

SECTOR CHECKLIST

COMMISSIONING

As a service provider or partner in the community &/or health sector you are an integral part of any commissioning cycle.

This checklist can guide you in the different phases of the commissioning cycle and what you may expect in each phase.

We approach commissioning as an opportunity to:

- Do things better.
- Foster greater flexibility, creativity, innovation, and early support in our human service system.

Providers and partners can be government and or non-government organisations that contribute and collaborate through the commissioning cycles to ensure services remain responsive to community needs.

Every commissioning cycle is helping to reform our human service system to be:

- More responsive to need.
- Strongly linked between services.
- Reducing pressure on hospitals and crisis services.
- Delivering better health and wellbeing outcomes for priority populations.
- Supporting sector sustainability.

This checklist can help you engage effectively in commissioning cycles that can help us reform our human service system.

Commissioning understanding

	YES	PARTIALLY	NO
We have reviewed the commissioning approach online			
We completed the Commissioning in Practice E-Learning module?			
We have joined the Community &/or Health Sector updates forums run by ACT Government ?			
Have we joined the Commissioning Drop-in sessions run by ACTCOSS?			
We have utilised the Commissioning websites information and suite of resources?			
We have joined the Commissioning Conversations mailing list?			

1. Discover

We identify and document what we already know and what could be possible to explore through the commissioning cycle. We also plan our commissioning phases.

This is your opportunity to inform the Commissioner (government) of the challenges, issues, gaps, and opportunities your organisation has identified or experienced.

	YES	PARTIALLY	NO
Provide <ul style="list-style-type: none"> your organisations service evaluations or evidence of impact or previous ACT Budget submissions 			
Prepare <ul style="list-style-type: none"> if you can't participate consider pre-recording a short statement on needs or service gaps from your organisations perspective – this can be played in workshops and collaborative activities facilitate the gathering of lived experience that helps validate needs or service gaps 			
Participate <ul style="list-style-type: none"> continue to review the draft Discovery Discussion Paper when published and provide feedback or additional information participate in collaborative activities scheduled by the Commissioner and complete the post-activity survey 			
Plan <ul style="list-style-type: none"> plan for potential transitions by working with your existing contract or relationship manager to anticipate potential service changes Check the commissioning webpage to keep informed on process 			

2. Strategise

We examine what will meet the needs of the ACT population and deliver reform agendas.

This is your opportunity to collaborate with government and to hear from other service providers and stakeholders. Together we look at and validate all the data and insights gathered that indicate community needs and service gaps.

	YES	PARTIALLY	NO
Provide <ul style="list-style-type: none"> your organisations service evaluations or evidence of impact or previous ACT Budget submissions 			
Prepare <ul style="list-style-type: none"> if you can't participate consider pre-recording a short statement on needs or service gaps from your organisations perspective – this can be played in workshops and collaborative activities facilitate the gathering of lived experience that helps validate needs or service gaps 			
Participate <ul style="list-style-type: none"> continue to review the draft Discovery Discussion Paper when published and provide feedback or additional information participate in collaborative activities scheduled by the Commissioner and complete the post-activity survey 			
Plan <ul style="list-style-type: none"> plan for potential transitions by working with your existing contract or relationship manager to anticipate potential service changes 			

3. Design

We define and design the service requirements and service outcomes.

This is your opportunity to collaborate with government and service providers to design a new service offering that meets the verified needs of the community.

	YES	PARTIALLY	NO
Provide <ul style="list-style-type: none"> advise the Commissioner who needs to be in collaborative activities and where you feel there are participation gaps 			
Prepare <ul style="list-style-type: none"> reflect on evidence, including the lived experience voices that identify needs or service gaps a new service or service model could meet 			
Participate <ul style="list-style-type: none"> review the 'What we heard' report from the strategise phase and provide any clarifications participate in collaborative activities scheduled by the Commissioner and complete the post-activity survey 			
Plan <ul style="list-style-type: none"> plan for potential transitions by working with your existing contract or relationship manager to anticipate potential service changes 			

4. Invest

We purchase the right services from the right provider at the right price, through a fair and transparent process.

This is your opportunity to tender or apply for grants to provide services. You could have the opportunity to respond as a single organisation or as part of a consortium.

	YES	PARTIALLY	NO
Prepare <ul style="list-style-type: none"> review all materials provided by the Commissioner that could include the 'discovery discussion paper' or 'listening reports or what we heard reports'; or the 'commissioning insights report' Develop materials that help your organisation or consortium respond to an opportunity Undertake sector provided training to build skills in tender or grant writing 			
Participate <ul style="list-style-type: none"> review the proposed service specifications or service model participate in any market sounding and briefing sessions that helps build awareness of the opportunities before they are formally released or throughout the tender process 			
Plan <ul style="list-style-type: none"> activate transition plans by working with your existing contract or relationship manager to prepare for potential service changes 			

5. Deliver

We maintain collaboration between sector partners and commissioner to deliver desired outcomes.

You will now know if you have successfully formed a partnership via a tender or grant to provide services. If selected you are now delivering services or a program or activity that is delivering an agreed outcome(s).

	YES	PARTIALLY	NO
Plan and participate <p>Work with the Commissioner to prepare a first 100 day plan to settle in the new working relationship – this may include:</p> <ul style="list-style-type: none"> agreed process to adjust service delivery or update standard operating procedures activation of your transition plan to support your organisation to shift to a new service delivery model or service activation of a plan that embeds outcomes reporting into service delivery at the start activation of a plan gather lived experience voices to continuously improve service and outcome delivery 			

6. Integrate

We integrate what we have learnt and what we know now with other commissioning cycles and for our future cycles to benefit the whole-system reform.

You have the opportunity to work with the Commissioner to identify where services and supports can be better connected.

	YES	PARTIALLY	NO
Provide <ul style="list-style-type: none"> advise to Commissioner on where services or supports can connect 			
Prepare <ul style="list-style-type: none"> identify opportunities to apply commissioning and collaborate across the sector to improve service delivery 			
Participate <ul style="list-style-type: none"> work with other service providers and peak organisations to connect services and supports attend regular update forums for non-government organisations facilitated by both government and peak organisations 			

Ongoing: Evaluate

We embed measures and processes into our partner relationships to continuously evaluate whether services are delivering value for the communities we serve.

Throughout the commission cycle we evaluate the social impact and health outcomes. We embed measured and process into our partnership relationships to continuously evaluate whether services are delivering values for the communities we serve. You have the opportunity to continuously improve service delivery and the commissioning experience through formal and informal evaluation.

	YES	PARTIALLY	NO
Provide <ul style="list-style-type: none"> information and evidence, through your contract arrangements provide outcomes reporting that demonstrates social impact and effective service delivery 			
Prepare <ul style="list-style-type: none"> complete the post-activity survey after commissioning activities work in partnership with government to deliver outcomes 			
Participate <ul style="list-style-type: none"> work with the Commissioner or contract/relationship manager on how to deliver services that continuously improve 			

How well are we engaging with commissioning against the shared principles?

Commissioning is a cycle that we seek to continuously improve using your feedback. By sharing your experiences through the post activity surveys you can help identify how well we are approaching the commissioning cycles through these shared principles.

You may want to use the below as a self-reflection tool for your organisation.

	YES	PARTIALLY	NO
Purpose driven We are guided by shared outcomes, with a focus on problem solving and solutions, ensuring this work provides value to all stakeholders.			
Relationship focused We have <i>just</i> relationships which are based on commitments to respect, trust, care, concern, and dignity.			
Recognise complexity We develop understanding and solutions that respond to the dynamic and interconnected nature of complex problems and systems			
Inclusive collaboration We effectively engage diverse participants in genuinely inclusive processes.			
Communicative and transparent We engage in real dialogue. Our communication is grounded in genuinely listening and responding to the voices of all stakeholders.			
Deliberative We move away from traditional power imbalances toward shared decision-making processes informed by evidence, as well as other Territory strategies and plans.			
Contextual and flexible There is no single way to go about commissioning. Each interaction will respond to complexity, cultural practices, safety, context, and the breadth of issues at hand.			
Value time and resources We are respectful of competing priorities and the need to use time and resources wisely.			
Shared commitment We commit to meaningful change and learning through experience.			