

## Commissioning Conversations #10

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### COMMISSIONING ROADMAP REFRESH - UPDATE

Big thanks to the Roadmap Refresh Sounding Board who have undertaken a two-week review of the draft 2024 Commissioning Roadmap (the Roadmap). The insights from community and health sector representatives have been highly valuable and are helping shape a Roadmap that will be useful and relevant.

Thanks to: Zoe Gilrain (Vinnies); Heather Fitt (ACT Council of Social Service); Jenelle Tinham (Canberra Regional Community Services); Greg Aldridge (Everyman); Kim Hefren-Webb (Sanctuary Australia); Amanda Tobler (Community Services 1); Catherine Jones (Comms@Work); Jenny Kitchin (Woden Community Services) and ACT Health Directorate representatives.

Whether participant, partner, provider or commissioner, many people have shared the importance of the Roadmap as their first reference point to understand commissioning; a guide for the commissioning cycle and what's involved at each phase; or as an important tool to forward plan involvement in commissioning cycles.

With Roadmap release intended before the end of the year, our collaborative work with the Sounding Board continues to create a mini website and Roadmap booklets that provide:

- Our commissioning context and approach
- Strategic challenges for commissioning as a 10-year reform
- Commissioning as a practice
- Commissioning progress and plans through to 2024

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### HELP US TO IMPROVE LIVED EXPERIENCE ENGAGEMENT IN COMMISSIONING

Lived experiences are our personal stories, insights, or expertise about how we have met social and wellbeing challenges and been supported by services or a system. To effectively meet the needs of people in our community experiencing social and wellbeing challenges, we need to continually improve how we engage people with lived experience.

Lived experience, gathered in a range of respectful ways, is woven into the commissioning cycle. When we do this well, government and non-government can confidently redesign the system, services, or programs from the human experience of what is working and what might not be.

We are grateful for the expertise, advocacy, and advice of Lisa Kelly (Carers ACT), Justin Barker (Youth Coalition of ACT), Heidi Prowse (Mental Illness Education ACT), Darlene Cox (Health Care Consumers' Association), Jennifer Nixon (ACT Mental Health Consumers Network) and each of the Ministerial and Advisory Councils in the ACT who have helped shape this approach to lived experience for commissioning.

We want to listen once and weave this experience into multiple commissioning cycles. We want to engage sensitively and with the right supports in place for people who are sharing their experiences or providing their expertise. And importantly, we want to recognise people with lived experience as people with expertise who can help us improve our system, services, or programs.

As part of a suite of activity aimed at growing our capability to weave lived experience into commissioning, we are seeking representatives with experience in engaging people with lived experience to form the Commissioning Lived Experience Advisory Panel.

The Panel or individual Panel members would be called upon to provide advice to active commissioning teams on how to source existing lived experience insights or how to engage people with lived experience sensitively and meaningfully.

Find out more through the expression of interest pack and send your expression of interest in to [CSDCommissioning@act.gov.au](mailto:CSDCommissioning@act.gov.au) by 15 October 2022 or speak to Fiona May or Catherine Russell.

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## SHARE YOUR EXPERIENCE

Have you recently participated in a commissioning process? Did you share your experience via a post-activity survey? We are keen to hear about what has and has not worked for participants at each step in the process. You can do this by sharing your views through the survey.

The post-activity survey is always available and ready for your feedback via the commissioning website at this link: [Post-Activity Survey](#). Click through, select the sub-sector and date of the activity you participated in and then take five minutes to answer the standard questions.

Your responses are collated and shared via listening reports, sector updates and through Commissioning Conversations. Help us to continually improve the practice of commissioning through sharing your reflections on your experience.

Find out more about the evaluation of commissioning: [Evaluation of Commissioning](#).

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## SUB-SECTOR UPDATES

### HOMELESSNESS SERVICES

#### *What has been done:*

- During the period from January to May 2022, 19 workshops were organised with participation from over 200 participants including government officers plus front-line staff, policy officers, and executive managers and front-line staff from community organisations. 21 discussions with service users with lived experience of homelessness were organised. Five deep dive discussions also took place focusing on older women, men, people with diverse sexuality and/or gender identity, people with disability, and children.
- The conversations with stakeholders focused on identifying needs, services gaps, and outcomes. Building on a better understanding about needs, gaps and expected outcomes, stakeholders discussed service design ideas to:

- i) enhance frontline services and provision of support to clients;
  - ii) support sector capability, capacity; and
  - iii) improve the service system, and cross-sector collaboration.
- Listening reports were generated from each workshop and deep dive discussions, providing key themes, ideas and considerations captured through these engagements, and these are available on the Community Services Directorate (CSD) Commissioning website. An Insights Report capturing everything we have heard and worked through is also nearly completed will also soon be available on the website.

Focus for next cycle of commissioning:

- Housing ACT is close to finalising the strategic investment process. The priorities for this stage have been to ensure that the commissioning will:
  - provide greater opportunities for innovation by adopting an integrated, partnered approach to delivering and procuring/investing in services;
  - demonstrate value for money;
  - provide variety of procurement and grant methodologies;
  - provide variety of agreements – Contracts and Deed of Grants;
  - offer simplified documents with designed templates for ease of completion; and
  - have a staggered release of tenders and grants to address competing priorities.
- A component of this preparation period is determining whether a grant or procurement would be more suitable. Whether the approach will be through direct sourcing, a range of identified providers (select) or through a public process. Regardless of the methodology or grant/procurement, value for money will need to be demonstrated by a Respondent.
- When determining the methodology, we consider risks, value of funding, how best we can meet the needs and aspirations of our clients and the organisations that we work with.
- In the coming weeks, further information will be provided about next steps. As part of our planning, market sounding papers will be released on the various procurement and grant methodologies with an opportunity for the sector to provide feedback over a three-week period. Our planning also aims to ensure that the sector will not be required to work on any funding submissions over the Christmas holiday period from mid-December to mid-January. We are still aiming to a timeline of new contracts in place by 30 June 2023.

**CHILD, YOUTH AND FAMILY SERVICES PROGRAM (CYFSP) COMMISSIONING ENGAGEMENT WORKING GROUP**

Thank you for the overwhelming response we had to our call for co-designers to work with us to develop the engagement strategy for the Children Youth and Family Services Program (CYFSP). In total we received 42 nominations from a hugely talented and skilled field of community and government partners. This made it very difficult to narrow the group down to the required number of 10 participants.

The participants of the workshop represent a strong mix of experience and expertise in co-design and engagement with key stakeholders of the CYFSP, and come from diverse backgrounds including:

- As a representative body and/or peak;
- Working with Children, Young People and Families within the Community Sector and/or Government both as part of the CYFSP or the broader Human Services system;
- Having experience as a researcher and/or academic in the field of Children, Young people and families; and

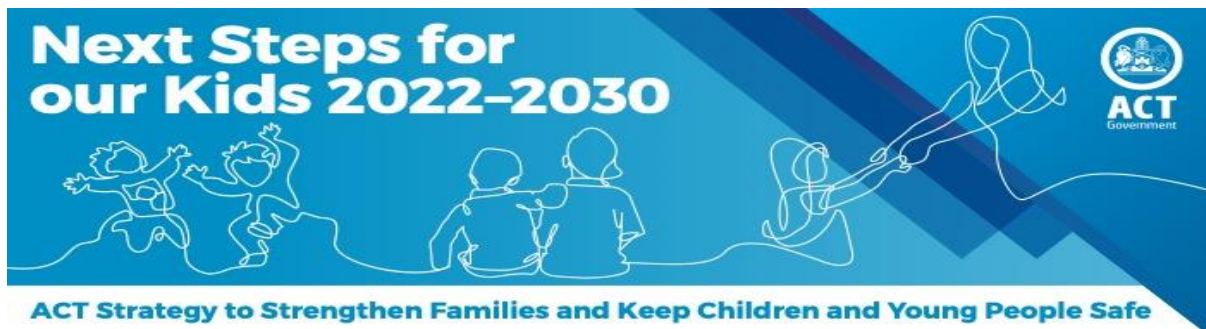
- As participants in other Human Services commissioning processes both within the ACT and interstate.

Over two September workshops, the working group has designed an engagement and collaboration plan that shapes how we will work together – government and non-government - through the Strategise and Design phases of the commissioning cycle from late 2022 through to August 2023.

If you missed out on this occasion, please be assured there will be other opportunities to get involved, please watch this space or contact Ryan McLaughlan via email:

[ryan.mclaughlan@act.gov.au](mailto:ryan.mclaughlan@act.gov.au) or phone: 02 6205 5313 to discuss your interest.

## NEXT STEPS FOR OUR KIDS 2022-2030



Planning has commenced on the implementation of the *Next Steps for Our Kids Strategy 2022-2030*, with an internal CSD Executive planning workshop followed by a separate workshop with the *Next Steps* Critical Sector Friends Group held in August 2022. These workshops were used to consider the prioritisation and sequencing of priority programs of work including the approach to developing the first *Next Steps* four-year action plan. Further information on this planning including the development of the first four-year action plan is proposed for end September/early October 2022.

Planning is also underway on the commissioning and co-design of the remaining services for the *Next Steps* service system. A draft project plan, seeking input and feedback from our current Service Partners is planned for early October 2022.

The procurement process for the new specialised therapeutic care services is nearing completion.

Regular updates on the progress of the *Next Steps* reform are available on the [CSD website](#) and the [YourSay](#) page.

## SENIORS INITIATIVES

CSD will soon engage a consultant to undertake a review of the ACT Seniors Card Program. This process will gather and distil clear evidence of the program's impact and opportunities for improvement.

The review will culminate in a report to CSD addressing the current delivery of the ACT Seniors Card Program and its fitness for purpose, in the context of the commissioning work and make recommendations for future program delivery.

## COMMUNITY SUPPORT

The second Community Support Subsector (CSS) Commissioning Roundtable was held on Wednesday, 24 August 2022. Together with the recently-published discussion paper titled [ACT Health Directorate investment in the Community Support Subsector](#), the roundtable constituted one of the key activities in the 'design' phase of commissioning for outcomes in the CSS.

The event was attended by a diverse range of 46 stakeholders, including current and prospective CSS service providers and a representative for the health care consumers' perspective. Discussion was

robust and centred around potential design features of the new CSS program that will commence from 1 July 2023. A paper setting out the outcomes of the Roundtable will be published within the next few weeks.

## **ALCOHOL AND OTHER DRUGS**

In August 2022, the Alcohol and Other Drug (AOD) Team released the first iteration of the [Commissioning Intentions](#) document, reflecting stakeholder and partner feedback received during the 'Strategise' phase workshops and engagement. Information about upcoming 'Design' phase workshops was also shared. All workshops will be held online, covering the following focus areas:

- Service system access, navigation, pathways and peer workers 18 October 2022
- Co-occurring issues with a focus on AOD and Mental Health 20 October 2022
- Methamphetamine treatment and access to family and carer support 27 October 2022
- Outreach and counselling 31 October 2022

We are keen to have broad representation (across public sector services, non-government services, peaks and consumer advocacy groups) at our workshops, stakeholders may attend all workshops they are interested in. Calendar invitations to the workshops will be sent in the coming weeks.

More information can be found via the [AOD Commissioning web page](#) or you can email queries to the AOD Policy inbox, [AODPolicy@act.gov.au](mailto:AODPolicy@act.gov.au).

## **SEXUALLY TRANSMISSIBLE INFECTION AND BLOOD BORNE VIRUSES**

In August, the sexually transmissible infections and blood borne viruses (STIBBV) business unit released the initial first draft of the Planning and Funding Framework and Health Needs Analysis with wider circulation planned. This document brings together a broad range of available evidence collected in the strategise phase to describe the STIBBV burden of disease and service provision landscape in the ACT. The document is currently out with the STIBBV subsector and the STIBBV Health Advisory Committee for review and further refinement. The business unit hopes to have the document finalised for publication towards the end of 2022.

STIBBV collaborative design workshops commenced in August with four workshops held across August and September 2022. Participants included representatives from ACT Health Directorate (ACTHD), STIBBV service providers, consumer representative groups and peak bodies. All four workshops were facilitated by Sean Lowry from Green Cup Consulting. Two workshops were held in-person and two were held virtually. The purpose of the collaborative design workshops was to further distil the available evidence into health goals, strategies to achieve key health goals and care considerations (interventions and initiatives) to inform future procurement of STIBBV services in the ACT. In the fourth workshop, participants were asked to prioritise the strategies and care considerations based on contemporary need. Through this process, participants also identified potential outcomes and metrics which could be implemented to determine success of prioritised strategies and care considerations. Informal collaborative design discussions will continue through to the end of 2022.

## **PALLIATIVE CARE**

The current service provider contract has been extended until 30 June 2024, to enable service continuity while the 'strategise and design' phase of the commissioning process takes place.

A Service Function Review on all palliative care and end of life care services in the ACT will be conducted late 2022. The review will provide a baseline of data and an understanding of the current palliative care and end of life care service availability in the ACT.

It is planned to collaboratively design and test the market in 2023, utilising the data gathered from the review, and consultation with stakeholders.

## **PRIMARY HEALTH SERVICES FOR YOUNG PEOPLE**

Throughout August ACTHD dove into consultations with stakeholders, receiving valuable and thoughtful feedback on the discussion paper and the issues experienced by young people accessing primary health services.

We held our first roundtable on 6 September 2022. This provided a valuable opportunity to discuss the needs of young people, service gaps and how we can best support young people to access primary health services across the ACT.

ACTHD will now turn their attention towards developing a listening report that will reflect the discussion paper feedback from young people and the sector more broadly. In the coming weeks we will put out information on the design phase of commissioning in this subsector.

## **MATERNITY SUPPORT SERVICES**

Commissioning for Maternity Support Services has commenced, with the strategise phase being largely informed by [Maternity in Focus – ACT System Plan 2022-2032](#) and its [First Action Plan 2022-2025](#).

ACTHD is considering the need for further consultation to inform the strategise phase in this subsector. The strategise phase will also include analysis and evaluation of currently funded maternity support services.

## **MENTAL HEALTH**

The Mental Health Policy and Strategy Branch has been busy with project planning and establishing the governance arrangements for the commissioning project. The team has also been doing some preparation work to inform discussions during our strategise phase, including collating information we already have access to and mapping of the current policy and planning landscape.

Below is the timeline that the team is working towards within the four phases of the commissioning cycle:

**Strategise:** Now – February 2023

**Design:** March 2023 – July 2023

**Procure:** June 2023 – March 2024

**Deliver and Evaluation:** Ongoing from July 2024.

Commissioning involves working together, drawing out innovation and managing expectations. By coming together as partners with a shared goal to deliver health services that meet community need now and into the future, ACTHD and our community partners can jointly shape a responsive and innovative health service system.

ACTHD acknowledges that successful Commissioning doesn't happen in isolation. There are a range of strategic projects that incorporate collaborative processes and community engagement activities, such as the youth systems modelling work being done through the Office for Mental Health and Wellbeing, where we would like to build on the collaborative work that has been done rather than duplicate it. We aim to take advantage of projects addressing specific issues wherever possible, including information from other sub-sector commissioning discussions that have implications for mental health.

There will be opportunities to get involved in the commissioning of mental health services in the near future. We welcome a range of perspectives, whether you are a person with lived/living experience of mental illness, a carer or family member, if you are a current service provider, a service provider with an interest in mental health or if you are a member of the broader community.

If you would like to participate or have questions, please contact the Mental Health Policy and Strategy, by emailing [MentalHealthSuicidePreventionDivision@act.gov.au](mailto:MentalHealthSuicidePreventionDivision@act.gov.au). You can also [visit our Commissioning webpage](#) which will be updated regularly with more information.

## CHRONIC CONDITIONS

A needs assessment is being prepared for agreement with Non-Government Organisations (NGOs) at the next roundtable, to be held at the end of 2022.

## AGED CARE RESPITE

The current service provider contract has been extended until 30 June 2024, to enable service continuity while the 'strategise and design' phase of the commissioning process takes place.

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## KEY UPCOMING DATES

- 20 September – Community Sector Forum
- 12 October – Commissioning Webinar (ACT Health)

Stay aware of the indicative commissioning schedule via the [commissioning calendar](#), a tool to support your participation, particularly where you may be involved in multiple process.

This indicative calendar can include 'to-be-confirmed' dates that may change but will be confirmed via email invitations to commissioning activities. Check the sub-sector pages for further insights on timings and processes where you may be a participant.

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## USEFUL LINKS

- [Joint ACT Government Commissioning website](#)
- [Commissioning Calendar](#)
- [Post Activity Survey](#)

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