

We are committed to continuously improving the process of commissioning through regular evaluation as well as ongoing listening and monitoring

Evaluation

Listening and Monitoring

Understanding expectations

Tracking

Experiences -> capacity to engage -> advice on engagement approaches -> process improvements

Baseline survey

Annual survey

Post collaboration surveys

Peaks and forum discussions

Ministerial Advisory Councils

Health consumer networks

One on one discussions with organisations

“Past experience with similar processes has left the sector jaded, but the process to date shows promise.”

Non-government organisation participant

“For change to be successful, anything that is developed needs to be continually followed up and implemented.”

Non-government organisation participant

195 PARTICIPANTS

From across government and non-government organisations including senior executives, policy officers and frontline staff

“If we get it right, so much can be achieved.”

Government participant

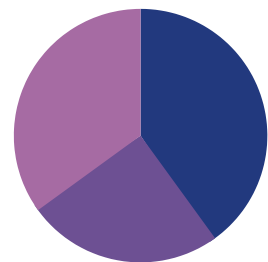
“If fully implemented in the way it is intended commissioning will bring positive outcomes across the board. The risk is that it is not implemented as intended and becomes the old funding process/ contracting model, just under a different name.”

Government participant

TRUST

Our expectations that the commissioning process will align with the shared priorities and principles agreed in our approach.

High to very high trust
35%



Medium trust
40%

Low to very low trust
25%

RELATIONSHIP HEALTH

How we perceive the strength of the relationship between government and non-government organisations.

Both government and non-government respondents overwhelmingly stated that their relationships within their sector or within government are **good to very good**.

Government participants rated relationship with the non-government sector as **good to very good**.

77%

64%

Non-government participants rated relationship with government as **good to very good**.

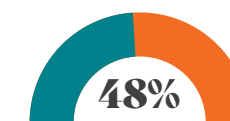
OPTIMISM FOR OUTCOMES

Our confidence in the process to make a positive difference for the lives of Canberrans.



Overall confidence commissioning will deliver better outcomes overall

Government confidence commissioning will deliver better outcomes



Non-government confidence that commissioning will deliver better outcomes

Commissioning is a long-term reform to help government and non-government organisations partner more effectively to meet the needs of Canberrans.

ACT Health and Community Service Directorates and over 100 non-government organisations are approaching commissioning as an opportunity; to do things better, to foster greater flexibility, creativity, innovation and early support.