



LEGISLATIVE COUNCIL

STANDING COMMITTEE ON SOCIAL ISSUES

## **MEDIA RELEASE**

### **Stronger together: Effective service coordination to overcome disadvantage**

#### **FOR IMMEDIATE RELEASE**

**11 December 2015**

The Upper House committee inquiring into service coordination in communities with high social needs has today tabled its report.

The inquiry was established to examine barriers and enablers to service coordination in New South Wales for both government and non-government service providers.

The Chair of the committee, the Hon Bronnie Taylor MLC, said, 'This inquiry has highlighted that there is still a long way to go to achieve effective service coordination to overcome disadvantage. We can do much more to make coordination easier, including encouraging better information sharing between agencies and collecting data on program outcomes, not just outputs. Activities to promote service coordination should also be required in all human services contracts between the government and non-government organisations.'

Mrs Taylor continued, 'Too often we lose sight of the individuals and communities we are trying to help. The committee's visits to Claymore, Mount Druitt and Bourke reminded us of the importance of service coordination to ensure that our children and vulnerable members of our community have the chance to reach their full potential and contribute to the prosperity of New South Wales.'

Mrs Taylor concluded, 'Importantly, service coordination does not require additional funding – we just need to make better use of the resources we already have. We are optimistic that our suite of recommendations will achieve better service coordination and a more holistic approach to addressing disadvantage across the state.'

A list of the committee's recommendations is attached. The report is available on the committee's website – [www.parliament.nsw.gov.au/socialissues](http://www.parliament.nsw.gov.au/socialissues)

-ENDS-

*For further comment please contact the Hon Bronnie Taylor MLC  
Committee Chair, on 9230 3795*

## Summary of recommendations

- Recommendation 1** 23
- That the NSW Government develop a website that details the human services provided by both the government and non-government sector within particular geographic areas, and the eligibility requirements for the service.
- Recommendation 2** 32
- That the NSW Government introduce key performance indicators for Secretaries of all government agencies that encourage collaboration, planning, co-design and alignment of outcomes in human services programs delivered by government and non-government agencies.
- Recommendation 3** 32
- That the NSW Government implement a requirement in human service funding contracts to collect and measure data on program outcomes.
- Recommendation 4** 33
- That the NSW Government include a process for community consultation at the design and evaluation stage that involves those who live in the targeted areas:
- for human service programs delivered by the government and
  - as part of funding agreements for non-government organisations contracted to deliver human services on behalf of the government.
- Recommendation 5** 33
- That the NSW Government on at least an annual basis, and preferably more frequently, publish de-identified data, at both an aggregated and disaggregated level, from the Data Analytics Centre similar to the approach taken by Community Indicators Victoria.
- Recommendation 6** 33
- That the NSW Government investigate the ability of the data sets released from the Data Analytics Centre to be used for research and other purposes.
- Recommendation 7** 46
- That the Privacy Commissioner develop guidelines for both government and non-government organisations on appropriate information handling and information sharing, including information on how organisations can meet their obligations under the privacy framework when contracted to deliver services on behalf of the NSW Government.
- Recommendation 8** 46
- That the NSW Government:
- establish the Privacy Commissioner as a central point of coordination with other bodies within the privacy field, both within New South Wales and federally
  - fund the Privacy Commissioner to assist in the development, implementation, training and oversight of adherence to the guidelines proposed in Recommendation 7.

- Recommendation 9** 46  
That the NSW Government require the Secretaries of all government agencies involved in the delivery of human services to enter into memorandums of understanding on information sharing practices.
- Recommendation 10** 51  
That the NSW Government undertake a review of the competitive tendering process for human services that:
- examines best practice models in other jurisdictions, particularly those that facilitate co-design, collaboration and joint tendering, and
  - includes consultation with non-government service providers.
- Recommendation 11** 57  
That the NSW Government increase funding periods to a minimum of five years for human service providers, with the opportunity for an extension beyond this time.
- Recommendation 12** 57  
That the NSW Government allow longer lead-times in tender preparation to encourage joint tenders from human service providers.
- Recommendation 13** 57  
That the NSW Government:
- mandate that a percentage of the value of human service contracts is targeted to undertake service coordination, and
  - develop a key performance indicator to measure coordination and collaboration.
- Recommendation 14** 64  
That the NSW Government establish One Place Service Centres in communities with high social needs across New South Wales, with a particular focus on Brewarrina, Claymore, Lightning Ridge, Walgett, Wilcannia and Windale, the locations identified by the *Dropping off the Edge 2015* report as experiencing complex, concentrated and persistent disadvantage.
- Recommendation 15** 65  
That the NSW Government evaluate the co-design approach being pursued on the Central Coast, with a view to utilising co-design in other geographic areas across New South Wales.
- Recommendation 16** 65  
That the NSW Government engage in collaborative planning and funding allocation for all specific geographic areas that have communities with high social needs.
- Recommendation 17** 69  
That the NSW Government:
- provide an additional five years of funding to the Maranguka Initiative, Bourke
  - provide an additional five years of funding to The Hive, Mount Druitt
  - nominate an additional five areas of high social needs in New South Wales to trial The Hive approach to service coordination, including in Claymore and in three regional and rural areas.

**Recommendation 18**

**77**

That the NSW Government support the establishment of a national Centre for Community Strengthening and Program Evaluation, together with linked state and territory counterparts.

**Recommendation 19**

**77**

That the NSW Government establish a state-based Centre for Community Strengthening and Program Evaluation, with the centre empowered to allocate funding for service coordination to backbone organisations.