

25 July 2017

Human Services inquiry  
Productivity Commission  
Melbourne VIC 8003



**Re: Inquiry into Introducing Competition and Informed User Choice Into Human Services**

To whom it may concern:

Volunteering Australia writes to endorse the Community Council for Australia (CCA) submission to the Productivity Commission Inquiry into Introducing Competition and Informed User Choice Into Human Services.

The submission emphasises the need to clarify the goals of human services, service provision, performance and outcomes, and identifies the issues of market-based ideology to human services. This response has been prepared in coordination with CCA members and other organisations from the not-for-profit sector.

Volunteering Australia highlights draft recommendation 7.2 outlined in the draft report (below). In particular, that funding streams do not always facilitate the coordination of services, leaving vulnerable users to navigate a complex system with little support. Ample consideration should be given to the benefits of a diversity of service providers (for example Volunteer-Involving Organisations and Volunteering Support Services), to provide supports to improve the outcomes for service users.

**Draft Recommendation 7.2**

*The Australian, State and Territory Governments should adjust provider selection processes in family and community services to reflect the importance of achieving outcomes for service users. Governments should:*

- *design selection criteria that focus on the ability of service providers to improve outcomes for service users*
- *not discriminate on the basis of organisational type (for-profit, not-for-profit and mutual for example)*
- *allow sufficient time for providers to prepare considered responses (including the development of integrated bids across related services).*

To read the Community Council for Australia submission on Reforms to Human Services please view the attachment.

Volunteering Australia is the peak body for volunteering working to advance volunteering in the Australian community. Our mission is to lead, strengthen, promote and celebrate volunteering in Australia. We work collectively with the seven State and Territory volunteering peak bodies to deliver national, state and local volunteering programs and initiatives in accordance with the Government's priorities.

Volunteering Australia is happy to provide further information on the matters raised above. To discuss this further please contact Ms Lavanya Kala, Policy and Communications Coordinator at Volunteering Australia

Yours sincerely

Ms Adrienne Picone  
Chief Executive Officer  
Volunteering Australia