



**Volunteering Australia
2016-17 Federal Pre-Budget Submission**

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Budget Policy Division
Department of the Treasury

Volunteering Australia Contacts

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About Volunteering Australia

Volunteering Australia is the national peak body for volunteering. We work to advance volunteering in the Australian community.

Volunteering Australia's vision is to promote strong, connected communities through volunteering. Our mission is to lead, strengthen, promote and celebrate volunteering in Australia.

We work collectively with the seven State and Territory volunteering peak bodies listed in Attachment A (**Peaks**) to deliver national, state and local volunteering programs and initiatives in accordance with the Government's priorities.

Introduction

Volunteering Australia welcomes the opportunity to make a submission to the Treasury for their consideration in preparation of the 2016-17 Federal Budget.

This submission focuses on four areas that Volunteering Australia sees as central to funding considerations for our sector in the financial year ahead: the continuation and extension of Department of Social Services grants for volunteering projects; the roll-out of the National Disability Insurance Scheme; changes to the aged care sector through the roll-out of the Community Home Support Programme; and the overlap between volunteer management and the Work for the Dole program.

Our submission begins with a brief overview of the role volunteering plays in Australian society. Following this we make seven recommendations around Budget measures which we believe will strengthen the Federal Government's role in shaping a robust volunteering sector.

It is our opinion that these small, but impactful Budget measures will underscore the Government's commitment to volunteering in this country and will provide recognition of the critical role that volunteering plays in driving the Australian community.

Volunteering Australia would welcome the opportunity to address any further questions or considerations that this submission might raise.

Summary of proposed Budget measures

The proposals set forward by Volunteering Australia in this Budget submission are the result of extensive ongoing consultation with volunteers, volunteer managers and volunteer involving and volunteer support organisations. They are as follows:

1. That the Federal Government provide a commitment that they will continue to fund volunteering programs, in recognition of the contribution of volunteering as a national priority
2. That the Federal Government increase funding to the volunteering sector, particularly volunteer management, volunteer support organisations and volunteering peak bodies

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(National and State) in acknowledgement of the number of volunteers, the financial and social contribution that volunteering makes to Australia's national interest, and the cost of resourcing volunteer placement, training and support

3. That the Federal Government demonstrate its commitment to “greater certainty for social service providers to improve service delivery for the community”ⁱ by increasing the funding terms associated with DSS Volunteer Management Grants and dramatically improving timeframes and processes associated with applying for DSS Volunteer Management Grants
4. That the Federal Government adopt a “whole of Government” approach to incorporating volunteering into Budget considerations, acknowledging that volunteering intersects across Government departments
5. That the Federal Government consult with volunteering peak bodies and the volunteering sector throughout the national roll-out of the NDIS to ensure that resourcing and support for volunteer placement and existing volunteer programs is adequate
6. That the current Senate Inquiry into the future of Australia's aged care sector workforce fully consider and recognise the significant role played by the unpaid workforce in aged care services provision
7. That volunteer involving organisations in the aged care services receive further funding to meet the changing demographics and challenges of the aged care sector, recognising that a dramatic increase in reliance on volunteer hours places stress on the management, training, recruitment and retainment needs of volunteer involving organisations.

We address each of these recommendations in turn.

Background: Volunteering in Australia

Volunteering plays a critical role in Australian society, and in Australia's economy. Dr Lisel O'Dwyer of Flinders University has estimated the annual economic contribution of volunteering in Australia at \$290 billionⁱⁱ. This figure takes into account the value that would otherwise be placed on paid work hours, the emotional impact of volunteering – for both the community, and the volunteer – and the impact of the lives saved through volunteering activities such as meals on wheels, surf lifesaving, and in the emergency services.

Volunteering continues to engage a large number of Australians in increasingly diverse and important ways. In 2014, approximately 5.8 million Australians, or 31 per cent of the population, participated in some form of volunteering.ⁱⁱⁱ This was the first time volunteering rates declined in almost twenty years, a shift that can in some part be attributed to Australians saying they feel increasingly pressured for time^{iv}, but may also be due to under-reporting or self-identification of what constitutes a volunteer activity^v. Despite a drop in reported participation, volunteers are still heavily relied upon for the service they provide. The generosity of Australia's community is also demonstrated through the outpouring of spontaneous volunteer support that follows disasters – following the 2009 Black Saturday Bushfires, for example, over 22,000 people offered their support.^{vi}

In many cases, the true economic value of volunteering is dramatically underestimated when volunteer hours are accounted for at a lower hourly value than paid work hours – for example, the Federal Government's Regulatory Burden Measurement Framework places the average hourly value

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of paid labour at \$34.20, with an additional scaling up at a multiplier of 1.75 placing the total at \$59.85 an hour. In comparison, unpaid or volunteer hours spent meeting regulatory reporting needs are valued at \$29 an hour as “leisure time”.^{vii}

Just as volunteers are being asked to contribute more than ever before, so too are volunteer support organisations (VSOs) and volunteer involving organisations (VIOs) being asked to do more with their scarce and diminishing resources. The role of VSOs is diverse and complex – they are the go-to organisations for all matters related to volunteering; whether it is to advertise roles and match them to volunteers, run training for volunteer managers and community members, manage corporate volunteering programs, advocate on behalf of the volunteer sector, implement specialised volunteer programs for people experiencing disadvantage, and host numerous volunteer recognition events. Often they are called upon by other placement services or Government agencies seeking to place clients into unpaid work, which in turn adds to the demand that they must respond to. This extra demand is not being matched with extra or consistent funding.

In this submission we reiterate our concerns with Commonwealth Government funding for volunteer programs, a subject we recently canvassed in our submission to the Senate Inquiry into the Impact on Service Quality, Efficiency and Sustainability of Recent Commonwealth Community Service Tendering Processes by the Department of Social Services. In particular we argue that 12 month and one-off funding programs do not “provide greater certainty for social service providers to improve service delivery for the community” as per the stated aim of the Department of Social Services.^{viii} Many other programs funded by DSS have the certainty of 3-5 year funding arrangements and we propose that the 2016-17 Federal Budget should ensure volunteer support services should have the same level of clarity in their funding arrangements.

We also touch briefly upon the role that VSOs and VIOs are playing in the roll-out of the National Disability Insurance Scheme (NDIS) and the Work for the Dole program, together with the impact of changes to aged care service funding. Each of these programs overlap with the volunteering space, and encourage a discussion around the resourcing of volunteering as an often effective method of transitioning into the paid workforce in Australia.

Department of Social Services – Funding for Volunteer-Based Activities

Under the 2015-16 Federal Budget the Department of Social Services offered four funding programs specific to the volunteering space:

- Funding for Peak Bodies, of which Volunteering Australia is a grant recipient
- Volunteer Management Grants, a program providing funding to 71 volunteer support services
- Volunteer Innovation and Collaboration Grants, a one-off program providing funding for ten projects – this program and the Volunteer Management Grants program combined were funded at a total of \$6.4 million in the 2015-16 Budget^{ix}
- The Volunteer Grants 2015 program, which provided small one-off grants of up to \$5000 to enable organisations to purchase small equipment items to assist their volunteers, assist with the reimbursement of fuel costs incurred by volunteers (and transport costs for

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volunteers with disability who are unable to drive), and contribute towards the cost of training courses and background screening checks for volunteers.^x

Volunteering Australia holds a range of concerns with the scope of the DSS grants and the way that they have been administered. Many of these concerns were articulated in our submission to the Senate Inquiry into the Impact on Service Quality, Efficiency and Sustainability of Recent Commonwealth Community Service Tendering Processes by the Department of Social Services^{xi}, together with the submissions made by our State peak body partners at Volunteering Victoria^{xii}, Volunteering SA&NT^{xiii} and Volunteering Tasmania^{xiv}.

We note the Government's response to the findings of the Senate Inquiry^{xv} and duly acknowledge that DSS is working towards improving their grants processes moving forward. Volunteering Australia is a participant in the DSS Community Services Advisory Group which is collaborating toward this goal.

However, chief amongst our concerns is still the uncertainty inherent in twelve month funding programs. The Federal Government claimed that *A New Way of Working* would deliver a DSS grants program that would cut red tape and provide longer term funding agreements in order to "provid(e) greater certainty for service providers to improve service delivery and enable them to continue to deliver the critical work that they do"^{xvi}, but this is not what has occurred with volunteer grants. Of the organisations that we have spoken to who applied for volunteer management grants, all reported receiving grants of between twelve to sixteen months. In comparison other providers falling within the Department of Social Services' purvey have received grants of between three to five years, which is in line with the Department's Guidelines.^{xvii} No clear reasoning has been provided for this discrepancy.

"VSOs cannot do appropriate long-term strategic and business planning with such short funding terms (with no assurance of continuation). VSOs find it difficult to attract and retain good staff in these circumstances. VSOs cannot be expected to develop and implement new programs under these conditions, especially when many of these programs need to be redesigned due to the reduced funding received and/or extended territories they were allocated to service."

- 'Submission to the Senate Community Affairs Reference Committee: Inquiry into the impact on service quality, efficiency and sustainability of recent Commonwealth community service tendering processes by the Department of Social Services', Volunteering Victoria March 2015

The twelve month grant system is already flailing, with the Department recently having to extend initial twelve month volunteer management grants by six months due to 2016-17 grants guidelines and application processes not yet having been released. In response to concerns raised by Volunteering Australia CEO Brett Williamson OAM in a letter to Minister Christian Porter dated 11 November 2015, Minister Porter replied:

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“The Government’s intention is that all grant programmes should reflect its policy priorities and be able to respond to the changing needs of Australian communities. Decisions about future funding will be considered in this context.”

- Letter from The Hon. Minister Christian Porter MP to Volunteering Australia CEO Brett Williamson OAM, 29 January 2016.

This statement is not reassuring and indeed, raises many questions around where volunteering falls within the Government’s “policy priorities”. VSOs and VIOs are concerned by what the short-term funding provided to their services implies, in a landscape in which other organisations are being funded on a three- to five-year basis. We are seeking a commitment in the 2016-17 Budget and forward estimates that the Federal Government will continue to provide funding for volunteering programs in recognition of the contribution of volunteering as a national priority.

Further, we believe that 2015-16 funding of Volunteer Management and Innovation and Collaboration programs is woefully inadequate at \$6.4 million. At the very least, we believe that funding must be increased annually alongside CPI. Given that 5.8 million Australians indicated a participation in volunteering in 2014, \$6.4 million in funding equates to roughly \$1.10 per volunteer. This figure is clearly insufficient in dealing with the advertising, training, placement and support needs demanded of VSOs.

This is exacerbated by the increased demand being placed upon VSOs, VIOs and volunteer managers as a result of the implementation of federal programs such as Work for the Dole and the National Disability Insurance Scheme and changes to the aged care sector workforce. Each of these programs overlap with the volunteering sector and require support from volunteer managers and VSOs.

The manner in which volunteering aligns with the Government’s and the Department’s objectives is articulated well by the Nous Group Process Review of the 2014-15 grants round. The report describes the Department’s core objective as promoting “individual and family independence, resilience, participation and the wellbeing of the Australian population. DSS predominantly achieves this through engaging not for profit organisations... An expansive not for profit sector therefore plays a vital role in realising the Department’s core objectives.”^{xviii} It is clear to us how the objectives of independence, resilience, participation and wellbeing are met through volunteering, leading to an effective return on investment from any Government funding.

Previously funding for volunteering programs fell under the Department of Prime Minister and Cabinet, shifting to the Department of Social Services in 2013/14. When funding was under the Department of Prime Minister and Cabinet, this provided stronger recognition for the “whole of government” nature of the volunteering sector. It must be emphasised that the impact of volunteering is not felt purely within the Social Services. The following is a (very limited) list of examples whereby volunteering interacts with other Government departments:

- Attorney General’s Department
Encompasses Emergency Management and Services: HelpOUT; Australian Red Cross; Country Fire Authority
- Department of Agriculture and Water Resources
Natural Resources, SA-Murray Darling Basin Volunteer Program; WWOOF (Willing Workers On Organic Farms); RSPCA Australia

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- Department of Communications and the Arts
Community Broadcasting Association of Australia; Australian Centre for the Moving Image; State and National Libraries and Museums; Sporadic volunteering opportunities at major music and arts festivals
- Department of Defence
Legacy; Returned Services League
- Department of Education and Training
School Canteens; Story Time; Voluntary Tutoring and Mentoring; University of the 3rd Age; Student Unions and Associations
- Department of Employment
AMES Australia job placement service; Mission Australia Indigenous Youth Careers Pathways Program. In many cases volunteer placement may lead to paid work
- Department of Foreign Affairs and Trade
Save the Children; Oxfam; World Vision
- Department of Health
Hospital volunteers; Royal Flying Doctors; MS Australia; Women's Cancer Foundation
- Department of Human Services
Salvation Army; WIRE – Women's Information and Referral Exchange; Mission Australia
- Department of Immigration and Border Protection
Asylum Seeker Resource Centre; Human Rights First; Immigration Advice & Rights Centre; English language tutoring, mentoring and career placement programs
- Department of Industry, Innovation and Science
Questacon; Scienceworks; Earthwatch Institute
- Department of Infrastructure and Regional Development
Local Government volunteer programmes; Neighbourhood Houses; Puffing Billy; Sydney Tramway Museum
- Department of the Environment
State Parks Services (e.g. Parks Victoria); Australian Conservation Foundation; Bush Heritage Australia
- Department of Veterans Affairs
Meals on Wheels; Melbourne City Mission Community Visitors Scheme; Lort Smith Home Support Program

In the 2016-17 Federal Budget, we encourage the Federal Government to:

1. Provide a commitment that the Federal Government will continue to fund volunteering programs, in recognition of the contribution of volunteering as a national priority
2. Increase funding to the volunteering sector, particularly volunteer management, volunteer support organisations and volunteering peak bodies (National and State) in acknowledgement of the number of volunteers, the financial and social contribution that volunteering makes to Australia's national interest, and the cost of resourcing volunteer placement, training and support
3. Demonstrate its commitment to "greater certainty for social service providers to improve service delivery for the community"^{xix} by increasing the funding terms associated with DSS

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- Volunteer Management Grants and dramatically improving timeframes and processes associated with applying for DSS Volunteer Management Grants
4. Adopt a “whole of Government” approach to incorporating volunteering into Budget considerations, acknowledging that volunteering intersects across Government departments.

National Disability Insurance Scheme (NDIS)

Volunteering Australia is currently drafting an Issues Paper on the impending national roll-out of the National Disability Insurance Scheme (NDIS) on July 1, and the impact this will have on VIOs and VSOs. The power of volunteer placement in providing community engagement opportunities and career goal progression for NDIS clients is frequently referenced throughout the NDIS documentation.^{xx} Our early feedback in this area is that VIOs and VSOs are generally positive about the purpose and possibilities presented by the NDIS, but are eager to ensure that resourcing “keeps up” with a likely increase in demand for their services from NDIA branches seeking volunteer placement for their clients. In addition, those health and disability agencies that engage volunteers have raised early concerns about the administrative cost of resourcing the inquiry management and placement stages prior to NDIS participants deciding upon a placement and individual funding being committed.

We will continue to liaise with Federal and Departmental representatives as our position on this develops, but wish to use this opportunity to sign-post our interest in ensuring that the NDIS roll-out adequately recognises and resources VIO and VSO services with which NDIA's engage.

Recommendation:

5. That the Federal Government consult with volunteering peak bodies and the volunteering sector throughout the national roll-out of the NDIS to ensure that resourcing and support for volunteer placement and existing volunteer programs is adequate.

Changes to the Aged Care Sector through the Community Home Support Programme

Volunteering Australia expresses support for the submissions made to the current Senate Inquiry into the future of Australia's aged care sector workforce by partner and member organisations, including Volunteering Tasmania and Volunteering SA&NT. In particular, we note and agree with their concerns that the Community Home Support Programme transition will result in a less secure, less well remunerated aged care sector workforce, which in turn will lead to difficulty in attracting and retaining staff in what is already a complex sector. This will have a flow-on effect to volunteers, who play a significant role in the aged services.

The Consumer Directed Care model adopted by the Community Home Support Programme system replaces the current system of planning and allocating home care places to providers at the regional level. Volunteering Australia is concerned that this system will make it harder for aged service providers to plan their service delivery and budget for services, enable retention of quality paid and unpaid staff, and provide support to volunteers through training and management.

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The full contribution of volunteers to the aged care sector is important to understand. The Australian Bureau of Statistics does not specifically track aged services volunteering within its General Social Survey, although looking at the rates of participation in the Health and Community sectors we can get a strong relative understanding of participation. Of those who reported volunteering hours in 2014, 21.2% were involved in welfare/community activities, while 10.2% gave time to the health sector. However, services to the aged population overlap with many other kinds of volunteer activity. Volunteers in University of the 3rd Age programs or library delivery services, for example, would likely describe their activities as “education and training” (23.9% of volunteers); drivers of community transport might even describe their volunteering involvement as “other” (10.9%).^{xxi}

A National Census and Survey into the Aged Care Workforce conducted on behalf of the Commonwealth Department of Health and Ageing in 2012 reported volunteer hours in residential aged services formally for the first time. The report found staggeringly high volunteer participation in the aged services, with over 22,000 volunteers contributing more than 100,000 hours of service in residential aged care. However, the report then goes on to note:

“Responses from facilities using volunteers indicate they have an average of 10 volunteers per facility, with each volunteer contributing an average of 4.8 hours per fortnight. If we extrapolate these hours over a year it comes to more than 2.5 million hours of volunteer service in residential aged care.”^{xxii}

Even at the Regulatory Burden Measurement Framework’s “leisure time” rate of \$29 per hour, this equates to \$72.5 million in volunteer contribution to the aged services sector annually. (The RBMF leisure time hourly rate is actually higher than the average hourly rate for a casual Personal Care Assistant in a Residential Aged Care Facility, at \$19.80 per hour.^{xxiii})

Yet the tenor of this report fails somewhat to adequately appreciate the contribution of volunteers, focusing instead on what the experience of volunteering provides to the volunteer (rather than the contribution made by the volunteer, to the organisation). “With over 22,000 volunteers providing more than 100,000 hours of service, *facilities are certainly providing opportunities for volunteers to contribute to aged care*”,^{xxiv} the report states. It also describes volunteer activities as “complement(ing) the kinds of care provided by the formal workforce”. Volunteering Australia is concerned that this does not adequately recognise the scope of services provided by volunteers in aged care facilities.

The report also highlights a correlation between volunteer hours and job-seeking:

“While the proportion of workers who had worked in aged care on a voluntary basis was low, it appears that it is a more important pathway for CCWs and AH workers than for Nurses. It is not clear from the information provided whether this voluntary work was undertaken specifically to get paid work, or whether people start off as volunteers and then apply for paid work when it becomes available.”^{xxv}

The report notes that recent Government initiatives seeking to increase participation of volunteers in the aged services sector resulted in an increase of 55 per cent between 2000 to 2009. We therefore are also concerned that a dramatic increase in volunteer numbers in these facilities,

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coming so shortly before a dramatic change in funding that could impact on staff recruitment and retention, could be geared at having volunteers replace work that really should be performed by trained, paid staff. It is of utmost importance to Volunteering Australia that volunteers in the aged services are trained and managed appropriately, that their work is respected, and that they are not exploited to replace paid work.

Respect for the role of unpaid work in the aged services sector begins with acknowledgement. Volunteering Australia was disappointed to note that volunteering and unpaid work were not mentioned within the Senate Inquiry Terms of Reference.

Recommendation:

6. That the current Senate Inquiry into the future of Australia's aged care sector workforce fully consider and recognise the significant role played by the unpaid workforce in aged care services provision
7. That Volunteer Involving Organisations in the aged care services receive further funding to meet the changing demographics and challenges of the aged care sector, recognising that a dramatic increase in reliance on volunteer hours places stress on the management, training, recruitment and retainment needs of VIOs.

Work for the Dole

In July 2015, Volunteering Australia revised the national definition of volunteering:

Volunteering: is time willingly given for the common good and without financial gain.^{xxvi}

Based on this definition, Volunteering Australia maintains that it is important to establish a very clear distinction between volunteering and Work for the Dole participation. Also, for many VIOs, the mandatory nature of Work for the Dole may not be compatible with their values.

The resourcing involved in placing Work for the Dole clients with heightened needs is also an important consideration (for example, if the participant has language or literacy, disability, mental health, or drug and alcohol issues). Some of our member organisations report being asked to place clients in roles that they felt were unsuitable for their skills or capabilities, or in roles which they felt would not normally be considered voluntary, i.e. involving tasks which would be or are currently completed by a paid employee (this is prohibited under the Department of Employment's Guidelines^{xxvii}).

Volunteering Australia believes that there are a range of questions and concerns that VSOs and VIOs must take into consideration in determining whether to participate in Work for the Dole. Where organisations do elect to participate in Work for the Dole, their services must be appropriately funded through the relevant Job Support Agency to a level that all associated costs (which may include employing a program manager, conducting recruitment, screening and induction, providing training and other support, meeting health and safety requirements, providing appropriate supervision and quality assurance, office overheads, record-keeping and reporting requirements, and other out-of-pocket expenses) are fully covered. For further information we recommend the Volunteering Victoria Work for the Dole position statement.^{xxviii}

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Conclusion

Volunteering is recognised as contributing \$290 billion in economic value to Australia annually and provides positive mental, physical and social benefits to both those who are volunteers, and are benefited by volunteers. It provides pathways into employment and supports the Government's priorities in building a socially cohesive and resilient Australian society. Yet recent decisions have left the sector concerned about where volunteering stands in the Federal Government's policy and funding priorities.

As the Turnbull Government approaches its first federal election, there is an opportunity to address unsatisfactory elements of the *New Way of Working* changes to the DSS Grants process and to better promote positive social and economic outcomes through the 2016-17 Federal Budget. Delivering stronger, more reliable and sustainable funding to the volunteering sector supports this opportunity.

We encourage the Federal Government to not only continue funding volunteering activities, but to improve upon its existing support for the volunteering sector by implementing the recommendations contained within this Federal Pre-Budget Submission.

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Authorisation

This submission has been authorised by the Chief Executive Officer of Volunteering Australia.



Brett Williamson OAM

Chief Executive Officer

Endorsements

This submission has been endorsed by the seven State and Territory volunteering peak bodies listed in Attachment A.

Glossary

Peaks	The seven State and Territory volunteering peak bodies (listed in Attachment A).
VA	Volunteering Australia is the national peak body for volunteering in Australia. It works collectively with the peaks to deliver national, state and local volunteering programs and initiatives.
VIOs	Volunteer-involving organisations are organisations that utilise volunteers as part of their workforce.
VSOs	Volunteer support organisations (also known as volunteer resource centres or services) provide place-based volunteer support services to volunteers and VIOs in their locality.

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- ⁱ Hon. Kevin Andrews MP (13 May 2014) ‘Long-term certainty and less red tape for social service providers’, available online at <http://www.formerministers.dss.gov.au/15216/long-term-certainty-and-less-red-tape-for-social-service-providers/>.
- ⁱⁱ Flinders University (31 October 2014) ‘Volunteering worth \$290 billion a year’, available online at <http://blogs.flinders.edu.au/flinders-news/2014/10/31/volunteering-worth-290-billion-a-year/>.
- ⁱⁱⁱ Australian Bureau of Statistics (2015) ‘General Social Survey: Summary Results, Australia, 2014’, available online at <http://www.abs.gov.au/ausstats/abs@.nsf/mf/4159.0>.
- ^{iv} Volunteering Australia (30 June 2015) ‘Are time poor Australians abandoning volunteering?’, available online at <http://www.volunteeringaustralia.org/wp-content/uploads/Media-Release-ABS-General-Social-Survey.pdf>.
- ^v Volunteering Australia (2015) ‘Volunteering Australia Project: The Review of the Definition of Volunteering’, available online at <http://www.volunteeringaustralia.org/wp-content/uploads/Definition-of-Volunteering-27-July-20151.pdf>.
- ^{vi} Australian Government (2010) ‘Spontaneous Volunteer Management Resource Kit 2010’, Department of Families, Housing, Community Services and Indigenous Affairs, p. 2 & 5.
- ^{vii} Department of the Prime Minister and Cabinet (July 2014) ‘Guidance Note: Regulatory Burden Management Framework’, available online at https://www.dpmc.gov.au/sites/default/files/publications/005_Regulatory_Burden_Measurement_Framework_k.pdf.
- ^{viii} Department of Social Services (June 2015) ‘Volunteer Management grant funding – Fact Sheet’, available online at <https://www.dss.gov.au/grants/closed-funding-rounds/volunteer-management-grant-funding-fact-sheet>.
- ^{ix} Ibid.
- ^x Department of Social Services (last updated 10 February 2016) ‘Volunteer Grants 2015’, available online at <https://www.dss.gov.au/grants/grants/funding-open-for-application/volunteer-grants-2015>.
- ^{xi} Volunteering Australia (2015) ‘Submission to the Senate Inquiry into the Impact on service quality, efficiency and sustainability of recent Commonwealth community service tendering processes by the Department of Social Services’, available online at <http://volunteeringvictoria.org.au/wp-content/uploads/2012/02/VA-Submission-to-Senate-inquiry-re-DSS-funding.pdf>.
- ^{xii} Volunteering Victoria (2015) ‘Submission to the Senate Community Affairs References Committee: Inquiry into the impact on service quality, efficiency and sustainability of recent Commonwealth community service tendering processes by the Department of Social Services’, available online at <http://volunteeringvictoria.org.au/wp-content/uploads/2012/02/VoVic-Submission-to-Senate-Inquiry-re-DSS-Funding-19-March-2015.pdf>.
- ^{xiii} Volunteering SA&NT (2015) ‘Re: Senate Inquiry into the Impact on service quality, efficiency and sustainability of recent Commonwealth community service tendering processes by the Department of Social Services’, available online at http://www.yooyahcloud.com/VOLUNTEERSA/5S3dnb/190315_Letter-Senate_Standing_Committee.pdf.
- ^{xiv} Volunteering Tasmania (2015) ‘Senate Inquiry on Department of Social Services Funding Cuts’, available online at <http://www.volunteeringtas.org.au/wp-content/uploads/2015/12/Volunteering-Tasmanias-Submission-to-DSS-Enquiry.pdf>.
- ^{xv} Australian Government (December 2015) ‘Australian Government response to the Senate Community Affairs References Committee report: Impact on service quality, efficiency and sustainability of recent Commonwealth community service tendering processes by the Department of Social Services’, available online at https://www.dss.gov.au/sites/default/files/documents/01_2016/sentate_inquiry_response.docx.
- ^{xvi} Department of Social Services (Last Updated 11 February 2016) ‘A New Way of Working for Grants’, available online at <https://www.dss.gov.au/grants>.
- ^{xvii} Department of Social Services (May 2015) ‘Families and Communities Programme: National Initiatives Guidelines Overview’, Section 2.5, page 8. Available online at https://www.dss.gov.au/sites/default/files/bscw_programme_guidelines.pdf.

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^{xviii} Nous Group (2015) 'Process Review 2014-15 Grants Round: Department of Social Services', available online at https://www.dss.gov.au/sites/default/files/documents/11_2015/nous_process_review_of_the_2014-15_grants_round_240815_to_publish.docx.

^{xix} Hon. Kevin Andrews MP (13 May 2014) 'Long-term certainty and less red tape for social service providers', available online at <http://www.formerministers.dss.gov.au/15216/long-term-certainty-and-less-red-tape-for-social-service-providers/>.

^{xx} One such example is 'Margaret targets a career', National Disability Insurance Scheme (2016) *Examples of services and support*, available online at <http://www.ndis.gov.au/people-disability/examples-services-and-support#margaret>.

^{xxi} Australian Bureau of Statistics (2015) 'General Social Survey: Summary Results, Australia, 2014', available online at <http://www.abs.gov.au/ausstats/abs@.nsf/mf/4159.0>.

^{xxii} King, D., K. Mavromaras, Z. Wei, B. He, J. Healy, K. Macaitis, M. Moskos and L. Smith (2014) 'The Aged Care Workforce Census and Survey, 2012 – Final Report', Prepared for the Commonwealth Department of Health and Ageing by the National Institute of Labour Studies (NILS) at Flinders University, p103. Available online at https://www.dss.gov.au/sites/default/files/documents/11_2014/rdp004-nacwcas-report.pdf.

^{xxiii} Health Times (3 December 2015) 'Aged Care wages can't be ignored', available online at <http://healthtimes.com.au/hub/aged-care/2/news/nc1/aged-care-wages-cant-be-ignored/479/>.

^{xxiv} King et al (2014) 'The Aged Care Workforce Census and Survey, 2012 – Final Report', Prepared for the Commonwealth Department of Health and Ageing by the National Institute of Labour Studies (NILS) at Flinders University, p103. Available online at https://www.dss.gov.au/sites/default/files/documents/11_2014/rdp004-nacwcas-report.pdf.

^{xxv} *ibid.*, p134

^{xxvi} Volunteering Australia (2015) 'Definition of Volunteering', available online at <http://www.volunteeringaustralia.org/policy-and-best-practise/definition-of-volunteering/>.

^{xxvii} Department of Employment (2015) 'Work for the Dole Guideline', available online at <https://docs.employment.gov.au/documents/work-dole-guideline>.

^{xxviii} Volunteering Victoria (5 February 2015) 'Volunteering Victoria Position Statement about Work for the Dole', available online at <http://volunteeringvictoria.org.au/wp-content/uploads/2015/02/WFTD-position-statement-REVISED-5-Feb-15.pdf>.

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New South Wales



Queensland



Victoria



Australian Capital
Territory



South Australia &
Northern Territory



Tasmania



Western Australia

