



Commissioning Conversations

Welcome to Commissioning Conversations for 2022. We continue to intend to release this e-news in the weeks prior to each Sector Update Forum as a way of ensuring that up-to-date information on progress with commissioning is available to the sector and other stakeholders. While January isn't an ideal time for a sector forum, we thought it important to still provide a timely update on commissioning. If you are aware of anyone that may be interested in regularly receiving Commissioning Conversations please email CSDCommissioning@act.gov.au and ask to be added to the distribution list.

Commissioning Website

The whole of government commissioning website www.act.gov.au/commissioning will continue to be a main source of information about commissioning activity across all funding streams. The Sectors in Progress tab is where you will find information about the work underway. Recent updates include the release of a summary and response to the Peaks Commissioning meeting held in late 2021 and the first consultation plan for homelessness services commissioning which is commencing this month.

Peaks Body commissioning

In December 2021 a write up of the first meeting regarding commissioning of peaks was released. It provides a summary of the meeting and challenges identified and an initial response from Government. This document provides a good example of how the commissioning strategy phase may identify some matters that can be addressed in the first commissioning cycle and others that are more complex, or require further consideration and may therefore not be addressed until future commissioning cycles. We continue to welcome input from Peaks regarding the questions of definitions, peak activities, value proposition and outcomes that were posed in the December email. Very happy to have a conversation rather than receive detailed written responses if that is easier for you. Please contact Fiona May if you wish to discuss.

Evaluation of Commissioning

Members of the evaluation working group were invited to review a proposed initial approach to evaluating commissioning in late 2021. Thank you to those members of the group that have provided feedback. We are now working on finalising the package of evaluation tools that will enable us to gather baseline data in the first instance, which can then be considered alongside feedback about people's experience of commissioning as we progress.

Procurement and Commissioning Webinar (25 November 2021)

A recording of the webinar and the slides which were used are now available on the commissioning website under the [Background and Document Library tab](#). Please feel free to share it with colleagues and utilise it as a training resource for anyone seeking to better understand the relationship between commissioning and procurement. Thanks to Kyla Kerkow of Procurement ACT for her work with us to enable this training. Considerable information about obtaining Secure Local Jobs Code certifications and other preparations that organisations can

undertake ahead of any procurement processes is available on the procurement ACT Website www.procurement.act.gov.au .

Next CSD Sector Update Forum

The next forum will take place on Tuesday 1 March 2022.

Other Commissioning news

Homelessness

- In December 2021, Homelessness Services have successfully secured two consultant teams:
 - i) Communication Link to design and facilitate a series of engagement activities as part of strategic partnership between the ACT Government and the specialist homelessness sector; and
 - ii) OCM (O'Connor Marsden & Associates Pty Limited) to deliver the OneLink evaluation.
- During the next six months, from January to June 2022, with the support from the consultant team, Homelessness Services will organise a range of engagement activities with service users, homelessness sub-sectors, homelessness sector, and cross-sectoral partners in preparation for the next contract arrangements post June 2023.
- Since 5 January 2021, the schedule of engagement activities and details about how to register interest in attending the workshops have been posted on: [Homelessness Services - Commissioning \(act.gov.au\)](http://www.act.gov.au/homelessness-services-commissioning).
- Homelessness Services have also shared information about this engagement schedule through the Joint Pathways forum.
- In parallel with this engagement process, the OneLink evaluation will be undertaken during the next few months. From late January, the consultant team will reach out to key stakeholders. The evaluation findings will be used to inform the implementation of the strategic partnership and planning process of the ACT Government and specialist homelessness sector.

Family Safety

- Family Safety will continue to work closely with specialist domestic and family violence services and the broader NGO sector in understanding and planning for the shift to commissioning. Throughout 2022, we will build on the existing strong foundations of the Safer Families reforms, including collaborative partnerships with the sector, privileging the voices of diverse lived experience, and ensuring DFV responses address community need, including earlier support before crisis.

A Step Up for Our Kids

- The Post-Evaluation Strategy: Stage 1 Report is in the process of being released and will be available on the [Community Services Directorate \(CSD\) website](http://www.act.gov.au/community-services-directorate) and [YourSay](http://www.yoursay.act.gov.au) page prior to the end of January 2022. This report provides a comprehensive view of how the *A Step Up*



for *Our Kids* Strategy performed against the evaluation framework and the outcomes delivered by services.

- Meetings with Service Partners funded under *A Step Up* were conducted during November and December 2021. These meetings discussed the policy intent for the next out of home care strategy. A series of meetings has also been scheduled with Services Partners over January and February 2022 to progress the extensions to existing Service Funding Agreements and recommissioning of services.
- Regular updates on the progress of *A Step Up* will be available for interested stakeholders on the [CSD website](#) and the [YourSay](#) page.

Alcohol and Other Drug sector

- The active consultation period, including the collaborative design of AOD services, will commence in January and continue throughout 2022.
- ACT Health Directorate will arrange targeted workshops to discuss sector issues raised to date, including Youth, Alcohol and Other Drug Specialist Services, and services for Women and Families, as well as focussed discussion with peer support organisations and people with lived experience. These discussions will inform the objectives and actions under the next Drug Strategy Action Plan as well the priorities for commissioning.

Community Support sector

- ACTHD will arrange activity centred on 'commissioning feedback cycles.' It is proposed that each feedback cycle will commence with a discussion paper, followed by a roundtable, and be interspersed with periods of analysis, followed by a summary report.
- The number of commissioning feedback cycles over 2022 will depend upon progress in early cycles.

Mental Health sector

- Collaborative planning and design work will take place over the next two years.
- The design process will include all currently funded partners but will also engage with stakeholders such as consumer, carer and community representatives and other potential providers.
- ACTHD will arrange a roundtable of all funded mental health organisations early in 2022. This will be an opportunity to discuss the commissioning process, share priorities and challenges and agree on the way forward in the short term to finalise variations, as well as discussing options and issues for the longer term commissioning process.

Sexually Transmissible Infections and Blood Borne Virus sector

- A comprehensive timeline of commissioning activities for the next two years has been developed, commencing with consumer engagement activity from February to April 2022. This will include independent focus groups, anonymous surveys and drafting a consumer engagement findings report.



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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Community Services Directorate



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www.act.gov.au/commissioning