Workshop 7:

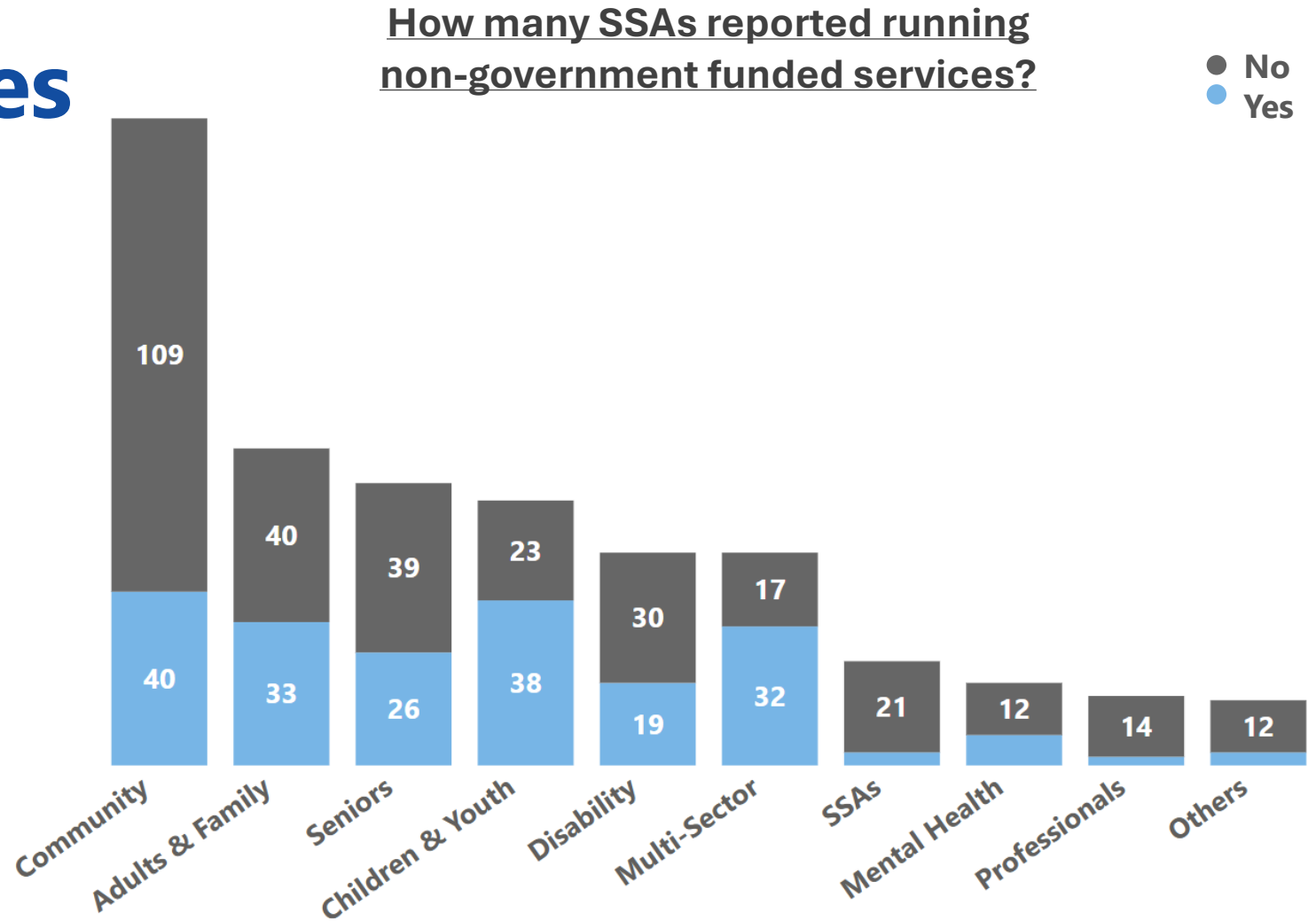# Non-Government Funded Services Run by Social Service Agencies

11:00am -12:30pm / 04:00pm – 05:30pm

Speaker: Emma Lee, Service Planning, NCSS

Data was collected from SSAs via the NCSS Membership Renewal Survey 2024.
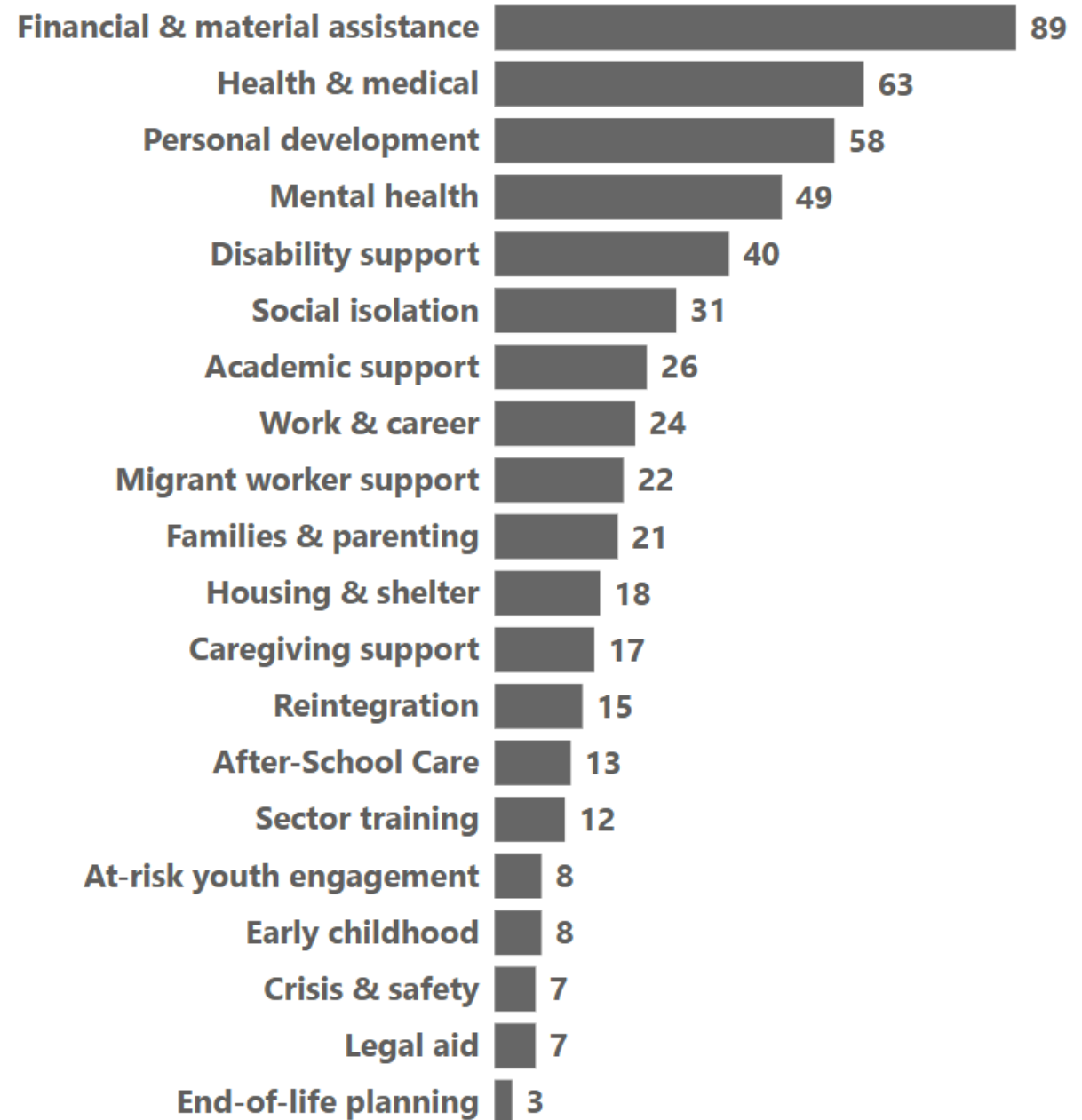
Many players and programmes

There are **531 non-government funded services** run by **203 SSAs**

How many SSAs reported running non-government funded services?

● No
● Yes

Category	No	Yes
Community	109	40
Adults & Family	40	33
Seniors	39	26
Children & Youth	23	38
Disability	30	19
Multi-Sector	17	32
SSAs	21	
Mental Health	12	
Professionals	14	
Others	12	

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Sector is diverse

We run services for many kinds of needs, ranging from financial & material assistance, to mental health, to end-of-life planning
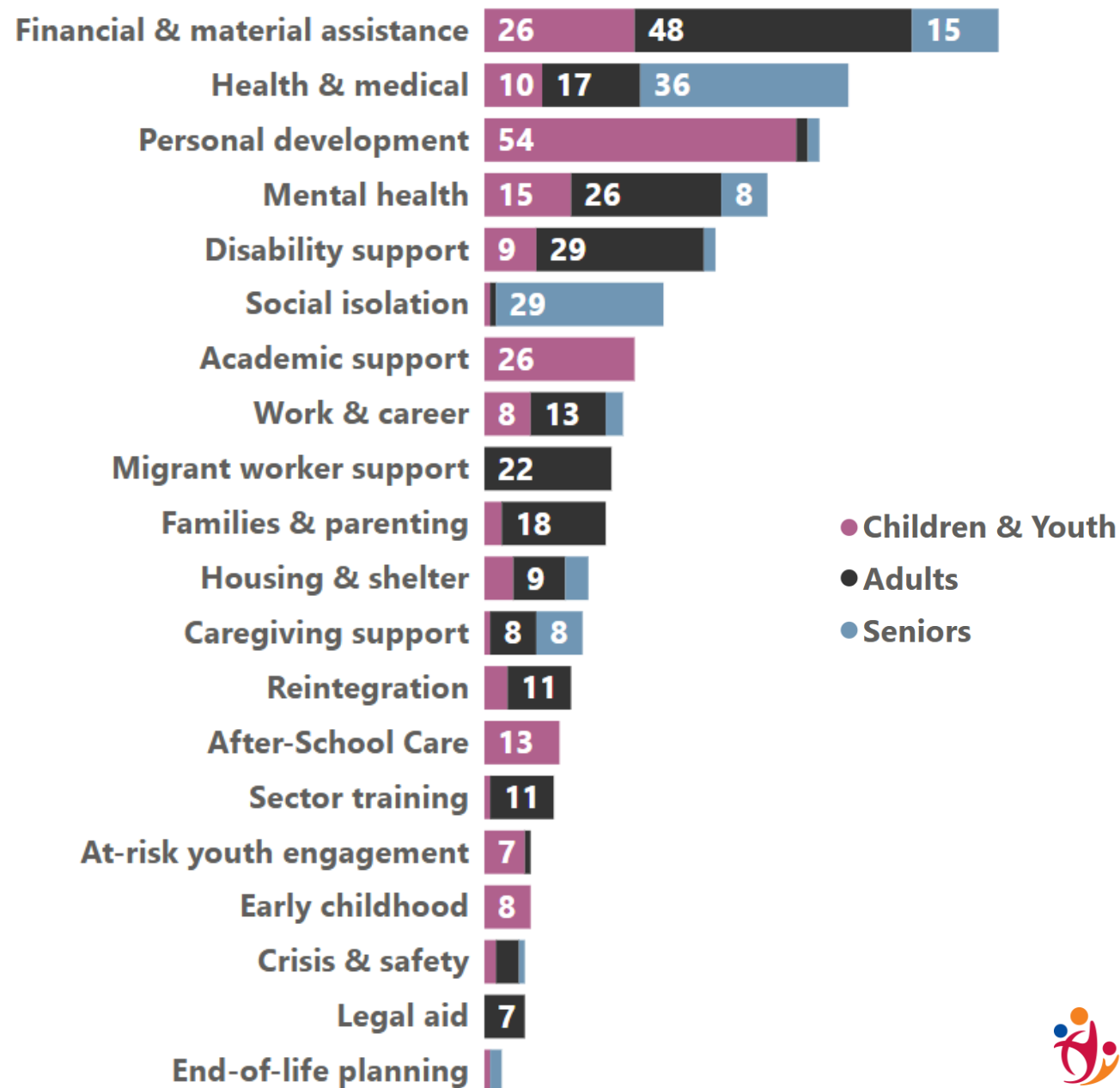
No. of non-government funded services

Service	No.
Financial & material assistance	89
Health & medical	63
Personal development	58
Mental health	49
Disability support	40
Social isolation	31
Academic support	26
Work & career	24
Migrant worker support	22
Families & parenting	21
Housing & shelter	18
Caregiving support	17
Reintegration	15
After-School Care	13
Sector training	12
At-risk youth engagement	8
Early childhood	8
Crisis & safety	7
Legal aid	7
End-of-life planning	3

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Sector serves all ages

- 227 for adults
- 194 for children & youth
- 110 for seniors

No. of non-government funded services, by age profile of primary user

	Children & Youth	Adults	Seniors
Financial & material assistance	26	48	15
Health & medical	10	17	36
Personal development	54		
Mental health	15	26	8
Disability support	9	29	
Social isolation			29
Academic support	26		
Work & career	8	13	
Migrant worker support		22	
Families & parenting		18	
Housing & shelter		9	
Caregiving support		8	8
Reintegration		11	
After-School Care	13		
Sector training		11	
At-risk youth engagement	7		
Early childhood	8		
Crisis & safety			
Legal aid		7	
End-of-life planning			

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Seems to touch many lives.....

- Over **951,000 non-unique users[1]** were reached; some may be reached by multiple SSAs

- 45% reached by **Health & Medical services**, followed by **Financial & Material Assistance** and **Mental Health** services
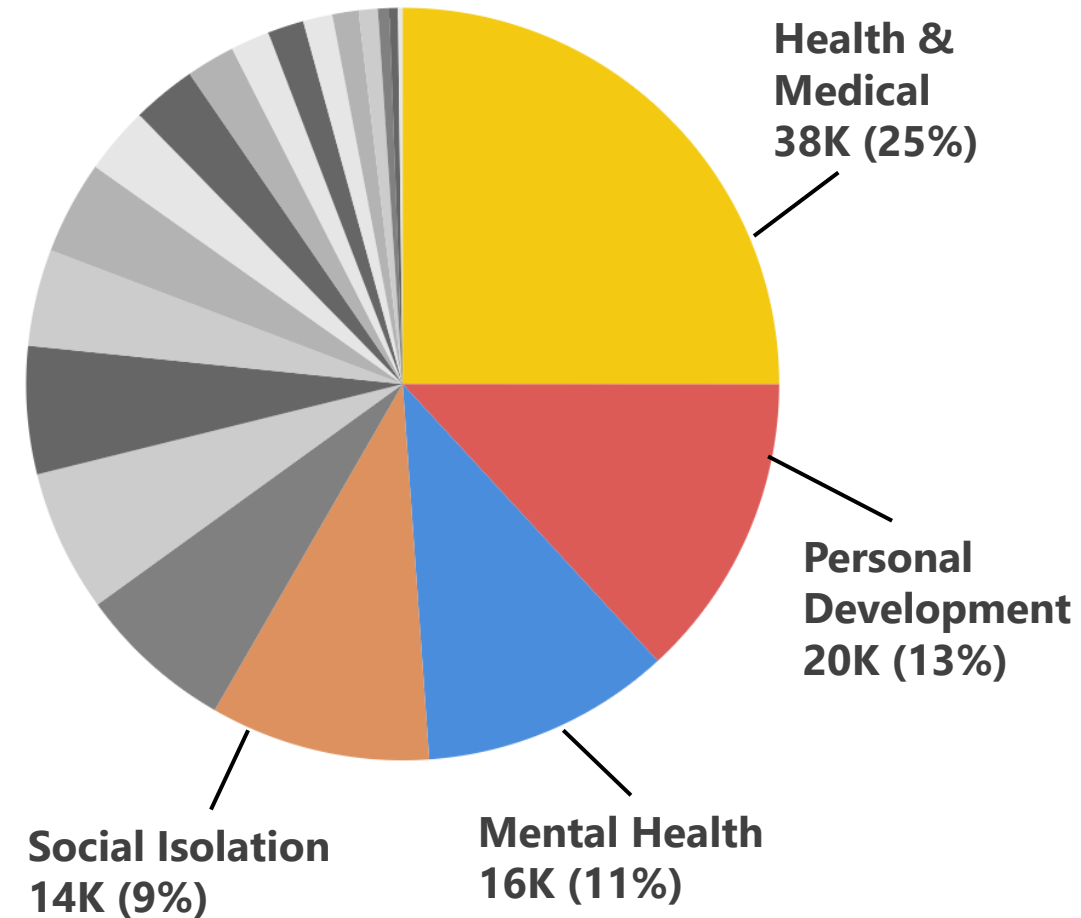
Health & Medical 441K (46%)
Includes a TCM services with 247K users

Mental Health 132K (14%)

Financial & material assistance 147K (15%)

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But how many people do we really serve?

- Based on structured programmes* only, number went down to **152k non-unique users.** Actual number is likely lower, as some are served by multiple SSAs.

- Service types with the most users are **Mental Health**, **Personal Development,** and **Social Isolation** services
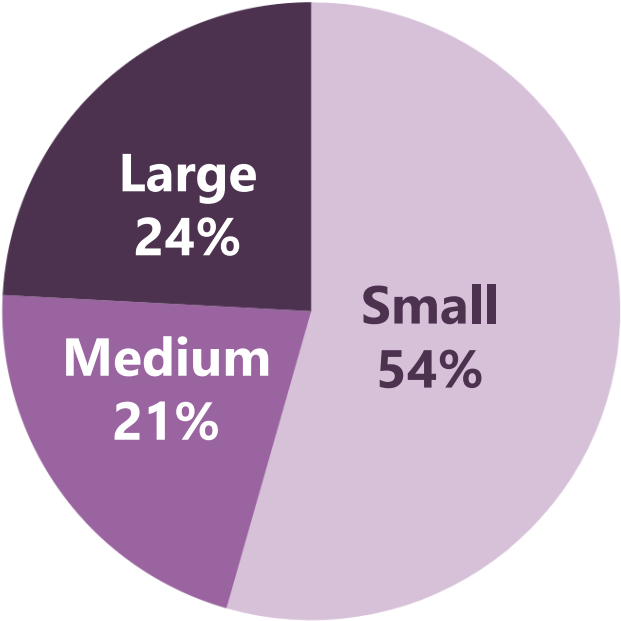
No. of non-unique users served by structured non-government funded services

Health & Medical 38K (25%)

Personal Development 20K (13%)

Mental Health 16K (11%)

Social Isolation 14K (9%)

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Most non-government funded services run by small SSAs managing no more than 3 services

Proportion of services provided*

- Large 24%
- Medium 21%
- Small 54%

● Small (TOE <$3mil)
● Medium (TOE $3mil - $10mil)
● Large (TOE >$10mil)

Number of services provided*

SSAs

No. of Services Run	Small	Medium	Large
1	44	17	6
2	24	12	7
3	28	5	10
4	12	6	2
5	9	2	1
6	5	4	10

No. of Services Run

*Figure excludes 22 services by 8 providers with missing or negative TOE data.
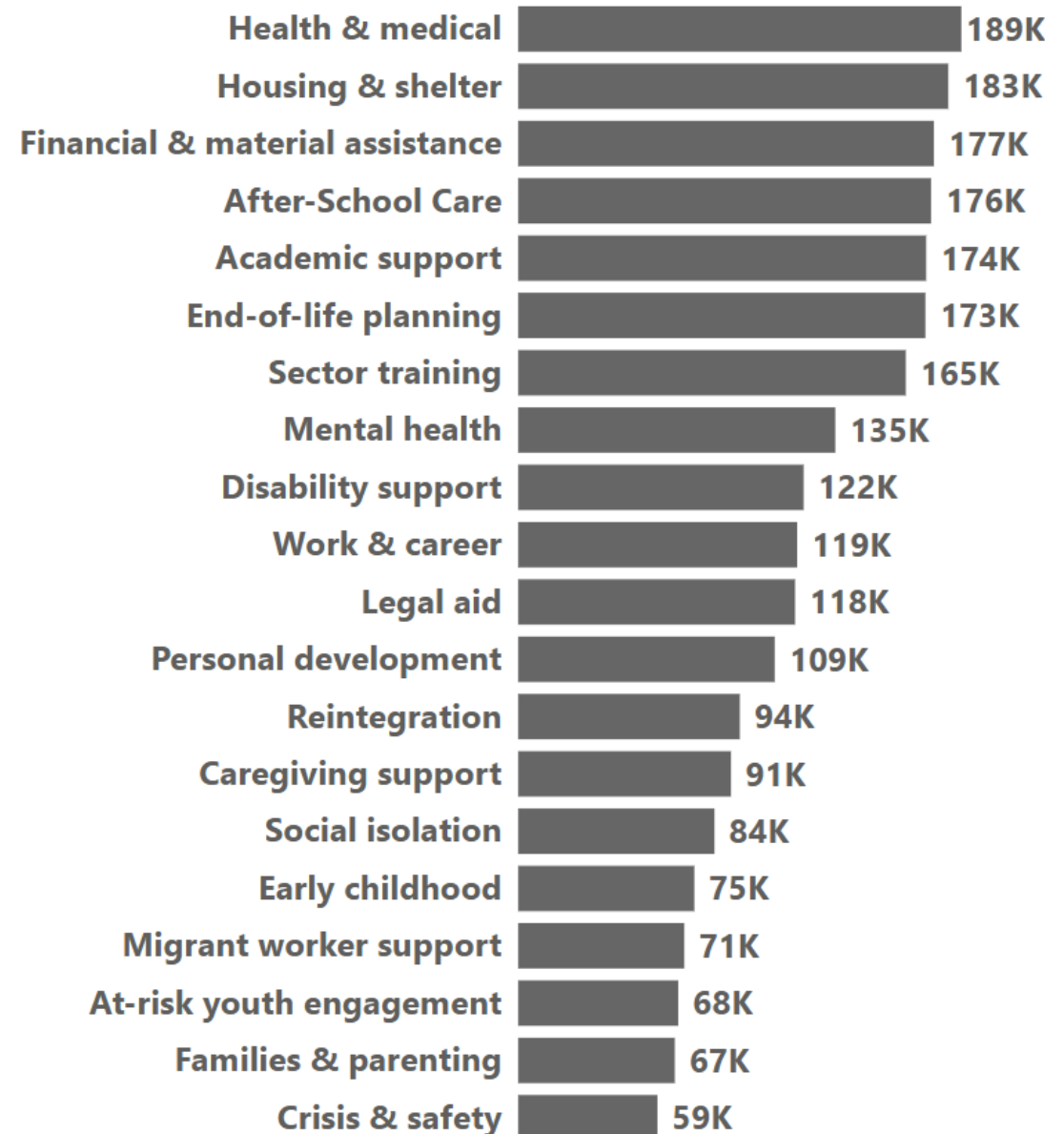
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Total programme expenditure is $71.8m

Some types of non-government funded services cost more to run.

Notes:
- Analysis assumed the lower limit of each band (e.g. where "$50,000 to $100,000" was selected, $50,000 was the assumed cost)
- Thus, actual expenditure will be much higher.
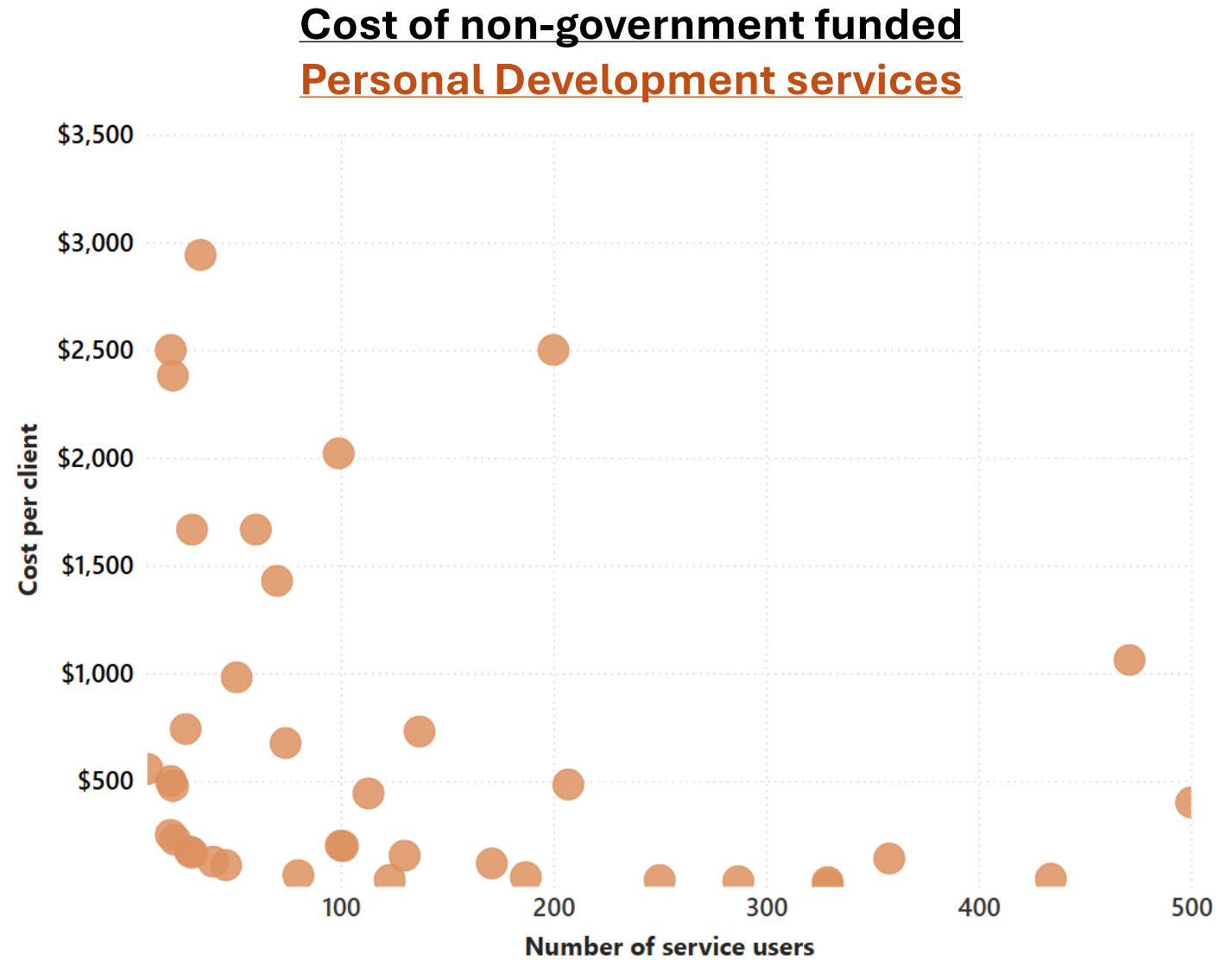- There is likely some "noise" in the data as funding duration was not specified, e.g. "per year"

Average expenditure per programme ($)

Category	Amount
Health & medical	189K
Housing & shelter	183K
Financial & material assistance	177K
After-School Care	176K
Academic support	174K
End-of-life planning	173K
Sector training	165K
Mental health	135K
Disability support	122K
Work & career	119K
Legal aid	118K
Personal development	109K
Reintegration	94K
Caregiving support	91K
Social isolation	84K
Early childhood	75K
Migrant worker support	71K
At-risk youth engagement	68K
Families & parenting	67K
Crisis & safety	59K

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Cost of serving a client varies widely

Cost of non-government funded
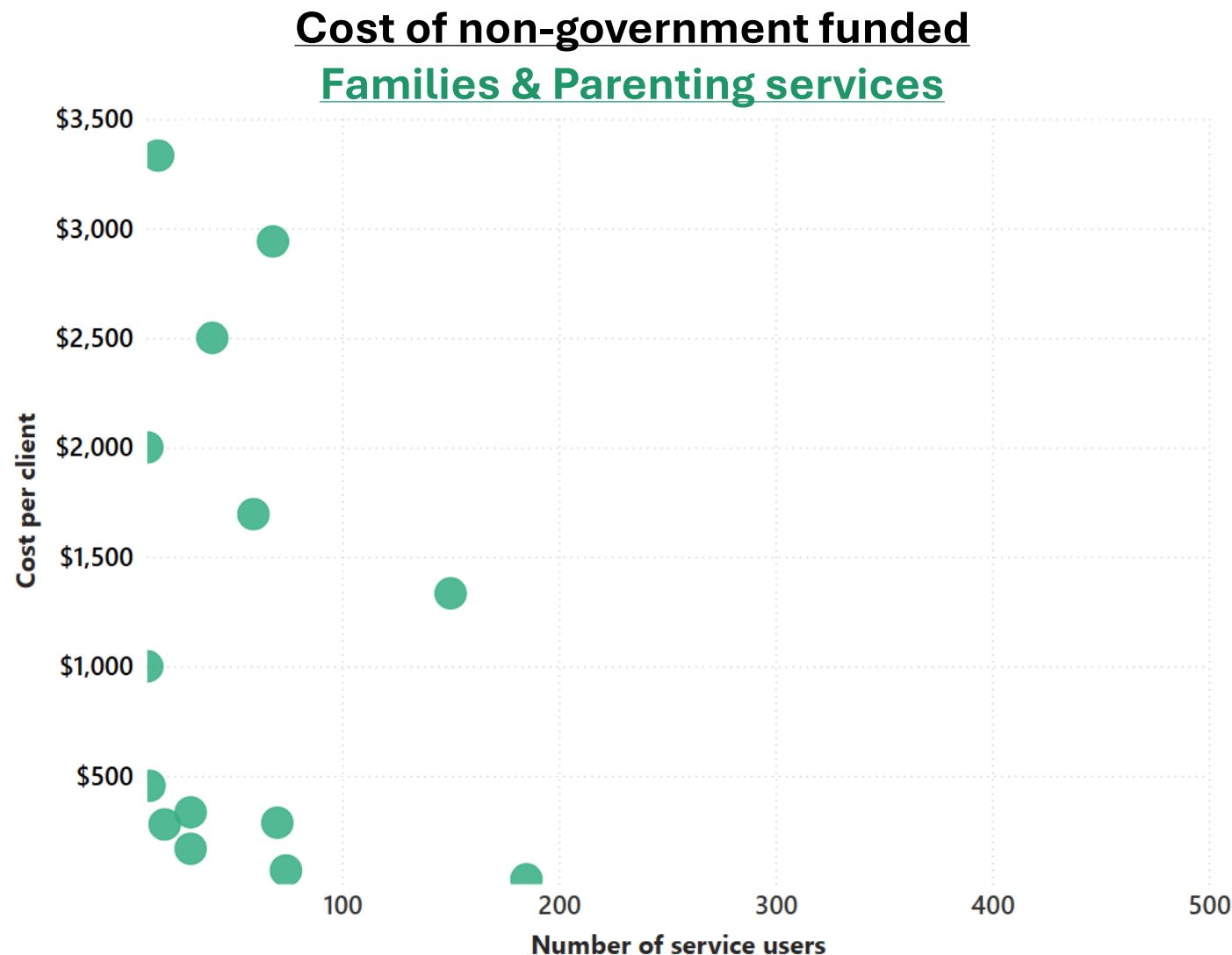**Personal Development services**

Notes:
- There is likely some "noise" in the data as duration was not specified in our survey, e.g. "$ per year", "# new service users per year"

# Cost of serving a client varies widely

Notes:
- There is likely some "noise" in the data as duration was not specified in our survey, e.g. "$ per year", "# new service users per year"

Cost of non-government funded
Families & Parenting services

Y-axis: Cost per client — $500, $1,000, $1,500, $2,000, $2,500, $3,000, $3,500

X-axis: Number of service users — 100, 200, 300, 400, 500

Cost of serving a client varies widely

Notes:
- There is likely some "noise" in the data as duration was not specified in our survey, e.g. "$ per year", "# new service users per year"

Cost of non-government funded
Mental Health services
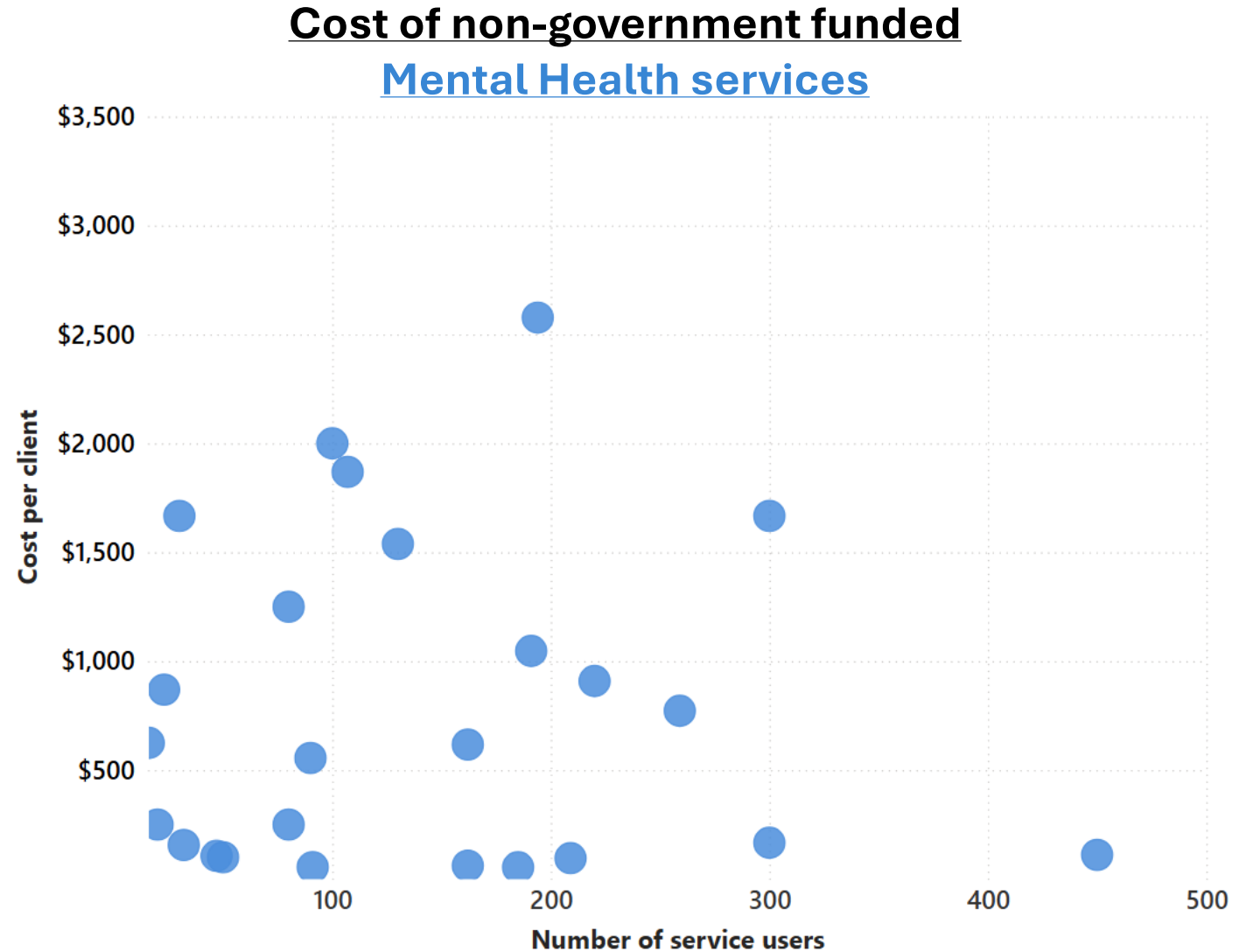
In Summary…

- We have created a diverse ecosystem of support

- Costs vary widely, even within similar services

- Multiple SSAs may be providing the same type of service

- Without coordination, users may get lost in the maze

- How might we know which approaches work best for the service user?

Q1. What might be the opportunities and challenges of having so many services, for a service user?

1 Opportunity

1 Challenge

Q2. How might we improve the sector, so that the 203 SSAs could behave as one connected ecosystem?

Idea

Q3. What might change for <u>users</u> and <u>SSAs</u> if we had a consistent way to understand our impact?

Change for SSA

Change for User

Change for SSA

SG60 Towards Sustainability Fund

1. Yesterday, NCSS launched a new grant initiative that provides $30,000 to eligible SSAs, aiming to recognise contributions of SSAs as part of SG60 celebrations

2. Grant is part of a two-stage process to build stronger evaluation capabilities across the sector:

    -   **Stage 1** helps an SSA develop its Theory of Change for its most impactful programme(s). The SG60 Towards Sustainability Fund is awarded at this stage.

    -   **Stage 2** supports SSAs further in building evaluation capabilities including onboarding to the Sector Evaluation Framework (SEF)

Limitations of Data

Scope of Data	• Shows what the sector provides, not what users need • Does not show how effective services are • Only self-reported non-government funded programmes captured
Data Quality	• Data collected was inconsistent and sometimes vague • Timeframe for reporting for service users was not defined clearly • Programme costs given in brackets
Data Analysis	• There may be better ways to categorise services for analysis (e.g. intervention type)

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