



MEDIA RELEASE

INQUIRY INTO OUTSOURCING COMMUNITY SERVICE DELIVERY

The Legislative Assembly Committee on Community Services is commencing a review into the devolution and outsourcing of housing, disability and home care services from the Government to the non-Government sector. The terms of reference are attached.

In announcing the Inquiry, the Chair of the Community Services Committee, Mr Kevin Anderson MP, Member for Tamworth, said: "The non-Government sector is playing an increasingly important role in the delivery of housing, disability and home care services to the people of New South Wales. This is part of an evolving and growing trend in the delivery of support services traditionally provided by Government."

"The Committee is focussing specifically on the extent to which this process is appropriately managed, that probity and accountability mechanisms are in place to monitor service providers and to ensure that organisations are delivering quality services to their clients. It is essential that the Government and those receiving the services provided have confidence in the integrity and performance of the system and that current models of delivery provide optimal outcomes for all", Mr Anderson continued.

"Other issues to be considered by the Inquiry include strategies to assist local providers to improve service delivery and to increase cost effectiveness", Mr Anderson concluded.

Submissions are requested by 27 April 2012, anticipating the calling of further evidence at public hearings to be conducted shortly thereafter.

All written submissions should be forwarded to: The Community Services Committee, Parliament House, Macquarie Street, SYDNEY NSW 2000. Alternatively, submissions may be submitted electronically to: communityservices@parliament.nsw.gov.au

Further information can be obtained by visiting the Committee website at <http://www.parliament.nsw.gov.au/communityservices> or by contacting Mr Kevin Anderson MP, Chairman, on (02) 6766 1422 or Mr Bjarne Nordin, Inquiry Manager, on (02) 9230 2843.

6 March 2012



Inquiry into Outsourcing Service Delivery

Terms of Reference

That the Committee inquires into and reports on the devolution and outsourcing of housing, disability and home care service delivery from the Government to the non-Government sector, with particular reference to:

- a) State Government processes, outcomes and impacts of transferring housing, disability and home care services from Government to non-Government agencies;
- b) The development of appropriate models to monitor and regulate service providers to ensure probity, accountability and funding mechanisms to provide quality assurance for clients;
- c) The development of appropriate levels of integration among service providers in rural and regional areas to ensure adequate levels of supply and delivery of services;
- d) Capability frameworks ensuring that community agencies are not overly burdened by regulatory constraints;
- e) Enhanced capacity building and social integration in the delivery of services by local providers;
- f) Future employment trends, expectations and pay equity for women employed in the non-Government sector;
- g) Incentives for private philanthropy in the funding of community services;
- h) The use of technology to improve service delivery and increase cost effectiveness;
- i) A comparison of the management and delivery of similar services in other jurisdictions; and
- j) Any other related matters.