

Contribution of the Not For Profit Sector

2 – Measuring the contribution of the not for profit sector

The nature of the contribution of not for profit organisations

Not for profit organisations are working closer to the clients and have the distance from government which many consumers prefer.

Being a not for profit organisation allows independence. QADA can report systemic matters / trends / issues back to government, without the requirement of providing clients personal details.

3 - Enhancing the efficiency and effectiveness of the not for profit sector

Access to Human Resources

Like their NFP peers QADA acknowledges the difficulty in attracting and retaining staff due to pay disparities between the government and not for profit sectors. Due to this disparity QADA generally relies on recruiting staff that are in the sector for personal fulfilment rather than financial reward.

Due to staff turnover significant resources and management time are spent recruiting and training new staff.

QADA incorporates the following strategies to try to manage this issue;

- Offers a family friendly workplace
- The option of part time hours / flexibility with hours
- An organisational structure that offers a career path to staff
- The opportunity to work from home on occasion

QADA also offers an above award rate and salary sacrificing to boost the income of staff.

QADA partners with other community service organisations for the best utilisation of resources, particularly in regional areas where QADA is located. This includes co location of offices and the sharing of administration staff.

In the past QADA has utilised different methods of engagement including student placements and currently has 2 volunteers.

Capacity to innovate and use resources to best effect

QADA looks for innovative ways of delivering outputs, including the current trialling of a project in conjunction with Griffith University. This involves students using an alternative delivery method to provide information sessions to its target client base.

4 – Service Delivery

Arrangements for government funded service delivery

QADA receives state and federal funding. Unfortunately this funding does not currently meet QADA's actual outputs. QADA continually looks for other funding sources. Writing funding submissions can be very time consuming and resource intensive with no guaranteed outcome for the service.

The time span from applying for funding till actually receiving the funding can often be lengthy. This uncertainty make future planning difficult especially when funding rounds overlap and the outcome of the first funding application is not known.

5 – Trends and developments

Most NFP organisations are servicing extremely vulnerable and disenfranchised members of the community. These numbers continue to increase which places stress on already overloaded services. Consumers often do not get the level of service or support they need.

Enquiries regarding QADA's services are rapidly increasing every year. This is due to several factors;

- QADA has expanded its services
- An increase in staff numbers and increased awareness raising targets which has seen a greater exposure and awareness of QADA's services with QADA's target base
- Ageing population – more people receiving services

This increase has been very apparent in rural and remote areas with QADA having a greater exposure in these areas. In addition people from different cultural backgrounds find it difficult to access services. The language barrier especially for older people increases further isolating this group of people.