



## Commissioning for Outcomes

5 August 2021

### Commissioning Conversations

Welcome to the first instalment of *Commissioning Conversations*. Updates will also be available on the newly created joint ACT Government webpage [www.act.gov.au/commissioning](http://www.act.gov.au/commissioning)

The Community Services Directorate (CSD) and ACT Health Directorate (ACTHD) are pleased to release the **ACT Approach to Commissioning** and the **Commissioning Roadmap** (the Roadmap) - as we jointly progress our shift to commissioning health and support services in partnership with the NGO Sector and service users.

Our commissioning journey commenced in 2019 with a discussion paper and extensive consultations with the NGO sector. Since early 2021 we have made significant progress with this work. We have held further consultations including:

- the release of an ACTHD discussion paper;
- release of the Commissioning for Social ImpACT: Listening Report which captures the key themes of all consultation to date;
- welcoming the contribution of ACTCOSS and its members through a Position Statement on Commissioning; and
- release of the ACT Approach to Commissioning for comment.

#### ACT Approach to Commissioning

The [ACT Approach to Commissioning](#) has been revised in light of the valuable feedback received on the draft and establishes the principles that will guide the way that commissioning occurs. We have also prepared a [Summary of Themes](#) which discusses the feedback that we received and how we have used that to inform the new Approach to Commissioning.

#### Commissioning Roadmap

The [Commissioning Roadmap](#) provides an indication from government about what commissioning will mean for each sub-sector, in particular an understanding of the timeframes for commissioning across the CSD and ACTHD funded NGO sub-sectors. It has been developed as a living document and a starting point for our engagement with the sector on timeframes and commissioning pathways. The Roadmap describes the processes of commissioning, the key elements of each phase of a commissioning cycle and proposes commissioning pathways and timeframes for sub-sectors over the coming three years. It shares what we currently know, and what we currently propose as timeframes and pathways, noting that these may change as new information and understanding emerges.

We recognise that commissioning is a partnership journey and as such, the Roadmap is being released now as an engagement tool so that CSD and ACTHD can interact with industry professionals at a sub-sector level to obtain feedback on the proposal and to collaborate on solutions where we do not yet have clarity. Input from funded and unfunded NGO organisations will be critical to ensure that we understand any concerns about the proposed plan.

We have clearly heard the NGO sectors' call for a staggered approach to commissioning, recognising that some organisations are funded through multiple programs, and the potentially intense effort involved in these first rounds of commissioning services. The need to stagger commissioning, yet also provide timely certainty for sub-sectors, has underpinned the development of the Roadmap.

### **Interactive Webinar – 11 August 2021**

We welcome the opportunity to engage with the NGO sector to hear your views on the Roadmap. As a first opportunity, Minister Rachel Stephen-Smith will host an interactive webinar open to the whole sector on 11 August 2021. If you have not yet received an invitation to the webinar please contact [Liana.potter@act.gov.au](mailto:Liana.potter@act.gov.au). Following the webinar, we encourage each sub-sector to engage with your respective relationship managers for a more detailed interaction around commissioning for that sub-sector. The Roadmap represents a shift in transparency for Government. We are signalling what we know now while recognising that the timeframes may shift as we engage with the sector and the processes of commissioning.

### **Next CSD Sector Update Forum**

The next CSD sector update forum will take place on 7 September 2021. We will provide regular updates about commissioning progress in the email invitation you receive to attend the six-weekly Sector Update Forum. Over time, other issues relevant to the wider NGO sector may also be included in the email updates.

### **Other Commissioning news**

The ACT Government is progressing reforms to the **Child and Family Services System** to improve the wellbeing of children and their families. Have your say and keep up to date on stakeholder engagement by visiting [Children and family services reform | YourSay ACT](#)

Work to develop the next iteration of **A Step Up for Our Kids** is progressing. The Stage One Listening Report - the next iteration of A Step Up for Our Kids Out of Home Care Strategy 2015 -2020 has been released. You can view the Listening Report by visiting [A Step Up for Our Kids | Children and family services reform | YourSay ACT](#)

Minister Yvette Berry and Minister Rebecca Vassarotti held a roundtable with the funded homelessness sector in early July as a first step in the commissioning of homelessness services. The summary of this roundtable will be released on the website soon.

We are continuing to build commissioning capability and experience through smaller projects. There are some new commissioning case studies on the website [Commissioning in Practice](#).

ACTHD has commenced the Joint Maternity Project, in partnership with Canberra Health Services and Calvary Public Hospital Bruce. This project is bringing together the multiple maternity related reviews and plans that relate to maternity services in the ACT to develop a single implementation and action plan. This plan is expected to inform commissioning of services in the maternity related sector.

### **Useful Links**

Joint ACT Government [Commissioning website](#)

For additional information on **ACT Health Directorate** commissioning health services in the community visit [Commissioning health services in the community | Health \(act.gov.au\)](#)

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