

Community Services Grants Program

Update from CSGP Roundtable

September 2007

Communiqué 3

This communiqué provides an overview of the current development of the CSGP Review in 2007.

The CSGP Review has been developed using the RBA framework and provides Headline and Program Results that will report on the results our services provide for clients and the community.

The aim of results accountability is to create “simple, common sense, plain language and useful” accountability processes that focus on the end goal of social services and community development - that is, the result we as a community are working towards. Results accountability encourages the development of community goals, the creation of measurements to show where the community has been and is headed, development of a vision of what success would look like and encourages communities and services to partner together to achieve results.

DoCS has initiated projects with NSW Family Services (FamS) and the Local Community Services Association (LCSA) to develop and expand RBA planning and coordination in the CSGP sector. Information on RBA is available on the internet at:
<http://www.fiscalpolicystudies.com/index.htm>

DoCS and the RBA pilots, in association with the Youth Action Policy Association (YAPA), are combining the results developed separately by FamS & LCSA into a results and measures document that will support the direction of the CSGP Review. The information from this combined process will provide input for the development of new service specifications for services in CSGP.

Assessment of Alignment with Program Results

The process of assessing the current services for alignment with the results expected from the CSGP is being undertaken largely through information provided in the Reports on Achievement for services.

At this stage the process is still continuing. It is expected that as a result of this process services will be categorised into groups that range from services that are not DoCS core responsibility, projects with a mixed target group and strategies that partially align, and those services that fully align to CSGP.

To ensure that the information in the groupings is correct, services will be provided with the results for the five alignment questions. If a service would like to comment on these results, they will be able respond through the CSGP Review mailbox at csgpreview@community.nsw.gov.au. The information will be provided in the week beginning the 8th October, and replies will need to be received within 5 working days, to ensure any changes are reflected in the Business Case.

It needs to be clear that there is no intention to identify specific services for exclusion from the CSGP or to defund services that do not align. New service specifications based on results and measures developed through the CSGP Review will be developed in 2008. All currently funded services will renegotiate their contracts in 2008 based on the new specifications. If services do not align with the results expected from CSGP, DoCS will work with them to ensure alignment over a reasonable period of time or assist with the move of these services to other, more appropriate funding programs.

Focus Groups

The 4 CSGP Review focus groups to assess the sustainability of CSGP funded services have been conducted in:

- Met South West Region (Liverpool)
- Met Western Region (Blacktown)
- Northern Region (Coffs Harbour)
- Western Region (Orange)

Between 10 – 15 service providers attended each focus group. Each group was made up of small, large, Aboriginal, rural and metro service providers.

The Good Practice Guidelines were used as a framework to guide discussion. The Guidelines provided a useful tool to assist us to ensure that a well rounded discussion was had, covering key operational areas of service providers.

The intention of conducting the focus groups was to facilitate service providers to give a frank account of their current operations, including strengths and challenges. The facilitators were provided with a wealth of information, and the discussion provided valuable insight into the operations of individual services, local networks, the CSGP funded services sector and the community services sector as a whole.

A particularly strong theme that came through from the focus groups was the strength, creativity and resilience of the CSGP funded services sector. It was generally seen that CSGP provides a strong web of services which are an integral part of the human services sector.

This was discussed alongside the number of issues that are currently impacting on the sector. Issues raised included everything from the challenges of responding to increasing demands relating to accountability, geographical isolation and securing appropriate premises through to staff retention. The full range of issues is currently being analysed.

The written input provided from Peaks is being incorporated into the paper to be supplied to Ernst and Young to support the Business Case. On first reading, the input received from peaks reflects the issues raised by service providers in the focus groups.

Business Case

The timing of the review is driven by the need to provide a detailed Business Case to NSW Treasury in October this year. Ernst & Young have been contracted to undertake the Review and develop a Business Case to be submitted to the NSW Treasury.

The outline for the Business Case was discussed at the CSGP Roundtable on 3rd September and will be as follows:

Heading
New Headline Results and Program Results
Current Program, Background and the Case for Change
Need, Demand and Supply
Program Alignment Results
High Level Options
Detailed Options Analysis
Preferred Option - Program Enhancement (Option 3)
Program Management Approach

The Business Case will include information on the level of alignment, the effort required to ensure better alignment and any processes for moving services and funding to other programs. Services will not be individually identified in the Business Case.

The focus of the Business Case will be on providing a clear direction for CSGP into the future, promoting further investment into the program and ensuring that the program will be properly and responsibly managed. The Business Case will go through a series of drafts which will be presented and discussed with the CSGP Roundtable.

Review timelines.

The timeline for the development of major pieces of information and supporting documentation is provided for your information:

Issue	Timeline	Current Situation
Identifying the Contractors through competitive processes	April 07	Ernst & Young appointed
Development of Headline Results, Target Group and Program Results	July 07	Completed by DoCS and the CSGP Roundtable and issued to the sector. Available at http://www.community.nsw.gov.au/docswr/_assets/main/documents/csgp_flowchart.pdf
Assessment of Alignment	September 07	Initial process commenced in August and will be completed by late September. Feedback to Service Providers to be provided in late September.
Service System Capacity	September 07	Four Focus Groups completed and formal submissions from 3 Peaks has been received. Final report to Roundtable and Business Case in mid September.
Development of Draft Business Case	October 07	Commenced September 2007

General

The Review is due for completion in October 2007. Implementation of any changes to the current service system will be developed after that date over a period which will provide adequate time for services to adjust to these changes.

All information will be made available online at:

http://www.community.nsw.gov.au/DOCS/STANDARD/PC_100941.html

Feedback or questions about the Review can be directed to the CSGP Roundtable Peaks:

[NCOSS](#) – Linda Frow – info@ncoss.org.au - 02 9211 2599

[Local Government and Shires Associations of NSW](#) – Noel Baum - noel.baum@lgsa.org.au
(Social Policy Unit)- 02 9242 4090

[Western Sydney Community Forum](#) - Leah Godfrey - leahg@wscf.org.au - 02 9687 9669

[NSW Family Services Inc](#) – Mike Sheargold - admin@nswfamilyservices.asn.au –
02 9692 9999

[Local Community Services Association](#) - Sandra Handley - Results@lcsa.org.au - 02 9211
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[Youth Action Policy Association](#) – Rey Reodica – info@yapa.org.au - 02 9319 1100

Or by emailing: CSGPReview@community.nsw.gov.au