

Sector Sustainability Program Co-Leads Presentation to Governance Committee July 2024

Interim Evaluation Findings (February 2024)

Update on Findings (July 2024)

**Stakeholder Workshop to sense check
Evaluation Findings July 2024**





Sector Sustainability Project 2023-2024 Evaluation – Interim Findings Jul-Dec 2023

Engagement in SSP activities	Strong NGO and ACT engagement, with need to widen engagement of specialist NGOs and increase engagement of ACT Gov central agencies
Monitor Progress on implementing recommendations from Counting the Costs Report	Increased understanding of Starvation Cycle but limited opportunity within current Commissioning Cycle Investment phases to address gap between funding, full costs of service delivery, unmet demand and reorientation to prevention and early intervention Focus on co-designing implementation, but not yet enacting changes recommended from consultations and co-design activities Revised Community Sector Indexation formula adopted in 2023-2024 onwards provides higher indexation. New Human Services Transition Policy recognises NGO entitlement to retain funds to build reserves to meet legislative and regulatory obligations.
Evidence of changes to the relationship and resourcing model - improved processes, policies and resource flows	Funding stability and minimising ecosystem disruption versus adequacy of funding and reorientation of services system = Unsustainable levels of funding, inefficient funding arrangements and inability to expand to meet growth in demand or reorient to prevention and early intervention are being entrenched during current investment cycles

Sector Sustainability Project 2023-2024 Evaluation – How Interim Findings have guided Project in 2024

Revised activities in Phases C-E

[Sector Sustainability Program - Commissioning
\(act.gov.au\)](https://www.act.gov.au)



Informed advice to pivot SSP to focus more on
implementing changes to BAU
(see Agenda Paper 7)

Shifted content, timing and frequency of
communication with NGOs and ACT Government
Officials



Update on Findings - July 2024

Progress on Indexation and Transition Policy commitments made prior to commencement of the SSP

<p>Evidence of structural changes in policies, practices and resource flows</p>	<p>Revised Community Sector Indexation formula adopted in 2023-2024 onwards provides higher indexation.</p> <p>New Human Services Transition Policy recognises NGOs need to retain funds to build reserves to meet legislative and regulatory obligations.</p>	<p>The revised Community Services Indexation formula is not fully covering year on year increases in costs eg increases in superannuation guarantee.</p> <p>It is too early to see evidence of changes in practice that ensure NGOs can retain funds to build reserves.</p>
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Update on Findings - July 2024

Objective	Traffic Light Indication of Progress on Project	Further comment
Engagement in SSP activities	Strong NGO and ACT Government engagement.	Potential to widen engagement of specialist NGOs and increase engagement of ACT Gov central agencies.
Understanding of actions required to counteract the Starvation Cycle - <i>this is an indicator of a shift in the Mindset guiding the partnership between ACT Gov and NGOs delivering human services</i>	Understanding of Starvation Cycle has increased.	However, while initial commissioning investment phases are limited to existing funding envelope, evidence of decisions addressing the starvation cycle is limited.
Moving from in-principle acceptance of recommendations to enacting process, policy and resource changes that improve sustainability of NFP delivered human services - <i>this relates to actions relevant changes in relationships, connections and power dynamics between ACT Gov and NGOs delivering human services</i>	ACT Government resourcing for the Community and government Co-Leads is enabling co-design of measures that could be implemented.	It is too early for process, policy and resource changes to have been enacted but concerns about commitment to enact recommendations are held. Funding in subsequent years will enable progress
Evidence of <i>structural changes in policies, practices and resource flows</i>	Unsustainable levels of funding, inefficient funding arrangements and inability to expand to meet growth in demand or reorient to prevention and early intervention are being entrenched during some current investment processes	Current 7-10 year agreements do not articulate how these issues would be addressed through the life of the Agreement.



Sector Sustainability Project 2023-2024 Evaluation - Data Collection June 2024

Evaluating Engagement	The number of people and diversity of perspectives that have contributed to activity implementation and participated in engagement activities
	Methods for engaging with the Sector Sustainability Project activities
Formative Evaluation question	What has changed as a result of NGOs and ACT Government participating in the sustainability project? – Structural (process, policy, resourcing), Relational (relationships, connections, power dynamics), Transformative (mental models)
Summative Evaluation questions	Data collection from NGOs
	Compared with 2021 (when Counting the Costs research was conducted) is your organisation better able to allocate adequate resources to the indirect costs of service delivery?
	Compared with 2021 (when Counting the Costs research was conducted) is your organisation better positioned to respond to clients and community need, and changes in your operating environment?
	Is your organisation receiving the full costs of sustainable service delivery in your funding from ACT Government?
	Data collection from ACT Government Program Managers
	Does Program funding that you administer/manage fully cover the indirect costs of sustainable service delivery by NGOs?



Sector Sustainability Project 2023-2024 Evaluation – Scoping SSP in 2025-2028

Questions to shape future planning of SSP	Where have we seen the most change in the sustainability of the partnership between NGOs and the ACT Government? <ul style="list-style-type: none">- Structural (procedures, policies, resourcing)- Relational (relationships, connections, power dynamics)- Transformative (mental models)
	If the sustainability of the partnership between ACT Government and NGOs didn't shift what were the barriers?
	How could we address the barriers in the next phase of the Sector Sustainability Program in 2025-2028?
Stakeholder Workshop to sense check material from June 2024 data collection, summarising what the project Co-Leads have learned during the project	Does the material collected in the June 2024 evaluation cover what has been achieved from your perspective? <ul style="list-style-type: none">- Structural, Relational, Transformative changes
	What would you add, amend, dispute?
	What changes should we focus on in the next phase of the Sector Sustainability Program in 2025-2028?

Recommendations

Note Co-Leads Evaluation Report February-June 2024 (see paper 5.1)

Note Evaluation survey will be distributed to ACT Government and NGO mailing lists in July 2024

Note Stakeholder Workshop will be held to:

- Review raw data from June-July 2024
- Seek feedback on scoping of SSP 2025-2028

