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Purpose and Philosophy

Community Services Australia Ltd's stated purpose is the provision of services of a high standard to people within the target groups of the funded programs operated by the organization. These services are de-signed to enhance and enrich the individual's quality of life.

It is our belief that the strength of the community sector is its connectedness and diversity. There is a role for large, robust community organisations that provide strength and efficiency through economies of scale and high quality expertise. Equally, there is a need for smaller, locally-based agencies that offer richness and specificity that is unique to a particular place or community. The demands of maintaining an organisation of any size are, regrettably, far greater than in previous decades and the cost of compliance, development, and critical-mass is prohibitive to the survival of many of the smaller organisations. We would not advocate for the reduction of standards or accountability for any community organisation as this generally leads to a reduction in service quality if not organisational stagnation. On the other hand, the imposition of larger organisations auspicing smaller ones lead invariably to amalgamations and take-overs that ultimately work against the diversity and richness that makes the community service sector so attractive and able to meet individual client needs.

Community Services Australia Ltd was specifically constructed out of this concern. In order to maintain the dynamism of the sector an alternative to the loss of the autonomy of those smaller independent organisations was developed. **Community Services Australia Ltd** was constructed with the objective of providing infrastructure and delivery support to agencies without the need for their sublimation. **Community Services Australia Ltd** provides to such agencies the opportunity for a threefold support in a manner which may be described as a service peak.

Firstly, Community Services Australia Ltd provides to the client agency Governance training, support and ongoing development. This does not take the approach of traditional training and educative models (which have little effect in the committee and boardrooms of community agencies). Rather, it is an iterative, process of engagement whereby the experts with **Community Services Australia Ltd** provide to the client agency a direct involvement in the governing process, providing in situ training, advice and support.

Secondly, Community Services Australia Ltd provides infrastructure support in the form of financial, Asset, and Technology support. Experts from within **Community Services Australia Ltd** provide analysis, advice and delivery of financial systems, business processes, and technology solutions that allow the smaller agency to compete and survive along with larger organisations with greater infrastructure and expertise.

Finally, Community Services Australia Ltd provides service delivery, management, and development advice and functioning.

Each of these three functions are essential to the compliance, delivery and development needs of the smaller organisations, however, they are costs that cannot be borne within the limited size of the agency. By purchasing the services and expertise from **Community Services Australia Ltd** the smaller organisation retains its independence and autonomy yet benefits from the economies of scale afforded to the larger organisations.

This is not an experimental model but a tested, proven one demonstrated through success with other community organisations. For twenty six years, the parent company Community Care Incorporated persisted with models of support that explored methods of supporting the continued existence of other like-minded organisations. Since the refocusing of this part of the work of what was once Community Care Incorporated into an entity totally constructed to achieve just this end, it has seen success after success with the development of new and smaller independent agencies in need of such bought-in expertise.