

Commissioning Conversations #11

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TRANSITIONS – HOW CAN WE TACKLE THEM BETTER TOGETHER?

It is a clause in agreements and contracts that can be quite confronting and challenging – transitioning of services.

Every transition is different and requires a bespoke solution. Transitions are not always an existing service transitioning from one organisation to another. In some instances, transitions occur internally within organisations from one service model to another, or because of client cohort changes, or in response to additional requirements or insolvency.

Collectively, we have many experiences of transitioning services for various reasons. Your experiences of what has worked well and what has not – are valuable and we would like to understand them.

We can consider these learnings to build training, advice, and resources to support the varying transition scenarios. We are not starting with a blank page; we have already had some conversations to draw on collective experience with NGO sector partners and across ACT Health and CSD. We've pulled together some learnings from these discussions.

Together we can develop a more consistent and relational approach to transitioning services in keeping with commissioning principles.

Action – Share your experiences, thoughts or reflections on transitioning services [here](#).

NEW COMMISSIONING WEBSITE COMING...

We are on track to release the 2022-2024 Commissioning Roadmap before the end of the year.

In the meantime, we are working to rejuvenate the commissioning website with new content from the refreshed 2022-2024 Commissioning Roadmap.

The Roadmap Refresh Sounding Board of community and health sector representatives have helped shape a Roadmap that is useful and will now help ensure the new website is easy to navigate with timely information.

The new commissioning website will include:

- Clearer advice on the practice of commissioning

- Tips, tools, templates, and training links
- New case studies on the impact of commissioning
- Updated Sectors in Progress pages
- Forecast of commissioning plans to 2024

Importantly, we are working with Commissioners to populate the online [Commissioning Calendar](#) to ensure community and health sector partners and providers can plan their involvement, participation and engagement.

Action - What's on your wish list for the commissioning website? Do you have a suggestion? Send your feedback to CSDCommissioning@act.gov.au.

ARE YOU MISSING FROM THE FEEDBACK?

More than 2,000 people from across government and the community and health sector have participated in commissioning activities since 2021 – yet only a small number of participants have provided feedback.

We are keen to hear about what has and has not worked for participants at each step in the process. Your feedback helps us continually improve the practice and experience of commissioning.

You can provide your feedback with the post-activity survey which is always available and open via the commissioning website at this link: [Post-Activity Survey](#).

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

TIP - FINDING A CONTACT POINT

We are constantly grappling with staff movements across government and the community and health sectors. We will keep you in the loop on key staff movements and changes as best we can.

You might like to use this handy online [ACT Government Directory](#) that can help you navigate Directorates and find the right contact point.

COMMISSIONING CYCLE UPDATES

Commissioning is a cycle through which we examine community needs together with more rigour; we collaborate across the sector and government to address service delivery gaps; and we explore opportunities to provide services in new ways.

The cycle is adaptable and involves several phases – discover, strategise, design, invest, deliver, integrate, and evaluation. The below updates are grouped by where they sit in the cycle.

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

Get ready for CYFSP collaboration and engagement

We did something different – we partnered from the start. The Commissioner (government) for the Child, Youth and Family Services Program (CYFSP) collaborated with service providers and sector

partners to design and develop the [CYFSP Commissioning Engagement and Collaboration Plan](#) for this commissioning cycle.

Over two workshops the CYFSP Commissioning Engagement Working Group reflected, explored, and identified key engagement and collaboration needs for this commissioning cycle from now through to 2023.

If you provide or are seeking to provide support services to children, young people, and families you can now plan your contributions or participation in the CYFSP commissioning cycle by:

- Reviewing the **listening reports** from the workshops to understand how the engagement and collaboration approach was developed.
- Planning your contributions and participation using the **CYFSP Commissioning Engagement and Collaboration Plan**.
- Reviewing the **CYFSP Discovery Discussion Paper** and sharing data, best practice examples or reports that may help identify needs, challenges, and potential service design ideas to CYFSP@act.gov.au.

Commissioner: Community Services Directorate

More information: visit [CYFSP Sector in Progress](#) webpage to access the documents listed above

Contact: CYFSP@act.gov.au

Review into the Seniors Card underway

An external review into the Seniors Card Program is underway.

Seniors' Card holders, sector stakeholders and participating business will all be engaged in the review. A survey via YourSay Conversations is expected to launch in mid-November 2022 and close in early February 2023. The reviewer will also hold meetings with key stakeholders and a number of card holders for deeper information on the experience of the program.

The review is expected to be finalised in March 2023, with a report to the ACT Government for consideration on future procurement to deliver this important program for a majority of people over 60 in Canberra.

Commissioner: Community Services Directorate

More information: [ACT Seniors Card](#)

Commissioning kicks off for 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 a 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.

Commissioner: ACT Health Directorate

More information: [Maternity in Focus](#)

Contact: To provide any input, or if you have any questions, please contact Lauren Glead (Lauren.Glead@act.gov.au) and Tom Overton-Skinner (Thomas.Overton-Skinner@act.gov.au).

DESIGN - We define and design the service requirements and service outcomes.

Upcoming design workshop for primary health services for young people

ACT Health Directorate has released a [listening report](#) summarising the consultation undertaken in the strategise phase. We thank the more than seventy stakeholders who have contributed their experience and expertise in this consultation process.

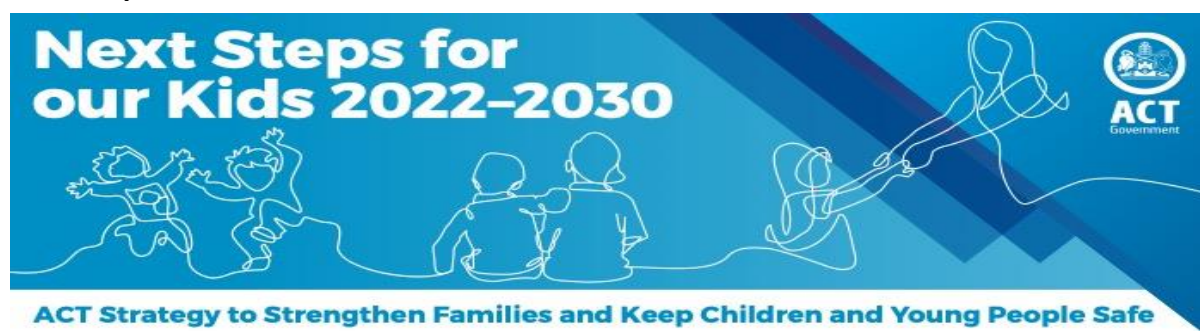
ACT Health Directorate is now focusing on the design phase. We are developing a survey to be disseminated to stakeholders and preparing materials for the design phase workshops. The first workshop will be held online 9.30-12pm on 16 November.

Commissioner: ACT Health Directorate

More information: [Primary Health Services for Young People](#)

Contact: To attend Design workshops, provide any input, or if you have any questions, please contact Tom Overton-Skinner (Thomas.Overton-Skinner@act.gov.au) and Lauren Gleed (Lauren.Gleed@act.gov.au).

Next Steps for Our Kids 2022-2030



Planning continues on the implementation of the *Next Steps for Our Kids Strategy 2022-2030*, with a round of workshops held during July, August and September 2022. These workshops considered the prioritisation and sequencing of priority programs of work including the approach to developing the first *Next Steps* four-year action plan. Follow up workshops and meetings to discuss implementation planning are being progressed for November including with the *Next Steps* Critical Sector Friends Group. Broader engagement and input to the first *Next Steps* four-year action plan will occur in early December 2022 as part of a proposed Child and Family Services Sector forum. A similar workshop is also being planned with Child and Youth Protection Services (CYPS) staff.

Planning is also underway on the co-design and sourcing of the remaining services for the *Next Steps* service system. A draft project plan, planned for release in early October 2022 to seek input and feedback from our current Service Partners has been delayed and is now scheduled for early November 2022. Engagement with the *Next Steps* Service Partners and other key stakeholders on the remaining *Next Steps* services is planned for mid-November to early December 2022.

The procurement process for the new specialised therapeutic care services is complete and negotiations are underway with a Preferred Provider.

Commissioner: Community Services Directorate

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

Contact: CBRStepsUp@act.gov.au

Refining the needs assessment for the Alcohol and Other Drug sub-sector

In October 2022, the Alcohol and Other Drug (AOD) Team held workshops as part of the 'Design' phase of commissioning on the following topics:

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

A summary of the workshop discussions will be published on the [AOD Commissioning webpage](#).

The AOD Team is also refining a Needs Assessment based on consultation to date, combined with available evidence and data. The Needs Assessment aims to outline services currently provided, understand population need, and understand the degree to which existing services are meeting population need. It has been our goal to be as comprehensive and transparent as possible, noting some gaps in available data.

The Needs Assessment is being updated to reflect the insights generated in the October workshops and is expected to be published on the AOD Commissioning webpage in the coming weeks.

Commissioner: ACT Health Directorate

More information: [AOD Commissioning webpage](#)

Contact: AOD Policy inbox: AODPolicy@act.gov.au

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

Strategic investment plan released for homelessness services

A draft **outcomes framework** has been developed based on the input from the sector. The draft framework has been consulted with both the Joint Pathways (JP) Executive Group and the JP member forum in August 2022.

An **Insights Report** capturing everything we have heard and worked through has been completed and [available on the Commissioning website](#).

We are commencing the **strategic investment process**. The **Strategic Investment Plan** has been released and is now available on the Commissioning website. This Plan outlines the intentions of how we propose to invest in the Sector, the proposed approach and indicative timeframes for the next stage of Commissioning.

We have commenced the **SHIP (Specialist Homelessness Information Platform) enhancement project**. As we move toward outcomes-based performance, having better data to inform and drive investment and outcomes has become critical and been identified as one of key priorities of the commissioning. Over the past two months, a number of workshops have been organised with the data working group comprising of representatives from our homelessness services to discuss specifications for the enhancements.

Commissioner: Community Services Directorate

More information: [Homelessness Services](#)

Contact: CSDSHHS@act.gov.au

KEY UPCOMING DATES/ ACTIVITIES

- [November – project plan released - Next Steps for Our Kids](#)
- [November – survey – transitioning services](#)
- [November to February – discussion paper review – Child, Youth and Family Services Program](#)
- [Mid-November – YourSay survey – Seniors Card Review](#)
- [16 November – design workshop – Commissioning Primary Health Services for Young People](#)
- Late November/early December – 2024 Commissioning Roadmap released

Stay informed of the indicative commissioning schedule via the [commissioning calendar](#), a tool to support your participation.

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.

SUBSCRIBE

If you are interested in regularly receiving Commissioning Conversations, please email CSDCommissioning@act.gov.au and ask to be added to the distribution list.

USEFUL LINKS

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

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Community Services Directorate



ACT Health Directorate



www.act.gov.au/commissioning