

Submission

No 48

Outsourcing Community Service Delivery

Organisation: Inner and Eastern Sydney Migrant Interagency

Name: Mr Colin Rosenfield

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*Inner & Eastern Sydney
Migrant Interagency*

IESMI

23 April 2012

Mr Kevin Anderson MP
Chair
The Community Services Committee
Parliament House
Macquarie Street,
Sydney NSW 2000

Dear Mr Anderson

Re: Inquiry into Outsourcing Community Service Delivery

The Inner and Eastern Sydney Migrant Interagency (IESMI) is a well established interagency consisting of community workers, government departments and NGO agency representatives working in Eastern and Inner Sydney. It incorporates the five LGAs of Botany, Randwick, City of Sydney, Waverley and Woollahra. Membership currently numbers 100. The area that IESMI covers represents a great number of migrants from a diverse range of cultural backgrounds. The purpose of this forum is to disseminate information about community services, government programs and initiatives, discuss the impact of government policies and advocate on behalf of migrants and refugees in the area.

IESMI would like to submit the following comments for the consideration of the Committee, on the impact of outsourcing community services and the need for certain conditions to be in place.

- Small not for profit organisations, neighbourhood centres and ethno-specific organisations face a number of challenges to survive in a competitive funding environment, when competing for funds against large multi-national corporations, large national organisations, and corporate charities who can deliver more cost effective services but who do not necessarily provide the best quality or value services for our communities.
- The need to maintain and support smaller local services that are best placed to establish local networks and connections with community and ethnic groups and develop trust with client groups, which enable better engagement of hard to reach community groups.
- The need for established partnerships with and/or knowledge of local services to be demonstrated in the tender process, prior to successful tendering and not after large organisations have received funding.

Inner and Eastern Sydney Migrant Interagency (IESMI)
C/- Randwick City Council
30 Frances Street
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IESMI

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- The trend of sub contracting by large organisations (for profits and corporate charities) to smaller not for profits and ethno-specific organisations without any service development or capacity building of the smaller organisations. Partnerships with local organisations need to be costed and paid for if we want to maintain small organisations that have linkages and service ethnic communities. Without this pathway communities will not be accessed successfully.
 - The need for independently funded evaluation of services receiving government funds, to be included in the tender process, to ensure programs are being evaluated.
 - In order to maintain culturally responsive and appropriate services for our diverse communities, the main streaming of all service delivery is not considered the panacea for all programs. Smaller ethno specific organisations are often more responsive to the needs of marginalised and disadvantaged groups.
 - The need to ensure language and cultural aspects are considered in all tenders. Successful tenders should be required to demonstrate the cultural competencies of their staff or training programs in place to ensure the up skilling of staff.
 - Recognising there is not a one size fits all service delivery model.
 - The need for all for- profits and non- government organisations who receive government funding for public services to be reporting on access and equity outcomes and have key measures to report against.

Your consideration of the abovementioned points in your Committee's deliberations would be appreciated.

Yours sincerely

Colin Rosenfeld
On behalf of IESMI