

## Commissioning Conversations

Welcome to the sixth instalment of Commissioning Conversations.

If you are aware of anyone that may be interested in regularly receiving Commissioning Conversations, please email [CSDCommissioning@act.gov.au](mailto: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](http://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 page is where you will find information about the work underway.

#### Mapping milestones and Activities

We have listened to feedback about conflicting timeframes and processes and are working on providing a clearer mapping of the activities underway.

### Peaks Body commissioning

Work is underway with peak bodies to agree to a forward approach to commissioning peak organisations in the ACT both now and into the future. As part of this, peak bodies have been invited to provide feedback on the proposed approach, as well as the proposed content for Deeds of Grant. Following this step, meetings will be held with peak bodies to finalise new agreements. Further information on the proposed approach can be found under the [Sectors in Progress page](#) on the Commissioning Website.

The reason for undertaking a commissioning process for the peak bodies at this early stage is to enable them to be in a strong position to support their sub-sectors to undertake forthcoming commissioning activities.

Peak body partners who would prefer to have a conversation about this process rather than provide written feedback, should not hesitate to contact Fiona May, Senior Director, Industry Development ([Fiona.May@act.gov.au](mailto:Fiona.May@act.gov.au)).

### Evaluation of Commissioning Process

The Community Services Directorate (CSD) and ACT Health Directorate (ACTHD) Commissioning Teams are pleased to announce that the evaluation of the commissioning process is underway with the release of the Baseline Survey on Thursday, 17 February 2022. A series of Post Activity Surveys will also be rolled out through sub-sector processes. Further information on both of these surveys is provided below, and details on the process to develop the evaluation is online at the new webpage: [Evaluation of Commissioning](#).

We would like to thank all of our NGO Sector Partners who have contributed their time and expertise to develop our approach to evaluating the commissioning process.

## Baseline Survey

CSD and ACTHD are keen to understand what difference commissioning makes and to do that we need baseline information to compare with feedback gathered later.

A Baseline Survey has been developed and focusses on the existing relationship between Government and the Sector and current levels of confidence in commissioning. Some key information is provided below:

- The Survey asks 10 questions.
- It should take approximately 4-5 minutes to complete.
- It will be open for about 4 weeks and will close in mid-late March 2022.
- It is being undertaken using Microsoft Forms and is optimised for both computers and mobile devices.
- Responses will be anonymous.

If you haven't yet, and would like to contribute to the results of the Survey, please use this link: [Commissioning Process – Baseline Survey](#).

If you have any questions about the survey, please contact the CSD Commissioning Team at [CSDCommissioning@act.gov.au](mailto:CSDCommissioning@act.gov.au).

We look forward to receiving your responses and insights through the Baseline Survey.

## Post-Activity Surveys

In addition to the newly released Baseline Survey, we have also produced another tool to support the evaluation of the commissioning process: A Post-Activity Survey. This is a short survey (approx. 5-10 minutes) intended to be undertaken by all attendees following a commissioning activity, for example a workshop.

The results from these surveys will enable us to better understand both what worked (and what did not), and whether the process was undertaken in a way which aligned with the shared Principles and Priorities outlined in the [ACT Approach to Commissioning](#).

If you participate in a commissioning activity in the future, you can expect to receive the Post-Activity Survey to provide your feedback.

## **Next CSD Sector Update Forum**

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

## **Other Commissioning news**

### Homelessness

- January and February 2022 – We have nearly completed the round 1 sub-sector workshops and will issue invitations for the round 1 whole sector workshop shortly.
  - During January and February 2022, Homelessness Services has organised seven workshops as part of the first round of engagement with women's services, men's services, family services, rough sleeper's services, youth's services, food services, and general services.



- Round 1 of discussions focuses on needs assessment and outcomes, which will be used as input to inform round 2 discussions on service system design.
- 128 participants including front line staff, policy officers, and executive managers from community organisations, and government officers have attended the first seven workshops.
- March and April 2022 – We will organise round 2 workshops with stakeholders on service system design.
- May 2022 – Following round 2, we will prepare for round 3 where we will bring cross-sector groups together.
- June 2022 – We will bring everything we have heard and worked through together into an insights report.
- The schedule of engagement activities is regularly updated on [Homelessness Services - Commissioning \(act.gov.au\)](#).
- In parallel with this engagement process, the OneLink evaluation has been undertaken. The consultant team has conducted initial analysis and started discussion with stakeholders. The evaluation findings are expected to be available by early May 2022 which will be used to timely inform the strategic partnership process.

#### A Step Up for Our Kids – Next Steps

- Meetings are continuing with Service Partners to progress the recommissioning of services and extensions to existing Service Funding Agreements to take effect 1 July 2022.
- A presentation was held on 17 February 2022 to the ACT Council of Social Service and Australian Service Union, providing an overview of the proposed *Next Steps* reform with a view to discussing strategies, and sharing information and updates with interested workforce groups.
- The *Post-Evaluation Strategy: Stage 1 Report* has been released and is available on the [Community Services Directorate \(CSD\) website](#) and [YourSay](#) web page.
- Regular updates on the progress of the *Next Steps* reform will be available for interested stakeholders on the [CSD website](#) and the [YourSay](#) page.

#### Non-Statutory Children, Youth and Family Services (Community Development Program, Children's Services Program, and Child, Youth and Family Services Program)

- On 11 February 2022, CSD met with the Children Services Program Advisory Group to continue the commissioning conversation. The conversation built upon previously identified areas of the program that need to be improved and Advisory Group members workshopped possible solutions to these issues. Individuals then identified their highest priorities in terms of the issues to be addressed before July 2022. Working Groups were then established around the three top priorities and advisory group members will meet regularly and work collaboratively on their issue of focus.



## Alcohol and Other Drug sector

- Alcohol and Other Drug (AOD) Policy ran a series of workshops to inform the development of our approach to commissioning to better understand the scope and nature of the alcohol and other drug service system and the needs of the community.
- This engagement will inform our priorities for commissioning, including consideration of additional resource requirements. Sessions included:
  1. Youth
  2. Women and Families
  3. People with lived experience and peer representatives
  4. AOD and Mental Health
  5. AOD Specialist Services
- Slides from the workshops are now available at [Alcohol and Other Drugs - Commissioning \(act.gov.au\)](https://www.act.gov.au) The sessions were well attended and AOD Policy received valuable contributions by community partners, government and non-government stakeholders. Additional issues raised, including emerging themes, throughout the workshops will now be the subject of targeted consultation through additional sessions or meetings with relevant organisations before the commencement of the co-design phase of the commissioning process begins in April.

## Chronic Conditions

- Following individual consultations with sector partners last year, ACTHD has developed a discussion paper that outlines the proposed approach to commissioning for outcomes in the chronic conditions subsector. The purpose of this paper is to stimulate thought and discussion, assist stakeholders' participation in the commissioning process, and guide decision-making. It highlights some of the opportunities and challenges that will be explored and resolved collaboratively during the commissioning journey. The discussion paper will be available shortly for download from the Commissioning website and feedback is welcome by email to: [Rowan.Ford@act.gov.au](mailto:Rowan.Ford@act.gov.au).
- A Roundtable for sector partners was held on 14 February 2022 which provided an opportunity for a sector check-in, discussion of service gaps and areas of unmet need, and identification of opportunities for collaboration, integration and service improvement. Feedback from the roundtable included the importance of involving people with a lived experience in shaping commissioning priorities, and opportunities for collaboration on prevention and the common risk factors for chronic conditions, as well as promotion of self-empowerment to motivate people to manage their physical health and mental wellbeing.
- A further roundtable on the same topics for broader chronic conditions stakeholders and interested organisations will be held in April. The date and registration details for this Roundtable will be provided in the next edition of *Commissioning Conversations*.

## Community Support sector

- Commissioning in the community support subsector is now well underway. On 17 December 2021, service providers that receive funding through the Community Assistance and Support Program (CASP), Flexible Family Support (FFS), and Transitional Care will have received an email containing a discussion paper. The paper, which is now available [online](#), establishes context and a process for commissioning, and raises questions that will need to be addressed collaboratively over coming weeks and months by the subsector and other stakeholders.



- The paper also flags a Community Support Subsector Roundtable, which is scheduled for 31 March 2022. All recipients of the emailed discussion paper will soon be contacted by ACTHD to gauge their interest in attending. At this stage, Roundtable organisers are planning for a face-to-face format with the option of attending virtually. If you haven't received an invitation to the Roundtable by the beginning of March 2022, and you would like to attend, please get in contact with the organisers at the following email address: [acthdisabilityandcommunity@act.gov.au](mailto:acthdisabilityandcommunity@act.gov.au).

#### Sexually Transmissible Infections and Blood Borne Virus (STIBBV) sector

- The STIBBV policy unit have scheduled three broad stakeholder topic-based webinars for the last week of February/first week of March 2022. Webinar 1 will be dedicated to sexually transmissible infections, webinar two to viral hepatitis and webinar three to HIV. It is hoped that findings from these discussions will inform phase 2 (collaborative design) activities which are scheduled to commence in June 2022.
- The STIBBV policy unit has also commenced stakeholder engagement activities which will inform the next iteration of the Hepatitis B, Hepatitis C, HIV and Sexually Transmissible Infections: ACT Statement of Priorities (The ACT STIBBV strategy). Although the Statement of Priorities formally concluded in 2020, in light of the COVID-19 pandemic, the Minister for Health granted the STIBBV policy unit an extension on drafting the next iteration of the Statement of Priorities, which is scheduled for release towards the end of 2022.
- The STIBBV policy unit will soon commence preliminary contract variation discussions with currently funded sector partners with a view to have the first draft of variations finalised by April 2022.

#### 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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