

List of Findings and Recommendations

RECOMMENDATION 1	26
The Committee recommends that consultations between funding agencies and the NGO sector to determine the scope and targeting of service delivery contracts include discussions about the benefits of standardising the schedules attached to the funding agreements.	
RECOMMENDATION 2	30
The Committee recommends that funding agencies do not impose undue restrictions on the general operations of service providers as a consequence of service contractual arrangements.	
RECOMMENDATION 3	32
The Committee recommends that the centralised data system containing funding information for all service providers, already recommended by the Committee in its Interim Report, be extended to encompass a centrally coordinated and consistent complaints system enabling this information to be made available to all funding agencies. The structure and content of this complaints system should be developed in consultation with all service providers.	
RECOMMENDATION 4	32
The Committee recommends that the Department of Family and Community Services investigates the implementation of a risk based approach to monitor and review community service organisations working with highly vulnerable clients at risk of institutional abuse. The monitoring and review process should include periodic unannounced inspections and reviews of organisational performance, the frequency of which should be based on the level of perceived risk, particularly focused on out of home care services for young children.	
RECOMMENDATION 5	34
The Committee recommends that the NSW Department of Family and Community Services funds an independent empirical study into the service quality impacts of the contracting out of disability, home care and out-of-homecare services to for-profit organisations, before further involving the for-profit sector in provision of these services.	
RECOMMENDATION 6	35
The Committee recommends that the NSW Auditor-General be given legislative authority to examine and audit the accounts of NGOs in receipt of government funding for the provision of housing, disability and home care services.	
RECOMMENDATION 7	35
The Committee recommends that the Auditor-General reports annually on the accounts and activities of NGOs operating in the housing, home care and disability sectors.	
RECOMMENDATION 8	36
The Committee recommends that the NSW Department of Family and Community Services examines the operation of the ‘intelligent commissioning’ model in the UK with a view to assessing its suitability for implementation in NSW.	
RECOMMENDATION 9	40

The Committee recommends that the Department of Premier and Cabinet establishes a NSW Office for the NGO human services sector to coordinate and facilitate consultation between funding agencies and service providers in the development of funding policies, the planning and delivery of services, capacity building within the sector and the provision of information across the sector.

RECOMMENDATION 10 _____ **46**

The Committee recommends that the Department of Premier and Cabinet, the Department of Family and Community Services and the NSW Ministry of Health form an NGO Service Delivery Working Group to investigate the cost of providing human services in regional, rural and remote areas of NSW, with a view to adjusting the funding allocation to these areas, if appropriate, and ensure equity of service provision across NSW. Particular regard should be paid to travel and staff-related costs and the potential of technology to assist to address challenges in these areas.

RECOMMENDATION 11 _____ **46**

The Committee recommends that the NGO Service Delivery Working Group investigates ways to make generic services in regional, rural and remote areas of NSW more accessible to special needs groups, such as people with a hearing impairment.

RECOMMENDATION 12 _____ **50**

The Committee recommends that the NSW Government continues to provide human services directly in all cases where there is significant risk of service failure to individuals or communities if such services are contracted out to non-government providers.

RECOMMENDATION 13 _____ **53**

The Committee recommends that the NGO Service Delivery Working Group should re-consider the length of funding agreements and contracts for provision of human services in regional, rural and remote areas of NSW, to ensure they reflect the length of time required to achieve agreed outcomes.

RECOMMENDATION 14 _____ **53**

The Committee recommends that the NGO Service Delivery Working Group also reviews guidelines to ensure that funding bodies make prompt and timely decisions about whether to renew funding agreements for human services, thereby minimising service instability and disruption.

RECOMMENDATION 15 _____ **53**

The Committee recommends that, where appropriate, to assist planning and evaluation of human services across NSW, especially in smaller communities, NGOs must supply data on each location where they provide services, regardless of the size of the location.

RECOMMENDATION 16 _____ **55**

The Committee recommends that the NSW Government actively encourages consortia arrangements and bundling of services among human services providers, where appropriate, in regional, rural and remote NSW.

RECOMMENDATION 17 _____ **55**

The Committee recommends that the NSW Government investigates expanding the use of regional coordinators across NSW to integrate human service provision at the local level, taking account of initiatives such as Ability Links.

RECOMMENDATION 18 _____ **66**

The Committee recommends that the Commonwealth and NSW Governments work together to ensure that the outcomes of the SCHCADS Award are implemented effectively and finalise the funding arrangements as a matter of urgency.

RECOMMENDATION 19 _____ **76**

The Committee recommends that all service contracts for not-for-profit home care, disability and housing providers recognise the role and contribution of volunteers, by incorporating a training component for volunteers as part of the funding formula.

RECOMMENDATION 20 _____ **76**

The Committee recommends that the provision of volunteer training also be incorporated in quality assurance mechanisms associated with funding contracts.

RECOMMENDATION 21 _____ **82**

The Committee recommends that the NSW Government consider the potential of social investment bonds, if any, in the delivery of home care, disability and housing services as part of a general strategy to encourage funding diversity and increased collaboration with the private sector.

RECOMMENDATION 22 _____ **92**

The Committee recommends that the NSW Government continues to develop interactive technology systems in the human services sector, where appropriate, as an investment in the sector's capacity, rather than on a prescriptive, fee-for-service basis.

RECOMMENDATION 23 _____ **92**

The Committee recommends that the NGO Service Delivery Working Group consults with non-government service providers about the sector's technological requirements into the future.

RECOMMENDATION 24 _____ **92**

The Committee recommends that as part of the consultation and planning process, the Department of Premier and Cabinet develops a suite of software packages for non-government human service providers. This software should be designed to integrate information sharing, service coordination and cooperation, and monitoring, reporting and compliance.

RECOMMENDATION 25 _____ **92**

The Committee recommends that software development take account of existing systems as identified to the Committee and the enhanced information technology systems recently implemented. It should also incorporate the lessons of other comparable jurisdictions that have invested in integrated technology.