



Community Services Grants Program

Update from CSGP Roundtable

October 2007

Communiqué 4

This communiqué contains information on several aspects of the CSGP review:

- Timeline for implementation
- CSGP Alignment Assessment results
- CSGP Specifications and the Performance Monitoring Framework

The first phase of the CSGP review will be finalised with the production of the Business Case as outlined in the last communiqué. Information from the business case will be discussed at the next CSGP Roundtable, where the content and implications for the future direction of the CSGP will be discussed. Once the business case has been submitted to the Treasury, we will commence the development of new service specifications, results measures and planning for the implementation of the Review.

CSGP Timeline

The ongoing implementation of the review will continue over the next 18 months, culminating in all services being aligned to the new results for CSGP. Central to this process will be the new service specifications which will be developed in 2008. The timeline below is a rough outline on the proposed progression of the CSGP implementation. Each step will require additional detailed planning and will continue the high level of consultation already existing through the CSGP Roundtable.

Highlights of the proposed timeline includes:

What	When
Business Case complete and forwarded to Treasury	November 2007
CSGP Results and Measures developed using RBA Pilot information	November 2007 - April 2008
Data collection processes defined	March 2008 – July 2008
New Service Specifications approved	July 2008 – August 2008
Start of progressive renegotiation of service specifications (includes discussions on alignment to CSGP)	August 2008 – June 2009
Training on Performance Monitoring Framework for CSGP	August 2008 - November 2008
New Service Specifications become active	July 2009

CSGP Alignment Assessment Results

To provide information on the spread of services in CSGP, five questions were developed based on the current Report on Achievement that each project provides to DoCS each year. The questions looked at the location of the service, the primary and secondary target groups and the types of activities undertaken.

The questionnaire was used by our Regional staff to assess all services currently provided in CSGP. Of these services an additional 220 random services were audited by Head Office. This provided the information to be included in the business case. This represented an audit of approximately 20% of CSGP services.

The groups and current distribution of services was determined to be:

Group	Distribution %
Projects that may not be DoCS core responsibility	4.75%
Projects with a mixed target group and mixed strategies	89.77%
Projects with CSGP target group only and strategies fully aligned	5.48%

In previous communiqués you will have been informed that there is no intention to exclude 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 service agreements based on the new specifications. If services do not initially 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.

DoCS has undertaken to inform services of the individual results of the alignment process. The information is currently being compiled and will be forwarded within the next two weeks. The results may be used in your consultation with Regional Partnership and Planning staff when the new service specifications become available late in 2008.

CSGP Specifications

With the establishment of results and target groups for CSGP, the current service specification will become redundant. This means that we will be developing new service specifications which will have definitions of service which align with the new results and improved reporting systems. This will benefit services as you will be able to plan and report on the results you want for your clients and not just report on your activity.

The measures used in the specifications will be developed using information from the Results Based Accountability pilots being managed by NSW Family Services (FamS), the Local Community Services Association (LCSA) and the Youth Action Policy Association (YAPA). The aim will be to provide measures which you, as effective managers of services, would normally expect to collect in your day to day operations. The information and involvement of the CSGP Roundtable in this process will be crucial.

The new specifications will incorporate the Performance Monitoring Framework (PMF) which will allow services to manage their performance against their agreed service delivery targets. The PMF is being implemented in all funded programs in DoCS. The PMF

includes self assessment processes and project improvement cycles which assist in the ongoing development of services. The process is supported by tools developed to assist services provide quality services to our clients.

Full information sessions, training and support will be developed to assist in the implementation of PMF across CSGP.

General

The continued development of a strong CSGP will provide improved services to our clients. DoCS and the CSGP Roundtable are committed to providing support to those children, young people, families and communities most in need. The improvement envisaged for CSGP will be achieved using a planned and researched development agenda which will require considerable commitment and consultation.

I would encourage you to contact your peak organisations to assist them in their role as a major contributor to the CSGP Review.

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:

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

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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