

## Meet the Consultants - integrated Finance and Performance Framework

Riley & Riley, Strategy Advisers, are currently developing an Integrated Finance and Performance Framework for the effective delivery of funding to Community Sector Organisations that deliver services to the community on behalf of the Department of Health and Human Services (DHHS). A new Integrated Finance and Performance Framework will be in place for the 2009-10 financial year.

The Framework will:

- specify the principles and processes of administration, monitoring, performance management and acquittal of grants;
- set out the roles and responsibilities of key stakeholders including the Office for the Community Sector, Community Sector Organisations and DHHS Operational Units; and
- include processes for the application, assessment, selection and funding of grants and the monitoring and review of performance.

Riley & Riley staff are working closely with both Government and non-government stakeholders. They are keen to explain the purpose of the Framework to representatives from Community Sector Organisations, and to listen to their needs and expectations concerning the Framework.

Kevin Riley, Director, Riley & Riley, and two senior consultants, Debbie Sadler and Caitlin Byrne, will be available to discuss the Framework during the TasCOSS Conference. Make sure you visit the DHHS booth to arrange an appointment.

### Peak Body Review

In addition, the Office for the Community Sector has commenced a review of Peak Body services. The aim of this review is to provide a status report on current DHHS funded bodies that identify as peaks, and develop a comprehensive framework that will allow the DHHS to ensure Tasmania has contemporary and optimal community sector peak body representation.

Michelle Strickland from 3P Consulting is undertaking this work and will be available to speak to at the OCS booth during the TasCOSS Conference.



Contact Details:  
Plaza Level, Block 1, 188 Collins Street  
Hobart 7000 Tasmania  
Telephone (03) 6233 8533  
GPO Box 125  
HOBART TAS 7001  
[www.communityexpress.dhhs.tas.gov.au](http://www.communityexpress.dhhs.tas.gov.au)

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Office for the  
Community Sector



## Strategic Development

The Strategic Development Unit's key function is to facilitate the development of enablers that contribute to building capacity and sustainability in the Community Sector.

Chief among these tasks was the development of an overarching framework (the Strategic Plan) to support the reform process, inform future service delivery, and clarify and strengthen relationships between Government and non-government organisations.

The Department of Health and Human Services Strategic Plan for the community sector was launched on 22 October 2008 by the Human Services Minister, Lin Thorp, MLC. The Plan provides the strategic framework to support the development of the community sector, to assist with the goal of working across Government and the non-government sector to develop more sustainable and effective services.

To further this aim, DHHS is commencing discussions regarding the development of a Compact Agreement with the Sector and it is proposed to have one in place by June 2009.

Vital to the success of the reform process is developing a new way of communicating between Government and the Community Sector. A comprehensive communication strategy is being developed and will be progressively implemented. A major component of this strategy is the development of a new website primarily for use by the Community Sector.

The new internet site – **communityExpress** will be promoted at the TasCOSS conference. A beta site will be up and running at the Conference and your input is being sought. Tell us what you think. Make the site yours.

Enquiries are welcome and can be directed to:

**Robert Gavin**  
**Manager Strategic Development**  
**Office for the Community Sector**  
**Ph: 6233 8512**

Email: [robert.gavin@dhhs.tas.gov.au](mailto:robert.gavin@dhhs.tas.gov.au)

## Quality and Safety

For several months, the Office for the Community Sector Quality and Safety Unit has been developing a Quality and Safety Standards Framework for Tasmania's community sector. The Standards Framework will capture all community sector organisations and services funded by the DHHS in a quality improvement program, to improve the quality of service delivery and associated consumer outcomes.

The proposed Standards Framework has posed many challenges in its development because of the unique demographics of Tasmania and the diversity of our community sector. While it has been very beneficial to learn of the models and frameworks of other states and territories, the important challenge for the Office for the Community Sector has been to ensure that Tasmania's Quality and Safety Standards Framework will be suitable for Tasmania's community sector.

In September 2008, the Office for the Community Sector, released the first consultation paper "*Quality and Safety Standards Framework for Tasmania's Community Sector ... A Proposed Way Forward*".

Throughout September and October a number of consultation forums were held around the State to provide the opportunity for all of our community sector organisations and programs to discuss the proposed Standards Framework and provide feedback. The Quality and Safety Unit is also attending a number of individual meetings with organisations and individuals, and welcomes written feedback. The first round of consultation ends on 31 October.

The consultation paper can be located on the DHHS Website, or on *communityExpress*. Copies of the paper will also be available at the TasCOSS conference.

Enquiries are welcome and can be directed to:

**Liz O'Malley**  
**Manager Quality and Safety**  
**Office for the Community Sector**  
**Ph: 6336 2207**

Email: [elizabeth.omalley@dhhs.ts.gov.au](mailto:elizabeth.omalley@dhhs.ts.gov.au)

## Finance and Performance

The Finance and Performance Unit provides the operational framework for the management of the grant funding process to community organisations, and is responsible for the administration of service agreements with community organisations including preparation of agreements, processing of grant payments and monitoring financial compliance with the terms of the service agreement.

This financial year Finance and Performance will, on behalf of the Department of Health and Human Services, provide grant funding of \$151 million under its Central Grants Program to over 230 independent Community Sector Organisations to assist in providing over 440 separate services to the community.

The Finance and Performance Unit administers funding to community organisations through a number of programs, including:

- Supported Accommodation Assistance Program (SAAP);
- Disability Services;
- Home & Community Care (HACC);
- Mental Health Services;
- Palliative Care Services;
- Population Health;
- Alcohol and Drugs Services;
- Primary Health;
- Neighbourhood Houses
- Family Support Services;
- Community Support; and
- Youth Health

In addition Finance and Performance is responsible for the administration of the:

- Heating Allowance Scheme; and
- Community Services Activity Agreement with Aurora Energy for the provision of electricity concessions.

Enquiries are welcome and can be directed to:

**Ulo Raabus**  
**Manager Finance and Performance**  
**Office for the Community Sector**  
**Ph: 6233 7847**

Email: [ulo.raabus@dhhs.tas.gov.au](mailto:ulo.raabus@dhhs.tas.gov.au)