



DSS Grants – A New Way of Working

The Department of Social Services is implementing a new way of working for grants, including new grant programmes that are better suited to what communities want and need. This is a single, coherent structure, streamlining 18 discretionary grant programmes into seven. Simplifying grant programmes will promote greater community input and flexibility to drive local solutions to local problems.

Former Programme Structure

- Outcome 1**
1.1 Family Support
- Outcome 2**
2.1 Housing Assistance and Homelessness Prevention
 - Home Advice
 - Reconnect
- Outcome 3**
3.1 Financial Management
3.2 Community Investment
3.7 Civil Society and Volunteering
- Outcome 4**
4.2 Allowances, Concessions and Services for Seniors
 - Broadband for Seniors
- Outcome 5**
5.5 Support for Carers
 - MyTime Peer Support Groups
- Outcome 6**
6.1 Gender Equality for Women
 - Support for Trafficked People
 - Women's Safety Agenda
 - Other Services – Services for Other Entities and Trust Moneys
- Outcome 9**
9.1 Settlement Services for Migrants and Refugees
 - Settlement Services
- Outcome 10**
10.1 Multicultural Services

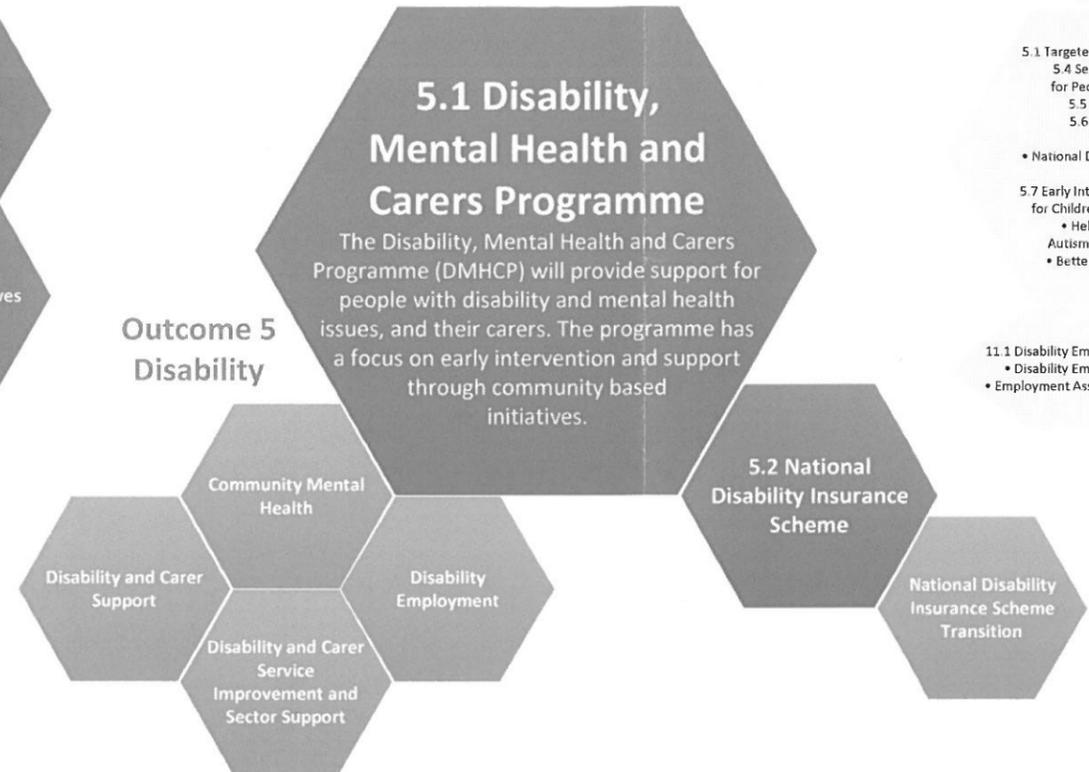
Former Programme Structure

- Outcome 5**
5.1 Targeted Community Care
5.4 Services and Support for People with Disability
5.5 Support for Carers
5.6 National Disability Insurance Scheme
 - National Disability Advocacy Programme
- 5.7 Early Intervention Services for Children with a Disability
 - Helping Children with Autism Early Intervention
 - Better Start for Children with Disability
- Outcome 11**
11.1 Disability Employment Services
 - Disability Employment Services
 - Employment Assistance and Other Services

**Outcome 2
Families and Communities**



**Outcome 5
Disability**



**Outcome 3
Ageing and Aged Care**

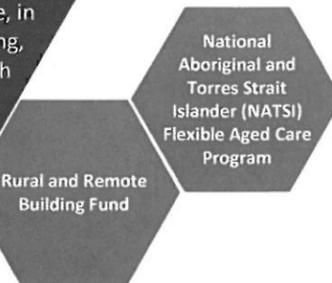
Ageing and Aged Care have already undergone reform processes, and as such, the programmes remain unchanged.

3.5 Workforce and Quality Programme

The Workforce and Quality Programme aims to ensure the availability of a skilled workforce, empower consumers and ensure a high quality of care to recipients of aged care services.

3.6 Ageing and Service Improvement Programme

The Ageing and Service Improvement Programme enables better support for activities that promote healthy and active ageing, better response to existing and emerging challenges including dementia care and better support services targeting Aboriginal and Torres Strait Islander people and people from diverse backgrounds.

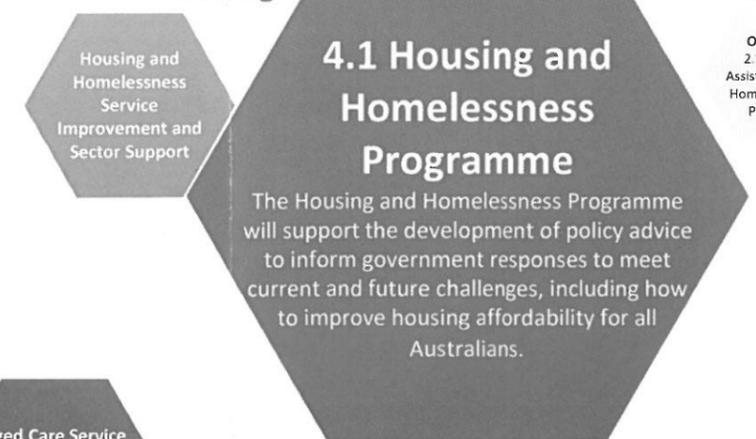


3.2 Home Support Programme

The Home Support Programme provides funding for basic maintenance, care and support services for older people and their carers who live in the community, respite and access to information for carers, and funds a range of allied health and therapy services. The programme also aims to assist financially disadvantaged older people in identifying services that can provide appropriate, sustainable and affordable housing and community care services.



**Outcome 4
Housing**



Former Programme Structure

- Outcome 2**
2.1 Housing Assistance and Homelessness Prevention

For more information on the new way of working, visit the DSS grants website at dss.gov.au/grants



DEPARTMENT OF SOCIAL SERVICES GRANTS – THE NEW WAY OF WORKING EXPLAINED

FROM JULY 2014

New Grant Programmes 18 programmes from five former departments have been brought together into seven new streamlined programmes. The seven streamlined programmes are:

- Families and Communities Programme
- Housing and Homelessness Programme
- Disability, Mental Health and Carers Programme
- Home Support Programme
- Residential and Flexible Care Programme
- Workforce and Quality Programme
- Ageing and Service Improvement Programme

Relationship

Building a more productive partnership with civil society

- Work more effectively with civil society organisations through streamlined arrangements.
- Reflect the way services are delivered in communities by more flexible arrangements.
- Recognises that many organisations deliver more than one service and allow funding allocation to reflect this.

Programmes

Progressive programmes

- Fewer and less prescriptive programme guidelines.
- Focused on outcomes not outputs.
- Programmes that promote integrated and coordinated service delivery.
- Supports providers to:
 - connect up services;
 - deliver more than one service;
 - commit to collaborating on a local basis with other providers
 - engage or fund smaller, local organisations to deliver a component of services;
 - respond more rapidly to emerging local needs;
 - work together to identify service priorities.
- Allows Government and service providers to shift resources to adapt to emerging issues / evidence.

Applications

Streamlined Applications

- Introduction of online applications.

Agreements

Simplified Agreements

- Continue to move to a single, top level agreement which covers all activities.
- Provide a single, concise source of contractual information.
- Reduce duplication and red tape for grant recipients.
- Significant reduction of clauses.
- Genuine negotiations.

Funding

Funding Certainty

- Five year grant agreements for successful applicants, where appropriate.
- Funding certainty allows service providers to undertake long term planning.
- Innovation funding:
 - Organisations may use up to 10 per cent of their funding for innovative projects (determined through grant agreement negotiations).

Reporting

Streamlined Performance, Financial and Governance Reporting

- Reduction in data items.
- A simple and easy to use IT tool (the DSS Data Exchange).
- Greater access to client outcome data.
- A partnership approach to reporting information about client outcomes.
- A single financial return covering all DSS activities replaces reports for each of funded activity.
- A new acquittal policy based on risk and proportionality.
- Online complaints and whistle blowing provisions:
 - Information is available through the DSS website.

WHAT THIS MEANS FOR SERVICE PROVIDERS (A CASE STUDY)

A current DSS service provider is funded to deliver six separate activities under three different programmes. As such, they manage:

- six individual grant agreements (each three years in length with funding amounts varying from \$300,000 to \$2,000,000);
- fulfil six different sets of reporting requirements; and
- need to submit six separate grant applications to be considered for future funding when those grants expire.

It is estimated that it takes a staff member on average 16 hours to complete a grant application and 6 hours to complete a single performance report¹. When these administrative tasks are repeated on a regular basis for each of the service provider's agreements, it means that vital resources are tied up in the management of grants instead of directly delivering services.

As a result of the Department's new way of working, this organisation will move towards a single agreement for these activities. The introduction of longer term grant agreements will also provide funding certainty, allow for forward planning and reduce the need to frequently re-apply for funding.

This organisation will also experience improved programme performance reporting that will reduce the total number of data items required and standardise the data items across programmes.

The new arrangements will increase flexibility in the way services are funded creating greater opportunities for innovation and collaboration to drive local solutions to local issues.

¹ Ryan C, Newton C and McGregor-Lowndes (2008). *How Long is a Piece of Red Tape? The Paperwork Reporting Cost of Government Grants*. The Australian Centre for Philanthropy and Nonprofit Studies, Queensland University of Technology.