

# Community Sector Investment Fund

Update No.2, August 2004

## Message from the Advisory Committee

Previous CSIF newsletter #1 contents:

- introduction to CSIF
- CSIF advisory committee
- immediate action you can take

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- CSIF priorities
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## CSIF Priorities

The CSIF Advisory Committee has identified a number of priorities for the \$7 million Community Sector Investment Fund:

- Industry or sector planning
- Workforce: recruitment and retention
- Work health, occupational health & safety (OH&S) and WorkCover
- Information, IT and Telecommunications
- Administrative efficiency

In considering possible projects in these areas, the Committee is committed to:

- Recognising the differences between Community Sector Organisations (CSOs), government and business
- Acknowledging that CSOs are independent entities and responsible for their own governance
- Ensuring that participation is voluntary
- Acknowledging that DHS, CSOs and peak bodies share a responsibility to strive for efficiency in quality service delivery
- Seeking CSO input into the process

The Advisory Committee has responsibility for providing advice to the Minister for Community Services about how the CSIF funding can best be used. Administration of the proposed projects is the responsibility of the Department of Human Services in consultation with the Community Sector. These relationships are set out in Figure 1 below.

The CSIF will be used to:

- fund one-off projects in 2004-05 to bring about sector specific improvements or innovations that can be applied across the sector

- support initiatives that enhance the capacity and sustainability of the sector to deliver services
- support workforce development, particularly in relation to recruitment and retention.

In order to test the Advisory Committee's ideas and to obtain input and suggestions from CSOs a series of Stakeholder Communication and Input Sessions are being held around the State in July and August 2004.

## Stakeholder Communication and Input Sessions

A number of Stakeholder Communication and Input Sessions have already been held. Preliminary feedback from these sessions suggests that there is strong support amongst CSOs for the identified priority areas as outlined above.

CSOs have also expressed interest in the range of actions that can be taken immediately to achieve the sustainability of the Community Services Sector (see update in this newsletter).

In addition the sessions have generated a number of new and innovative ideas about how the sustainability of the Community Services Sector can be improved.

A few examples of such ideas include:

- Access to on-line training opportunities
- Improved sharing of information both between

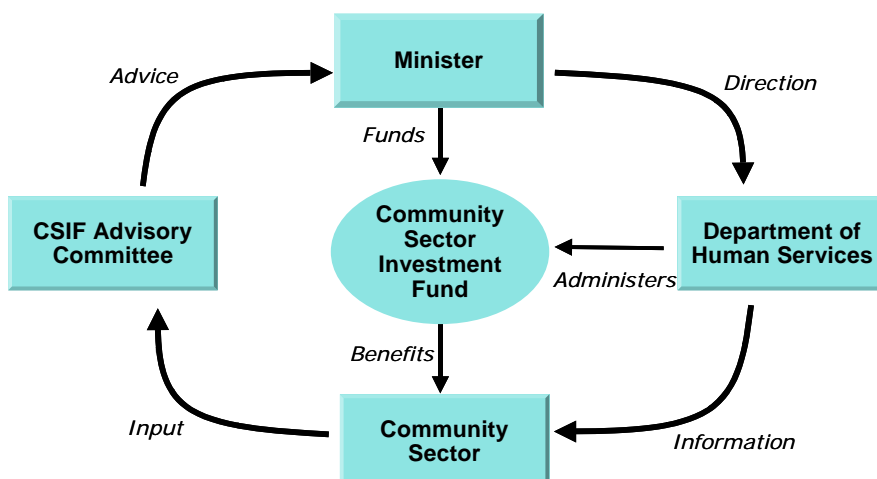


Figure 1. CSIF Process Map

- CSOs and between DHS and CSOs
- Access to specialist HR support/expertise for small organisations

Many CSOs have also found the sessions valuable for the opportunity to share ideas and learn of the savings other organisations have made through the use of innovative solutions or through accessing available subsidies or exemptions.

The Advisory Committee is grateful to all those who have attended sessions and provided their input and expertise.

## Identified CSIF Projects

The Advisory Committee is seeking comment from CSOs on five projects that have been identified.

### ***Shared 'back office' and support services***

This project aims to find practical ways to reduce the administrative burden on CSOs.

In order to do this, the project will consider the use of shared contracts and collaborative CSO networks. The initial focus will be on payroll and related HR activities. Appropriate business models will be trialled with CSOs on a voluntary basis.

### ***WorkCover Claims Management***

The objective of this project is to contribute to the development of a more effective and efficient claims management process.

A strong focus will be on improved return to work practices in addition to improved access to a skilled claims management agent(s).

This will include the development of industry specific claims management knowledge and expertise.

### ***Industry Vehicle Acquisition and Fleet Management***

This project is intended to improve CSO access to value for money vehicle acquisition and fleet management.

The project will clarify issues associated with novated leasing and access to government contracts.

In addition best practice options for fleet management will be identified including examination of any tax and financial implications.

### ***OH&S Strategies***

This project aims to enhance OH&S practice in the Community Services Sector and to lead to reduced incidents and associated costs.

### ***Workforce Strategies***

This project aims to improve recruitment and retention of staff in CSOs.

*Note:* both the OH&S and Workforce Strategies are currently being further developed and refined by the Advisory Committee.

CSOs who were unable to attend a CSIF information session may comment on these proposals via email to [csif@dhs.vic.gov.au](mailto:csif@dhs.vic.gov.au).

## Sector Ideas for Innovation

In addition to comments on the proposed projects, the CSIF Advisory Committee is seeking ideas from CSOs on how the viability and sustainability of the Community Services Sector

can be maintained and improved.

The CSIF Advisory Committee is interested in ideas which:

- are consistent with the CSIF objectives
- demonstrate innovation in delivering efficiencies and viability
- can be beneficial for the broader Community Services Sector
- are low cost or cost neutral in the long term

### ***How to contribute ideas***

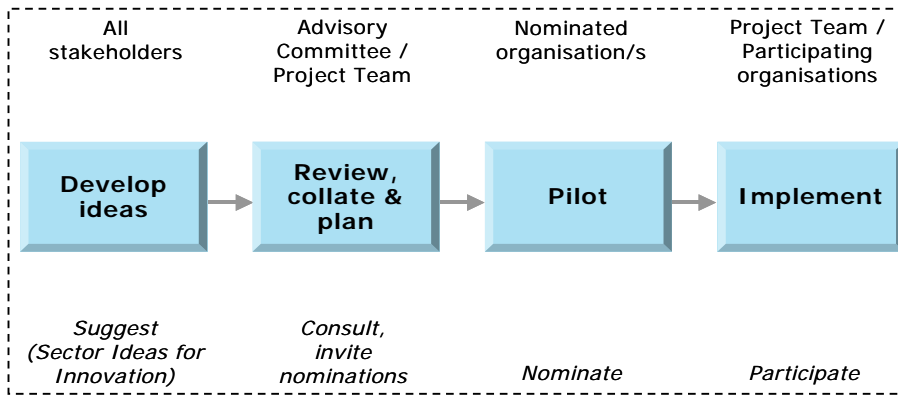
A proforma has been developed to assist CSOs with relevant ideas to present these to the Advisory Committee.

The Advisory Committee asks that all ideas be forwarded by 30 August 2004. This will allow time for the Committee to review all ideas to determine those which will be further investigated or developed.

CSOs are encouraged to present ideas even where the organisation does not have the capacity to advance the project.

In some cases the Advisory Committee may make recommendations to the Minister for Community Services to grant funding to CSOs for the development or implementation of ideas.

**Figure 2. CSIF Ideas Development**



Alternatively, the Committee may recommend that DHS develop the idea or project internally or with the assistance of a third party.

A copy of the proforma for *Sector Ideas for Innovation* is included with this newsletter. An electronic form is also available on the CSIF website [www.dhs.vic.gov.au/pdpd/csif](http://www.dhs.vic.gov.au/pdpd/csif)

It should be noted that the proforma is not a form for CSOs to make an application for funding. It is a method for communicating ideas to the CSIF Advisory Committee.

Completed proformas can be submitted by:

**FAX:** Sector Ideas for Innovation (03) 9616 8393

**EMAIL:** [csif@dhs.vic.gov.au](mailto:csif@dhs.vic.gov.au)

**MAIL:** CSIF Project Team  
Level 5/555 Collins Street  
Melbourne 3000

A member of the CSIF project team may make contact to clarify ideas or seek further information.

When Ministerial endorsement of the Advisory Committee's recommendations has been obtained, CSOs will be advised of the projects to proceed. It is likely that projects will be piloted in the initial phase with successful projects to be implemented on a broader scale in 2005.

### Update on action that the Community Sector Organisations can take now

In the initial CSIF Newsletter, a number of actions CSOs could take immediately to potentially create efficiencies were identified.

These included:

- access to state government contracts for fuel and associated products (through Shell Australia), stationery and IT products
- available WorkCover premium discounts for advance payments
- access to free OH&S advice through WorkSafe.

Details of these opportunities can be found on the CSIF website [www.dhs.vic.gov.au/pdpd/csif](http://www.dhs.vic.gov.au/pdpd/csif)

In response to requests from CSOs, arrangements have now been made for CSOs to also access the Government contract for fuel and related products through Caltex Australia in areas where Shell Australia does not have a retail outlet.

Details on how to access the Caltex contract are available on the website: [www.dhs.vic.gov.au/pdpd/csif](http://www.dhs.vic.gov.au/pdpd/csif)

Additional work is also underway to investigate the possibility of CSOs accessing a

range of other Government contracts including:

- IT support
- EC4P (on-line purchasing)
- Training
- Maintenance & Cleaning
- Utilities
- Security services



**Mr. Telmo Languiller** (Joint Chair, CSIF Advisory Committee)  
Parliamentary Secretary for Community Services

**Mr. Bob Stensholt** (Joint Chair, CSIF Advisory Committee)  
Parliamentary Secretary for Treasury & Finance

## CSIF Frequently Asked Questions

### Q: What is the purpose of the CSIF?

**A:** The \$7 million CSIF was established as a one-off fund to invest in initiatives and infrastructure that benefit Victoria's Community Services Sector. The CSIF will be used to:

- fund sector specific improvements or innovations that can be applied across the sector
- support initiatives that enhance the capacity and sustainability of the sector to deliver services
- support workforce development, particularly in relation to recruitment and retention

### Q: What services/ programs are covered by the CSIF?

**A:** The CSIF covers community service organisations (CSOs) in the areas of:

- Community Care
- Disability Services
- Housing Assistance
- Alcohol and Drug Services
- Palliative Care
- Home and Community Care (HACC)
- Psychiatric Disability Support Services

### Q: Can CSOs apply to the CSIF for a grant?

**A:** The CSIF will not have a grants or funding application process. The \$7 million allocated to the CSIF will be targeted towards projects endorsed by the Minister for

Community Services. Priority will be given to projects that benefit many organisations. Non-government CSOs may be invited to nominate to participate in pilot projects as part of the CSIF initiative. At the completion of these pilot projects, broader implementation of successful initiatives may be funded from the CSIF.

The Advisory Committee is interested in ideas from the Community Services Sector on how the CSIF allocation can be best used. (See *Sector Ideas for Innovation*)

### Q: How will CSOs benefit from the CSIF?

**A:** It is anticipated that a key output of the CSIF will be a series of projects targeted at supporting CSO viability and capacity. Priority will be given to projects that are able to support or assist many organisations. CSOs will potentially benefit via:

- reduced operating costs
- increased administrative efficiency
- improvements in work health practice
- improvements in staff recruitment and retention
- better access to information resources

### Q: Will the CSIF provide capital grants?

**A:** The CSIF will not be utilised to provide grants for capital or major information technology investment.

### Q: What is the role of the CSIF Advisory Committee?

**A:** The CSIF Advisory Committee was established to provide advice to the Minister for Community Services on areas and priorities for improving service capacity in the Community Services Sector.

The focus of the Advisory Committee group is to identify opportunities for improving the efficiency and sustainability of Community Service organisations.

The Advisory Committee does not have a direct role in the allocation of funds.

### Q: What are the timelines associated with the CSIF?

**A:** Stakeholder Communication and Input Sessions are currently being held throughout the State and are due to be completed by August 2004.

Over the same period, the Advisory Committee are seeking Sector Ideas for Innovation.

It is expected that the Advisory Committee will present final recommendations to the Minister for Community Services in October 2004. Details of specific projects will be provided to CSOs following the Minister's consideration of the recommendations

It is anticipated that pilot projects will commence towards the end of 2004, with rollout of successful projects across the state to occur in 2005.