

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

As the Executive Office of a medium sized welfare and family support service in Western Sydney I would like to advocate strongly that there is no place in the delivery of community based services to vulnerable and disadvantaged people by 'for- profit' providers.

This service has been serving our community for over 25 years and in that time have supported thousands of people using a variety of interventions and support mechanisms. We are both experienced and highly qualified in the delivery of services to the community and well able to speak to this inquiry.

As a not for Profit NGO we plough every cent of funding and every cent of community add on- via financial and time and goods donations back into our community. There is no waste and there is significant amounts of goodwill which translates into extra support and services generated because we are not for profit. We operate frugally and stretch every dollar to ensure that our clients and community receive the highest quality service. The very nature of a for profit organisation is to make savings to generate a profit- not to make savings to provide enhanced services to clients.

The main game is the quality outcome for the client by ensuring the correct motivation for the service and the correct level of service delivery. the employment of highly experienced and qualified workers is essential to the delivery of quality outcomes. this service ensures that while we recognise and nurture potential in workers , we also strive for a solid base of experience that ensures quality. we invest in our staff through clinical supervision and quality professional development. Where would the incentive be for this to happen when a profit is the only motive.

We are strictly controlled by our contractual arrangements in service delivery and we have tight budgetary controls in place. We are professional in every aspect of our organisation and we know and are trusted by the people and communities that we serve. Because we are embedded in community and consult and partner with them we can make educated and informed decisions about service delivery so that needs are identified and responded to.

Could a for profit organisation do this- possibly- would they- absolutely not. There is no reason to expend money that could go into profits if that is their motive.

the non government NFP sector is only concerned with service to the community and making every dollar count for that community.

I cannot imagine in what situation, a profit driven enterprise could come close to offering what NFP's have been delivering for many many years.