holders. • Identify strategies to address these impacts and support participation in education, training and employment 	<ul style="list-style-type: none"> • Having an evidence base to understand the impacts and needs • Strategies and programs based on evidence that prevent the most vulnerable falling through the cracks
<p>Evaluate, monitor and design service responses in areas of need.</p> <p>#57, 58</p>	<ul style="list-style-type: none"> • Review outcomes of COVID-19 service responses in essential services such as mental health, family violence, emergency food relief, alcohol, tobacco and other drugs • Identify new ways of working and feed the results of this review into rapid contingency planning to address these community needs 	<ul style="list-style-type: none"> • Services are stabilised, clearly targeting local needs • Tasmanians have access to essential supports
<p>Flexible models of service delivery</p> <p>#59, 60</p>	<ul style="list-style-type: none"> • Identify what has worked well during COVID-19 response including continuation of essential services, and evaluation of the Essential Technology Fund • Work with industry to develop a 'hybrid model' that incorporates face to face, online and telephone methods of service delivery 	<ul style="list-style-type: none"> • CSOs able to deliver essential services in a flexible and responsive way in any future crisis • Tasmanians have access to essential supports