

ANALYSIS OF RESPONSES TO THE ELECTION SECTOR MANIFESTO SURVEY

5th AUGUST 2010

1. BASIC PRINCIPLE – the Contribution of the Not-for-Profit Sector

The following statement expresses the sentiment and main rationale underpinning the Productivity Commission's Report, Contribution of the Not-for-Profit Sector (February 2010), and the raft of recommendations it directs to the Australian, State and Territory Governments:

"Government strategies for promoting social inclusion, social innovation and community wellbeing are heavily dependent on a vibrant, efficient and effective Not for Profit sector."

Less than 2% of the respondents that expressed a view disagreed with this statement. Unsurprisingly those that have worked within the sector the longest had the highest proportion that agreed strongly with the statement (88%).

Respondent with long term involvement in sector: *"Governments of all shades have always been, somewhat pragmatically, dependent upon organisations like our not-for-profit one. It 'saves' them: a) lots of expenditure and b) the need to give governmental consideration to many fringe groups; and c) gives them many ideas for the occasional philanthropic statement or handout."*

Respondent with long term involvement in sector: *"Absolutely. The NFP sector works tirelessly for the whole community dealing with the issues that the mainstream society want to forget about such as: mental health, drug and alcohol abuse and rehab, aged care, carers, family violence, children's abuse and foster care support, parenting programs, sexual abuse, gambling, eating disorders, self mutilation, conflict resolution and negotiation for family dispute resolution ETC".*

Respondent with long term involvement in sector: *"Government alone cannot suitably respond to the needs of local communities and specialist communities (e.g. Youth, Disability etc)".*

Q1aX Vibrant sector needed for community wellbeing - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Strongly agree	Count	590	428	287	1305
	% within GROUP	87.8%	84.1%	80.8%	85.0%
Agree	Count	74	72	64	210
	% within GROUP	11.0%	14.1%	18.0%	13.7%
Disagree	Count	5	7	1	13
	% within GROUP	.7%	1.4%	.3%	.8%
Strongly disagree	Count	3	2	3	8
	% within GROUP	.4%	.4%	.8%	.5%
Total	Count	672	509	355	1536
	% within GROUP	100.0%	100.0%	100.0%	100.0%

2. ISSUE - NEW GOVERNMENT DEPARTMENT?

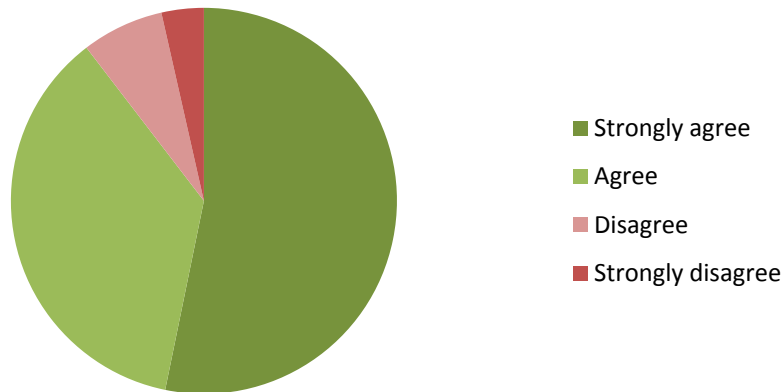
The Commission recommended that the Australian Government should establish an 'Office for Not-for-Profit Sector Engagement' to resource and coordinate the Government's work with the sector as a whole. Tasks for the Office identified by the Commission include: • implementing regulatory and other reforms and the implementation of the Government's Compact with the not-for-profit sector • improving the quality and comprehensiveness of information

about the sector • improving the effectiveness of community services • streamlining funding agreements • promoting social innovation • facilitating stronger community and business collaboration.

Q2: Should the Australian Government establish a specific department to be responsible for Not for Profit sector issues?

Almost 90% of the respondents agreed that the Government should establish a specific place within government to be responsible for sector issues. Unsurprisingly those that have worked within the sector the longest had the highest proportion that agreed strongly with the question (56%). Interestingly it was also this group that had the highest proportion that disagreed (12%).

Should the Australian Government establish a specific department to be responsible for Not for Profit sector issues? (% those who formed an opinion)



“This would help to focus Government's thinking and support for the Sector to achieve the kind of reforms recommended by the Productivity”.

“The development of a specific NFP Department would stop the double or even triple handling of scheduling, funding, managing, budgeting monitoring and duplicating of programs. It would expedite the delivery and networking of programs.”

“An "Office" is supported rather than a department - in my experience these can work across departments more effectively than setting up a new silo/department. The "Office" should be auspiced under another department with relevant links (i.e. human services not transport) and have a senior Cabinet Minister with the ear of PM as criteria.”

“Again, this should incorporate social enterprises where the aim is delivering social innovation as the NFP sector is only a part (albeit a large part) of the solution.”

Q2aX New Government Department - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Strongly agree	Count	332	246	158	736
	% within GROUP	55.8%	51.8%	50.5%	53.2%
Agree	Count	192	185	126	503
	% within GROUP	32.3%	38.9%	40.3%	36.4%
Disagree	Count	44	27	24	95
	% within GROUP	7.4%	5.7%	7.7%	6.9%
Strongly disagree	Count	27	17	5	49
	% within GROUP	4.5%	3.6%	1.6%	3.5%
Total	Count	595	475	313	1383
	% within GROUP	100.0%	100.0%	100.0%	100.0%

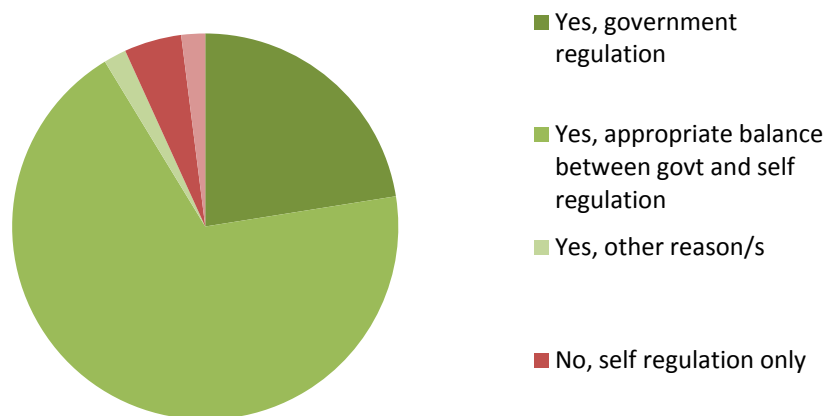
3. ISSUE - NATIONAL REGULATION

The Commission argues that sound regulation of NFPs is important to build and maintain trust in the sector, as well as to provide organisations with a clear legal framework. It reported that the current regulatory framework for NFPs is uncoordinated at the Commonwealth and state/territory levels, with disparate reporting and other requirements adding complexity and cost, especially for organisations operating in more than one jurisdiction. The Report recommends a national Registrar, acting as a one-stop-regulatory-shop, who would: Register and regulate not-for-profit companies and Indigenous corporations; decide which organisations can get Commonwealth tax concessions; provide a single reporting portal for public record corporate and financial information.

Q4: Should there be a national Registrar (a one-stop-regulatory-shop) for charities, community organisations and not-for-profit organisations?

Over 90% (93%) of respondents stated that there should be a national Registrar for the sector. Across the three types of respondent there were slightly different views as to the nature of regulation with over 7 out of 10 of the respondents that have worked within the sector for the longest expressed preference for co-regulation whilst 1 out of 4 of the other stakeholders preferred government to regulate (which included the respondents from government).

Should there be a national Registrar (a one-stop-regulatory-shop) for charities, community organisations and not-for-profit organisations?



"I certainly don't think the NFP's can or should do it alone but with a joint effort great things could be achieved!"

"Given that NFP organisations can sometimes be seen as "doing work that the government should do", it is important to make the regulatory environment as simple as practicable. But the government should not regulate in the sense of taking over and directing the activities of NFPs. Primarily, these organisations arose from and through non-governmental motives and social forces. They cannot be seen to be annexed by the government. Such disempowerment of the community would be counter-productive."

"If they want government funding then they must accept government regulation."

Q4a National Registrar - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes – governments should regulate the sector	Count	130	123	66	319
	% within GROUP	19.5%	24.4%	26.9%	22.5%
Yes- subject to an appropriate balance between government and self-regulation (co-regulation)	Count	479	334	160	973
	% within GROUP	71.9%	66.3%	65.3%	68.8%
Yes – other reason/s	Count	11	11	5	27
	% within GROUP	1.7%	2.2%	2.0%	1.9%
No – sector should self-regulate	Count	32	26	10	68
	% within GROUP	4.8%	5.2%	4.1%	4.8%
No – other reason/s	Count	14	10	4	28
	% within GROUP	2.1%	2.0%	1.6%	2.0%
Total	Count	666	504	245	1415
	% within GROUP	100.0%	100.0%	100.0%	100.0%

4. ISSUE - BUILDING KNOWLEDGE

The Commission was concerned at the lack of information about the effectiveness of community services, as well as aware of the difficulties associated with measuring impact. The idea of national clearing house – which the Commission termed a “Centre for Community Service Effectiveness” – is to promote best practice approaches to evaluation, act as a clearing house for evaluation, and conduct ‘meta’ analysis of evaluation results. The Commission envisages that, over time, the Centre should be funded by state/territory governments, the business sector and the sector itself.

Q5: Should the government facilitate the establishment of a national online resource that presents data and information about organisations and the not-for-profit sector as a whole?

Nine out of ten respondents agreed that government should facilitate the establishment of a national online resource that presents data and information about organisations and the not-for-profit sector as a whole. The majority of these respondents (68%) stated that the sector itself needed to lead such an initiative – a view most strongly held by the “sector old hands” (71%). The sector newcomers (20%) and other stakeholders (17%) had the strongest preference for this knowledge base to be operated within government.

“Yes - this is a great opportunity for the sector, government, business and tertiary education bodies to work together to establish a common evidence base for best practice - it could fly neatly under the banner of the National Compact!”

“The centre should be independent of government (e.g. run by an academic institution) but it should have access to government data, particularly that collected through reporting and accountability requirements under funding agreements and internal and external evaluations of programs.”

“Centralised, accessible data that is clearly and correctly used is a vital tool for any sector and the not-for-profit sector could benefit from it greatly provided it was up-to-date, well managed, reflective of all privacy laws and accessible to all - for this to happen the online resource needs to be sustainably resourced and supported by government.”

Q5aX National online data and knowledge resource - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes – operated within government	Count	89	96	42	227
	% within GROUP	13.7%	19.8%	17.2%	16.5%
Yes - but this needs to be led by the sector itself	Count	458	310	164	932
	% within GROUP	70.7%	64.0%	67.2%	67.7%
Yes – other reason	Count	31	25	20	76
	% within GROUP	4.8%	5.2%	8.2%	5.5%
No – centralised data is too open to misuse	Count	33	33	12	78
	% within GROUP	5.1%	6.8%	4.9%	5.7%
No – other reason	Count	37	20	6	63
	% within GROUP	5.7%	4.1%	2.5%	4.6%
Total	Count	648	484	244	1376
	% within GROUP	100.0%	100.0%	100.0%	100.0%

5. ISSUE - TAX CONCESSIONS

The Commission found that the current system of NFP tax concessions is complex, inefficient and inequitable. As evidence, the Report points out that, across all Australian governments, there are 40 statutes which provide tax concessions to charitable organisations and 19 separate agencies that regularly make determinations of charitable status. No surprise, the Commission found that the resulting administrative and compliance burden for NFPS – and governments - is expensive, confusing and onerous.

Q8: Should all Australian governments simplify eligibility for tax concessions?

Over 95% of respondents agreed that the Government should simplify the eligibility for tax concessions.

“Please do this. It’s a nightmare at present.”

“This talks directly to the heart of social impact. It is not only the NFP sector which is in need of measurement. How can the current system of NFP tax concessions be in the interests of creating social impact for Australians and Australia? One national body resourced by one efficient, highly trained and skilled team should handle NFP tax concessions.”

Q8aX Simplify eligibility for tax concessions - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes - strongly agree	Count	507	383	178	1068
	% within GROUP	75.9%	75.2%	77.7%	76.0%
Yes – agree	Count	124	110	43	277
	% within GROUP	18.6%	21.6%	18.8%	19.7%
Neither agree or disagree	Count	26	12	7	45
	% within GROUP	3.9%	2.4%	3.1%	3.2%
No - disagree	Count	6	4	1	11
	% within GROUP	.9%	.8%	.4%	.8%
No - strongly disagree	Count	5	0	0	5
	% within GROUP	.7%	.0%	.0%	.4%
Total	Count	668	509	229	1406
	% within GROUP	100.0%	100.0%	100.0%	100.0%

6. ISSUE - VETTING VOLUNTEERS

The Commission found that background checking of staff volunteers is often recommended to protect vulnerable clients (children, young people, people with disability, older people) and is often mandated by governments. People told the Commission that the cost, amount of administrative work, slow processing times and lack of portability between organisations and across jurisdictions was a big problem.

Q10: Should Governments introduce a streamlined national vetting system for working with children and vulnerable people?

“Over 98% of the respondents agreed that a streamlined national vetting system should be established for volunteers for working with children and vulnerable people.”

“Yes, it should be similar to a national police check that is valid across states/territories. This should then eliminate the need for separate state checks. As Child protection is very important there should also be a national standard so that people cannot move to areas with less stringent regulations.”

“A system such as the Queensland Suitability card (“blue card”) could be expanded nationally. State and federal police checks could be unified?”

“Current system is time consuming and administratively burdensome which deters volunteers.”

Q10aX Streamlined national vetting system for volunteers - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes – this will streamline processes and enhance client protection	Count	592	444	183	1219
	% within GROUP	93.2%	95.1%	92.4%	93.8%
Yes – other reason/s	Count	30	17	13	60
	% within GROUP	4.7%	3.6%	6.6%	4.6%
No- other reason/s	Count	13	6	2	21
	% within GROUP	2.0%	1.3%	1.0%	1.6%
Total	Count	635	467	198	1300
	% within GROUP	100.0%	100.0%	100.0%	100.0%

GOVERNMENT POLICY - FUNDING, FINANCING, HUMAN RESOURCE AND SOCIAL INNOVATION

7. ISSUE - INCREASING GIVING

The Commission believes, having regard to international experience, that encouraging planned giving – especially through payroll giving (a regular deduction from fortnightly pay) – will significantly increase the level of giving by Australians, and enable that giving to be more thoughtful and cost effective.

Q6: Should the Federal Government provide funding for a national campaign to promote and support planned giving, such as regular donations and bequests, and especially payroll giving?

Over two-thirds of the respondents agreed that government should fund a national campaign to promote and support planned giving. Other stakeholders were the strongest supporters of such a campaign with 3 out of 4 in agreement. Amongst these respondents there was a preference for the sector to lead this campaign and not Government – (36% stating it should be sector led against 27% that it should be government led).

The respondents from the sector expressed concern that ‘government may promote this as a way of limiting their funding obligations’ (17%) and stated that it is up to organisations themselves to promote fundraising (12%).

“The sector needs to demonstrate its impact and successes and work collaboratively to win the support of Australians. Transparency, accountability and measurement of impact are key, as is consolidation to minimise duplication. Government’s funding should be directed to building the infrastructure that enables these elements.”

“I would like the sector and government to work together on this one as awareness raising can only benefit us all. Need to keep in mind ‘giving fatigue’. As a giver myself I am weary of fending off well meaning collectors of donations.”

“Fund-raising is clearly an issue for the sector itself and the individual organisations within the sector and is not a matter for the Federal Government”.

Q6aX National campaign to promote planned giving - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes – Government should lead this campaign	Count	160	130	79	369
	% within GROUP	24.9%	26.0%	32.2%	26.6%
Yes – but the sector should lead this campaign	Count	229	179	91	499
	% within GROUP	35.7%	35.8%	37.1%	36.0%
Yes – other reason/s	Count	36	29	14	79
	% within GROUP	5.6%	5.8%	5.7%	5.7%
No – governments may promote this as a way of limiting their funding obligations	Count	112	86	33	231
	% within GROUP	17.4%	17.2%	13.5%	16.7%
No – it’s up to each organisation to promote fund raising	Count	76	55	19	150
	% within GROUP	11.8%	11.0%	7.8%	10.8%
No – other reason	Count	29	21	9	59
	% within GROUP	4.5%	4.2%	3.7%	4.3%
Total	Count	642	500	245	1387
	% within GROUP	100.0%	100.0%	100.0%	100.0%

8. ISSUE - FINANCING

The Commission found that the Not for Profit sector makes poor use of, and has limited access to, debt financing (i.e.: borrowing money). This is, of course, a vital form of finance for the private sector. The result is that the NFP sector makes very limited use of debt to meet capital needs (e.g.: to buy and modify houses for people with a disability). The Commission believes that governments should help: build business planning skills in the sector (especially social

enterprises); improve funding certainty, to enable organisations to take on long term debts; and explore options for philanthropic trusts to make loans, rather than just make grants, as is the situation at the moment.

Q7: Should Australian governments facilitate ways for Not-for-Profits to borrow money for their activities?

Over three-quarters of the respondents stated that the government should facilitate ways for not-for-profit organisations to borrow money for their activities. This was most strongly supported by other stakeholders (79%) – considerably higher than the sector old hands (68%). The majority of these respondents felt that this was the responsibility of government (46%) but a significant proportion thought that such an initiative should be led by the sector (22%). The sector old hands expressed concern that this may limit government funding obligations (26%) – a concern also noted above in relation to a campaign to promote planned giving.

“In doing so the NFP should also have a sound financial base from which to negotiate. NFPs are continually trusted with people’s lives but it seems that the Government is not prepared to trust us with three years of funding to enable us to build a more stable base. NFPs with annual funding would not be in a position to take out a loan.”

“With lots of caution and attention to overseas learning. Again, the lack of community education (and board education) about debt funding for NPOs is a barrier to be overcome.”

“Again a good idea but on balance the risks outweigh the benefits”.

Q7aX Facilitate Not-for-Profits to borrow money for their activities - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes – governments should help enable NFPs to access debt financing	Count	277	223	115	615
	% within GROUP	43.0%	45.8%	53.0%	45.6%
Yes – but should be led by the sector rather than government	Count	141	109	48	298
	% within GROUP	21.9%	22.4%	22.1%	22.1%
Yes – other reason/s	Count	21	21	8	50
	% within GROUP	3.3%	4.3%	3.7%	3.7%
No – governments may promote this as a way of limiting their funding obligations and /or organisations will end up in financial difficulties.	Count	169	103	36	308
	% within GROUP	26.2%	21.1%	16.6%	22.8%
No- other reason/s	Count	36	31	10	77
	% within GROUP	5.6%	6.4%	4.6%	5.7%
Total	Count	644	487	217	1348
	% within GROUP	100.0%	100.0%	100.0%	100.0%

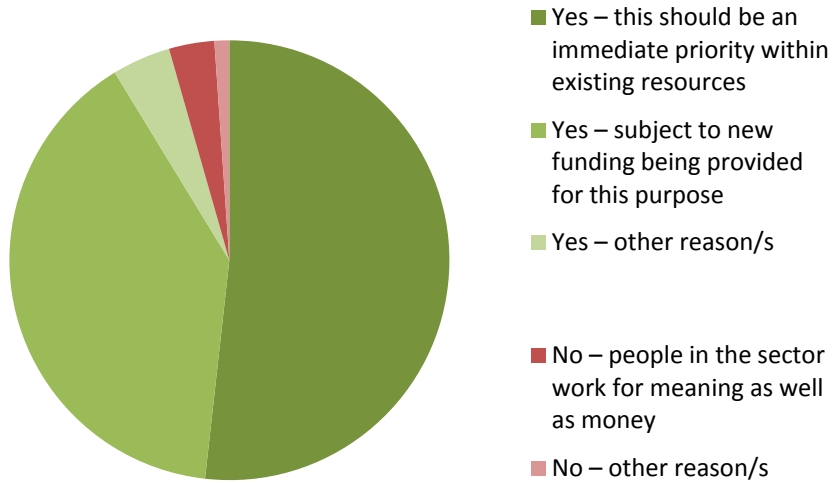
9. ISSUE - SECTOR WAGES

The Productivity Commission Report asks: is there a workforce crisis in the NFP sector? The question arises because of the sector’s difficulties in attracting and retaining employees due to low wages; high levels of employee turnover within the sector; and, a lack of career paths and training opportunities. The Report finds that “wages in the community sector are still considerably lower than equivalent positions in the public sector.” The Report recommends that Governments fund wages at market rates, rather than on award or historical rates.

Q3: Should Australian governments base funding on relevant market wages for equivalent positions?

Over 95% of respondents stated that the government funding should be based on relevant market wages for equivalent positions. The majority (52%) stating that this should be an immediate priority from within existing resources but a substantial minority (40%) stated that this should be the subject of new funding.

Should Australian governments base funding on relevant market wages for equivalent positions?



“It is difficult to attract highly trained staff when the wage that you are offering is not commensurate to their skill level.”

“A high turnover results in a less productive organisation which consequently results in the Government eventually having to contribute more money. Hence it is more economically productive to increase pay and improve working conditions.”

Q3aX Funding based on relevant market wages - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes – this should be an immediate priority within existing resources	Count	331	263	165	759
	% within GROUP	51.2%	53.7%	50.0%	51.8%
Yes – subject to new funding being provided for this purpose	Count	261	179	139	579
	% within GROUP	40.4%	36.5%	42.1%	39.5%
Yes – other reason/s	Count	29	21	13	63
	% within GROUP	4.5%	4.3%	3.9%	4.3%
No – people in the sector work for meaning as well as money	Count	20	20	9	49
	% within GROUP	3.1%	4.1%	2.7%	3.3%
No – other reason/s	Count	5	7	4	16
	% within GROUP	.8%	1.4%	1.2%	1.1%
Total	Count	646	490	330	1466
	% within GROUP	100.0%	100.0%	100.0%	100.0%

10. ISSUE – INCREASING VOLUNTEERING

Q12: Should the government facilitate and promote volunteering?

Over 90% of the respondents stated that the government should facilitate and promote volunteering – over half of which stated that such an initiative should be operated through sector-led initiatives.

“As previously mentioned, past and current government initiatives facilitating and promoting volunteering have been focussed on recruiting more people to volunteering without supporting and developing the volunteer sector to cope with more volunteers. Supporting good volunteer management needs to be much more on the agenda. It is also important that such initiatives are sector led and have the input of not just the volunteering peak bodies but on the ground volunteer

managers and the Australasian Association for Volunteer Administrators (AAVA). It is also important that NFPs which utilise volunteers are able to retain control of who they recruit and how they train/induct volunteers. Too often national initiatives take a "one size fits all" approach which does not translate well within specific organisations."

"For corporate volunteering, there is frequently a mismatch between the desire for staff volunteering experiences and the needs of community organisations. Often corporate volunteering activities are a significant resource drain for community organisations. Activities should ideally be geared toward building the capacity of the community organisation to deliver its services more effectively. Corporates have enormous potential to share expertise (strategy, marketing, IT, finance) with community organisations they partner with, build deep relationships and engage staff on both sides."

Q12aX Government to facilitate and promote volunteering - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes	Count	242	234	92	568
	% within GROUP	36.3%	45.9%	43.4%	40.9%
Yes- but only through supporting sector-led initiatives	Count	326	228	97	651
	% within GROUP	48.9%	44.7%	45.8%	46.9%
Yes- other reasons	Count	19	15	5	39
	% within GROUP	2.9%	2.9%	2.4%	2.8%
No- this should solely be a sector responsibility	Count	54	27	10	91
	% within GROUP	8.1%	5.3%	4.7%	6.6%
No- other reasons	Count	25	6	8	39
	% within GROUP	3.8%	1.2%	3.8%	2.8%
Total	Count	666	510	212	1388
	% within GROUP	100.0%	100.0%	100.0%	100.0%

11. ISSUE - SOCIAL INNOVATION

The Commission supported more investment in social innovation within all funding programs.

Q11: Should Australian governments require that all programs dedicate some funding for social innovation/testing new approaches to service delivery?

Over three-quarters of the respondents that expressed a view (78%) agreed that all government programs should dedicate some funding for social innovation / testing new approaches to service delivery. The majority of these respondents (55%) stated that this should come from new funds and most of the remainder stating that social innovation should be accorded a high priority from within existing resources (19%).

A significant minority (15%) of the respondents stated that it was not social innovation that was needed but funds for "what we do already".

"Yes - reflective and reflexive practice must be built into everything we do - in order to innovate and improve we should always be asking at the minute level - why do we do this, is it relevant, what is the purpose, what other ways are there of achieving this etc."

"Innovation is important but not at the expense of current successful models of service delivery".

Q11aX All government programs to have dedicated funds for social innovation - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes –should be accorded high priority within existing resources	Count	118	91	49	258
	% within GROUP	17.7%	18.4%	23.8%	18.9%
Yes - if funded from new funding	Count	373	273	106	752
	% within GROUP	55.9%	55.3%	51.5%	55.0%
Yes – other reason	Count	25	22	10	57
	% within GROUP	3.7%	4.5%	4.9%	4.2%
No – we don't need 'innovation'; we need more funds for what we do already	Count	108	74	29	211
	% within GROUP	16.2%	15.0%	14.1%	15.4%
No – other reason	Count	43	34	12	89
	% within GROUP	6.4%	6.9%	5.8%	6.5%
Total	Count	667	494	206	1367
	% within GROUP	100.0%	100.0%	100.0%	100.0%

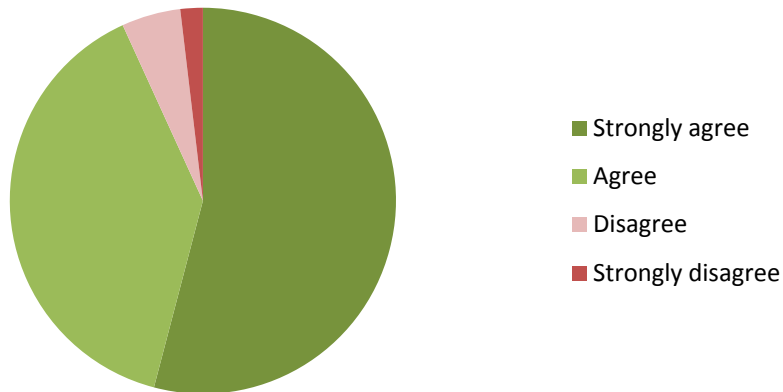
12. ISSUE - MEASURING WELLBEING

Overall, the social sector’s role in Australia is to enhance community wellbeing. However, unlike economic indicators such as Gross National Product, this is no officially sanctioned, nationwide system for measuring community wellbeing over time. The Productivity Commission canvasses the extensive work done, both in Australia and internationally, to develop robust measures of community wellbeing.

Q14: Should governments adopt a common, nationwide, ‘index of community wellbeing’, that maps wellbeing at local, regional, state and national level?

More than 9 out of 10 respondents (93%) that expressed a view agreed that the government should adopt a common, nationwide, index of community wellbeing that maps wellbeing at local, regional, state and national levels. This statement was most strongly supported by other stakeholders (61%).

Should governments adopt a common, nationwide, ‘index of community wellbeing’, that maps wellbeing at local, regional, state and national level?



“This would give everyone involved a better idea of how the community is functioning and what needs to be improved in a more targeted and thoughtful way rather than as a reaction to something that has hit the news and needs to be responded to now.”

“Community wellbeing may be the new measure of a successful nation”.

Q14aX National index of community wellbeing - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes - strongly agree	Count	311	217	107	635
	% within GROUP	54.6%	50.6%	61.1%	54.1%
Yes - agree	Count	218	182	59	459
	% within GROUP	38.2%	42.4%	33.7%	39.1%
No - disagree	Count	28	24	6	58
	% within GROUP	4.9%	5.6%	3.4%	4.9%
No - strongly disagree	Count	13	6	3	22
	% within GROUP	2.3%	1.4%	1.7%	1.9%
Total	Count	570	429	175	1174
	% within GROUP	100.0%	100.0%	100.0%	100.0%

13. ISSUE - CLIENT DATA

The Commission opened an initial discussion about the possible benefits of organisations and agencies sharing client-level information. The report states that this should be done only after due consideration has been given to protecting privacy and then only in specific service areas.

Q9: Should governments explore the potential for sharing client information between NFP providers, and between NFP providers and government agencies?

Two-thirds (67%) of the respondents that expressed a view stated that government should explore the potential for sharing client information between not-for-profit service providers, and between not-for-profit service providers and government agencies. Just over one in four respondents strongly supported such an initiative. There was little variation across the three types of respondents.

“I support this but it needs to be fully analysed before implementation. One of the problems with the NFP sector is that clients in one service actually need a multitude of services, under the current regulations a client may have to tell the same story multiple times in order to access all the services they need. This is very frustrating for them and often results in them not getting the services they could really benefit from. “

“There is some relevant experience of information sharing under the Keep Them Safe arrangements in NSW which could inform the national approach to this issue.”

Q9aX Sharing client information - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes - strongly agree	Count	146	116	42	304
	% within GROUP	27.4%	28.6%	23.1%	27.1%
Yes - agree	Count	206	161	74	441
	% within GROUP	38.7%	39.7%	40.7%	39.4%
No - disagree	Count	122	92	46	260
	% within GROUP	22.9%	22.7%	25.3%	23.2%
No - strongly disagree	Count	58	37	20	115
	% within GROUP	10.9%	9.1%	11.0%	10.3%
Total	Count	532	406	182	1120
	% within GROUP	100.0%	100.0%	100.0%	100.0%

ISSUES PRIMARILY FOR THE SECTOR ITSELF

14. ISSUE - SECTOR PEAK

There are several peak organisations representing consumers of community services, and unions representing the interests of workers. There are also several peak bodies representing service providers, however there is no single overarching peak body.

Q13: Do you think the Australian Not for Profit sector needs a single overarching peak ‘industry’ body that represents the interests of the sector as a whole?

There was not the same level of support for a single overarching peak ‘industry’ body for the sector with just over half (56%) of the respondents supporting such an initiative – with most of these agreeing that this ‘would strengthen the voice of the sector’ (52%). The other stakeholders (64%) and the relative newcomers (61%) to the sector had the highest proportions supporting such a single industry body. 1 in 3 respondents did not support this initiative and stated that this would ‘create another layer of bureaucracy’ – a view most commonly held by the “old hands” in the sector (39%) compared with only 1 in 4 of the other stakeholders expressing such a concern.

“The diversity and numbers of organisation within the sector make it very challenging to be heard. We have good examples of where like minded organisations have come together of their own accord to create a stronger voice and advocacy platform. Building this for the whole sector would make a significant difference and benefit all organisations and hence the wider community.”

“But agree with the point that this gives another layer of bureaucracy...and there is a need for the different ‘voices’ to have equal representation by a peak body”.

“I think that the desire to create a layer of an overarching peak body is a way to solve what the govt sees as a problem. Govt needs to understand that the diversity of the sector is a strength not a weakness, and then set about learning how to interact with the sector. Unlike business which aims to create financial resources, the non-profit sector has a range of rationales for its existence(s)”.

Q13aX Single ‘industry’ body to represents sector as a whole - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
Yes – this would strengthen the voice of the sector	Count	295	274	112	681
	% within GROUP	46.5%	56.8%	58.9%	52.1%
Yes - other reasons	Count	21	18	10	49
	% within GROUP	3.3%	3.7%	5.3%	3.8%
No – this would just create another layer of bureaucracy	Count	249	158	48	455
	% within GROUP	39.3%	32.8%	25.3%	34.8%
No- other reasons	Count	69	32	20	121
	% within GROUP	10.9%	6.6%	10.5%	9.3%
Total	Count	634	482	190	1306
	% within GROUP	100.0%	100.0%	100.0%	100.0%

15. ISSUE - WHAT'S IN A NAME?

The Commission commented on the wide range of terms used to describe the sector; it opted for ‘not-for-profit sector’ as its default.

Q15: Finally, what should ‘the sector’ call itself?

Amongst the respondents that expressed a view there was a two-horse race for the preferred name for the sector. The ‘not-for-profit sector’ was preferred by 37.4% respondents compared with 37.2% for the ‘community’ sector. The ‘third’ and ‘social’ sectors were respectively preferred by 8% and 6% of respondents – and 12% were happy for the sector to have

many names. The '*voluntary*' sector was only preferred by 1% of respondents. There was little variation across the respondent types although it is interesting to note that the other stakeholders were less supportive of 'community' sector – this respondent type had higher than average preferences for both the social sector (11%) and third sector (10%).

Q15aX The preferred name of the "sector" - - expressed view

		GROUP			Total
		Sector long term	Sector short term	Other stakeholder	
The Not for Profit Sector	Count	230	187	66	483
	% within GROUP	36.7%	38.6%	36.9%	37.4%
The Community Sector	Count	238	189	53	480
	% within GROUP	38.0%	39.0%	29.6%	37.2%
The Third Sector	Count	50	32	17	99
	% within GROUP	8.0%	6.6%	9.5%	7.7%
The Social Sector	Count	30	32	19	81
	% within GROUP	4.8%	6.6%	10.6%	6.3%
The Voluntary Sector	Count	8	2	3	13
	% within GROUP	1.3%	.4%	1.7%	1.0%
Having many names is fine	Count	71	43	21	135
	% within GROUP	11.3%	8.9%	11.7%	10.5%
Total	Count	627	485	179	1291
	% within GROUP	100.0%	100.0%	100.0%	100.0%

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