

Community Southwest submits the following comments for consideration.

Measuring the contribution of the Not for Profit

We recognise the need for a standardized approach to measuring service value and would be pleased to see a simple easy to manage process established. Our members share concerns that any system that attempts to place financial value on outcomes and impacts will require considerable inputs from within the organisation, which are seldom funded effectively to undertake a meaningful measuring process.

From our viewpoint, if measurement of outcomes is desired (and we believe that it is desirable if it can be cost efficient) we really need to measure the outcomes generated both directly and indirectly by our members. By indirect we consider the benefits the family receives as a consequence of NfP care/support/guidance. The ability of a carer to return to work is such an example of indirect family benefits.

Enhancing efficiency and effectiveness

Opportunities exist within the NfP sector, through alliances such as Community Southwest Ltd, to establish efficiencies through common training, HR, IT and purchasing processes. CSW recognises that trust needs to be developed between the respective alliance members to ensure common issues can be addressed.

An example of a current issue faced by all organisations is the need to meet the compliance standards (and in some cases ISO) required from funding bodies or their respective Boards of Governance. A common source is often found where peak bodies exist however a substantial number of NfP do not have the benefit of a peak body to support them.

Government should encourage and support these alliances as they have the potential to reduce risk, increase efficiency and enhance networking and personal development opportunities amongst participant NfP organisations within the alliance.

Delivery of Government Funded Services

- **Trends in Government funding and service delivery**
- **Arrangements for Government Funded Service Delivery**

We would recommend that an organisation should be seen as a deliverer of "Government Funded Services" only when the funding is made available on a recurrent basis.

Trends and Developments

Our members note the potential difficulties that will arise when the “baby boomer” carers, as a result of their age, will be unable to attend to their family members. This will have (or is already having) an impact on demand for services provided by government funded organisations and other organisations that rely on the volunteer sector. Whether recent changes to retirement age policy have any detrimental or positive benefits for the sector and this issue in particular should be explored and if necessary a plan to address the issues initiated.