

## **Productivity Commission Inquiry into the increased application of competition, contestability and informed user choice to human services**

I have worked in a NFP day support service for 19 years supporting some 50 + people over this time - some I know more about than my own family having been in their lives for so long. Support involves many life events, many intimate details become known and thus as an advocate their requirements are put forward.

've already seen the evidence of what happens when an organisation becomes too big and cumbersome - it detracts from the actual services it is there to provide. More and more funds are utilised in providing behind the scenes administration and compliance rather than creating opportunities for people to have a better quality lifestyle and training. Transport is of particular importance yet this is barely provided but in basic measure with incorrect vehicles that do not cater to peoples needs or requirements.

Should social and community services be open to private providers to tender for government funding I see the NFP's becoming even less able to provide services.

Not-for profits are better placed to deliver community services (e.g. connected to the community) as long as they remain small and intimate for customers - this also allows for competition particularly within NDIS.

There already is uncertainty that constant tendering and competition between providers creates which becomes evident in service provision and subsequently its impact on the people being supported.

I already see the impact of more competition in the sector on myself and my colleagues (e.g. stress & burnout, less permanent jobs, impact on the people we support particularly when workers left the sector).

If this is already happening what good can introducing more competition do???