

Consultation Summary 2024

Secure Jobs and Funding Certainty for the NSW Community Services

Secure Jobs and Funding Certainty (SJFC) Commitment

The NSW Government has committed to deliver more job security and funding certainty for our community services by:

- Introducing longer term five year funding arrangements for key community services providers;
- Establishing a Leadership Group to engage with the sector on the development of a new funding framework and jobs compact;
- Establishing a whole-of-government prequalification process so that organisations don't need to repeat onerous administrative processes; and
- Standardising and streamlining reporting and contract management.

Sector Consultation

The SJFC Leadership Group brings together Government agencies and Peak organisations representing the community services sector.

Sector wide consultation was carried out by an independent party in early 2024 to inform a roadmap (plan).

The following provides a summary of key insights from this consultation.



The Department of Communities and Justice NSW acknowledge Aboriginal people as the First Nations Peoples of NSW and pay our respects to Elders past, present, and future. We extend this acknowledgement to the Aboriginal and Torres Strait Islander people that contributed to the development of this report.

Consultation - who attended?

170 + people



179 participants attended across 12 workshops and 12 interviews

68 Organisations







Consultation included NSW Government agencies, sector peak bodies, service providers and frontline workers representing 68 organisations

During SJFC consultation, the sector told us:

(A summary of key insights)

Long Term Funding Arrangements

-  Long term funding arrangements are highly supported by the sector and are seen to have multiple benefits including being a sign of government trust in the sector and giving service providers the capacity to hire and train staff in permanent positions and develop longer term strategic plans.
-  Longer term funding must be balanced with appropriate reporting and meaningful use of data to inform program improvements over time.
-  Five-year term lengths are seen by the sector to be the minimum term for most program types to foster stability in the sector. Exceptions do exist and it is accepted that five-year or longer terms will not be appropriate in all circumstances
-  Term lengths of five years with an option for an additional five years are highly supported for programs that have a demonstrated ongoing need, to enable more consistent care for service recipients.





Funding Framework

- 💡 The NSW Government is currently using competitive tendering more frequently than required.
- 💡 Developing a shared understanding of what it costs to deliver high quality, evidence-based community services is critical to the sustainability of service providers.
- 💡 With longer term contracts, reporting frequency, key performance indicators and data required should be negotiated upfront, and there must be transparency and sector agreement regarding the minimum labour standards and award levels being funded in each program.
- 💡 Data collected through reporting must be useful and proportionate to the type of funding arrangement.
- 💡 If Government makes a policy decision not to renew or a service provider is unsuccessful through a commissioning process, there should be consideration for how that decision impacts on service providers, their staff and those requiring services.

Jobs Compact

- 💡 More work is needed to ensure needs of workers are met, including funding positions at the correct level (ensuring compliance with the Federal Award).
- 💡 A percentage of funding should be made available for supervision, support, ongoing professional development and training, and cultural responsiveness.
- 💡 There must be transparency and sector agreement regarding the minimum labour standards and award levels being funded in each program as part of the contract development, including price setting.



Prequalification Scheme

- 💡 The administrative burden associated with regular, lengthy and onerous funding applications should be reduced. Longer term contracts could go some way towards addressing this.
- 💡 A community services sector prequalification scheme could also assist, particularly if it is able to link to existing accreditation schemes.

More Information

For more information visit the [**Secure Jobs and Funding Certainty website**](#)