



LOCAL GOVERNMENT Transitioning to the CHSP and the NDIS

OPPORTUNITIES

Maree O'Rourke

Executive Director Community Options Australia

resourcing community care

Our History

“NSW Community Options Project Inc.”

- Formed by a group of people in 1996 to advocate and support HACC funded case management
- Evolved into a State-wide Peak body – member driven
- Successful in developing innovative models of support in the community care sector i.e. packaged support
- Established Regional forums across NSW for service providers to engage, build their practice and interface with other social services in their areas

Today

“Community Options Australia Inc.”

- Representing and resourcing members
- Facilitating social care sector partnerships
- Training & practice development
- Organisational and sector development
- Research and innovation
- Budget holders for packaged care solutions



Opportunities

- It's not all doom and gloom
- The reforms have placed significant pressure on a community care sector that has been overstretched and in some cases neglected
- But good things are happening. They are happening because there are good foundations

If opportunity doesn't knock, build a door.

[Milton Berle](#)

Our Values...

Community Options exists to build a resilient, dynamic community care sector.

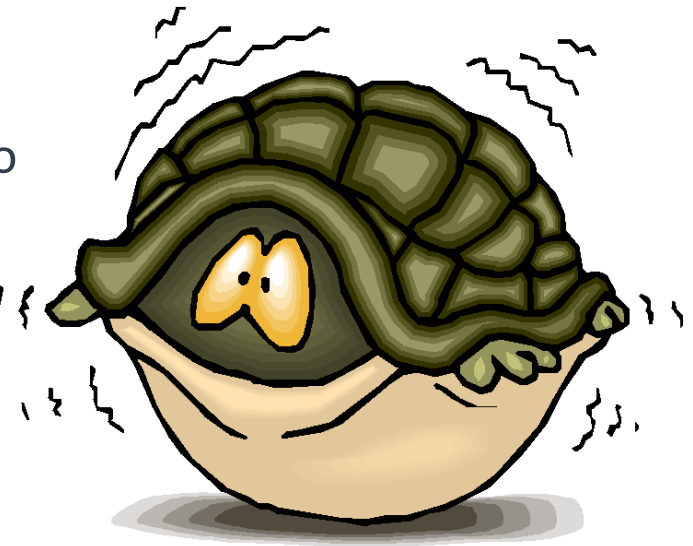
- We value people in their local communities
- Those who work in them
- And those whose live in them



What is happening in the community care sector?

- Customer expectations are changing
- Technology is impacting on the way services will be chosen and delivered
- For-profit agencies are seeing opportunities to build a business in social care
- Not-for-profit Boards are a little bewildered and are often not leading
- Some organisations are merging and

Government is changing the way it will fund community care.



What our members are saying?



- Under threat of not trading beyond June 30 2015
- Skilled and experienced staff are seeking other employment
- Managers are concerned that years of social investment, community development and networking will be lost
- Overloaded with information about the change but cannot conceptualise the impacts
- Market is changing but Government still play a significant part (not funding but in terms of monitoring and regulation)
- Local Government is important for the future – if not as a direct provider – then as a enabler or supporter

Strategic Collaboration- COA's Business Model

- Allows our sector to start building models in line with our values, purpose and impacts we want to achieve
- We have to resist the language that will bring us down...
- *“There is no such thing as a merger.....they are all takeovers”*
(Chairperson Small NFP, 2011)
- We have to find new ways of working together and
- We have to all play a role in building a strong and dynamic community care sector that includes government, NFP's and for-profits

What is COA doing?

- ***Collaborating*** with Members, other Peak organisations, Local government, NSW Health, Home and Community Care providers and for-profit businesses, sector development teams, Medicare Locals (PHN's) and inter-state agencies.
- We are collaborating on many areas including business reform, service design, delivery, capacity building and measuring impact



Our Social Franchise Model...

- *We are investing* in building a *social franchise model*
- *Offering an alternative* to “closing up shop” and or merging



The “Social Franchise Model”?

- Model provides an opportunity for LG to relinquish or to maintain their service with (possibly) less risks
- Keeps the diversity of service providers in the local area
- Ensures viability of smaller organisations
- Creates scale for small, local providers
- Maintains a skilled and robust workforce
- Values local presence and knowledge

Benefits of SF model

Compliance Support	Benefits for agency
Governance – advice, support & training	Minimise governance risks & still deliver services
Compliance & reporting frameworks	Removes responsibility and time invested
Quality Management	Benefits for agency
Provide range of quality management tools to assist with business	Quality confusing – enables agencies to understand quality and compliance
Staged pathway and offer of choice on how agency implements quality	Enables agency to move toward externally focused quality management framework and retain autonomy
Standardised quality of purposes of quality control	Validly apply for tenders & meet accredited quality system

Benefits of SF model

Systems and Processes	Benefits to agency
Provide set of tools or Standard Operating Procedures	Can focus on implementing not developing – add value to their service
Training & on-going support to implement and measure what agency does	Focus on service delivery with knowledge that systems and processes in place/staff skilled and supported
Economies of Scale	Benefits to agency
Opportunities to participate in State-wide initiative	Participate in funding rounds normally out of reach Adds viability
Representation of the industry	Focus on service delivery and access COA for info
Potential bulk-purchasing	Reduce costs in a resource-strapped environment

Opportunity 1

Social Franchise 2015-2017

- We are looking for 6 more partners to join us in the next stage
- This opportunity is good for those LG agencies thinking of relinquishing their direct service arm **OR** who believe and want to continue to play a role in community service provision

Opportunity 2

Connect with a COA Regional Forums

- We plan and deliver forums especially for community care providers in your region. These are focussed on developing skills, accessing the most contemporary information on policy and funding and building business models for the future.

www.communityoptions.net.au

Opportunity 3

National Conference

- Join 400 others on Monday 14th and Tuesday 15th September 2015 for

BEING HOME 2025: Aim, Believe Achieve