

Commissioning Conversations #9

In this edition:

- [First Listening Report Out Now](#)
 - [Share Your Experience](#)
 - [Roadmap Refresh](#)
 - [Expression of Interest: Roadmap Refresh Sounding Board](#)
 - [Child, Youth and Family Services Program Commissioning Working Group](#)
 - [Community Sector Indexation Rate 2022-23](#)
 - [Sub-Sector Update: Sexually Transmissible Infections and Blood Borne Viruses](#)
 - [Sub-Sector Update: Health Services for Young People](#)
 - [Sub-Sector Update: Community Support](#)
 - [Key Upcoming Dates](#)
-

FIRST LISTENING REPORT OUT NOW

You can now access the first listening report online here: [Commissioning Listening Reports](#).

We reflect what we have heard, learnt, and acted on to continuously improve the commissioning experience for participants.

This includes insights and actions on your:

- commissioning expectations
- commissioning experiences
- advice on how to engage people with lived experience
- capacity to collaborate

To improve the commissioning process for participants we are focused on four areas:

- Driving more co-design of the collaborative engagement process to manage our time more respectfully
- Supporting more effective discovery research and planning so we start with what we know and what we have heard, and with the voices of people with lived experience, to avoid repetition
- Continuing to be accessible and transparent so you can be prepared and plan your participation
- Recognising that changing our relationships into partnerships is challenging and reaching out to talk through challenges together

Watch the short video presentation to understand how your feedback is directly informing these improvement priorities.

We will continue to listen and take action to improve the commissioning experience as well as share listening reports, like this, to reflect what we have heard and what we are improving.

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.

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

ROADMAP REFRESH

In August 2021 we released the Commissioning Roadmap to provide some clarity around the process of commissioning and the intended early steps for a range of sub-sectors across CSD and ACTHD. [Our first Roadmap](#) guided our early steps into commissioning providing clarity on the concepts and process for hundreds of participants across the community and health sectors. 12 months on, we have progressed and learnt a great deal about commissioning. We now intend to update the Roadmap. This refreshed Roadmap will build on the existing content, showcase our progress, outline our plans for the next two years to 2024 and refine the guidance within.

Commissioning is about partnership and together we can refresh and refine our key guidance materials to ensure they remain relevant and valuable for all participants. The work will soon get underway and if you would like to support it, please consider expressing interest in joining a small Sounding Board. More information below.

EXPRESSION OF INTEREST: ROADMAP REFRESH SOUNDING BOARD

Interested in commissioning and how it happens? Express your interest in joining the Roadmap Refresh Sounding Board.

We are gathering a small group of interested representatives from the community and health sector into a Sounding Board that will help refresh the Roadmap.

The Sounding Board will provide feedback on new and refined content and graphics developed to refresh the Roadmap. While not an approval body, the Sounding Board has key perspectives and a critical eye to help shape the content.

The Sounding Board is involved from mid-August through September and will receive draft content for consideration via email; review message, language, terminology, graphics; provide written or verbal feedback to the project team and meet, if required, to finalise the refresh process.

If you are interested, send an email with your contact details to csdcommissioning@act.gov.au by close of business on **Friday 29 July 2022** with invitation to follow in early August.

More information: Fiona May 02 6207 8165

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

Can you help design how we have our next conversation on better outcomes for families at risk?

Together, we are already reforming statutory and non-statutory services to improve the wellbeing of children, young people, and their families. This work includes implementing *Next Steps for Our Kids*, the *Our Booris Our Way* recommendations, and developing a *Charter of Rights for Parents and Families* involved in Child Youth Protection Services.

Commissioning extends our conversations and reform activities with a specific focus on ensuring the Child, Youth and Family Services Program (CYFSP) supports better outcomes for children, young people and families at risk.

As part of the CYFSP commissioning process, we will co-design the engagement process to ensure we collaborate together efficiently, effectively, and inclusively.

We are still preparing for the working group but if this sounds like something you would be interested in, please let us know and we will make sure you have all the information you need to nominate shortly.

More information: Ryan McLaughlan 02 6205 5313

COMMUNITY SECTOR INDEXATION RATE 2022-23

The ACT Government is increasing funding to a wide range of community and health sector partners through an updated indexation rate as part of the 2022-23 Territory Budget.

The updated indexation rate reflects the recent Fair Work Commission Annual Wage Review determination to increase certain award rates, including the Social, Community, Home Care and Disability Services Industry (SCHADS) Award from 1 July 2022.

The new indexation rate of 4.43% for 2022-23 is intended to enable valued community sector partners to better meet rising costs, and recognises the vital work and services they provide to support some of the most vulnerable members of our community.

Community sector partners will start to see the increases from Monday 11 July 2022.

SUB-SECTOR UPDATE: SEXUALLY TRANSMISSIBLE INFECTIONS AND BLOOD BORNE VIRUSES

Sexually Transmissible Infections and Blood Borne Viruses (STIBBV) team has confirmed the next series of four collaborative design roundtables. These sessions will be facilitated by Sean Lowry from Green Cup Consulting, whose expertise in commissioning will help guide each half-day session. Undertaking collaborative design with our sector partners through roundtable sessions will provide an opportunity to consider the current landscape of STIBBV disease and how future service delivery can best meet contemporary community need in this space, keep an eye out for the Expression of Interest to participate.

Please go to the [commissioning calendar](#) and select 'August 2022' for dates and further details of the roundtables.

SUB-SECTOR UPDATE: HEALTH SERVICES FOR YOUNG PEOPLE

Family and Inclusion (Health Policy and Strategy Branch) has commenced the strategic phase of commissioning of health services for young people.

The team is currently finalising a discussion paper to be shared with stakeholders. The aim of this paper is to open conversations on the needs of young people in the ACT, established and emerging priority populations, and service gaps.

Following the release of the discussion paper, the team will organise a roundtable or workshop, which will provide an opportunity for stakeholders to participate and connect around health issues impacting young people.

If you are interested in receiving this discussion paper, meeting with the team, or attending the roundtable, please email Tom Overton-Skinner at Thomas.overton-skinner@act.gov.au or Lauren Gleed at Lauren.gleed@act.gov.au.

SUB-SECTOR UPDATE: COMMUNITY SUPPORT

After several postponements, the second Community Support Subsector Commissioning (CSS) Roundtable will be held between 9:30am and 1:00pm on Wednesday 24 August 2022.

The agenda for the day will be informed by a second, soon-to-be-published, discussion paper that centres on the collaborative design of ACT Health Directorate's investment in the CSS from 1 July 2023. The format of the Roundtable will be face-to-face.

Please let Chris Aitchison know **as soon as possible** if you would like to attend by emailing Christopher.Aitchison@act.gov.au cc: acthdisabilityandcommunity@act.gov.au.

KEY UPCOMING DATES

- Friday 29 July – nominations for the Commissioning Roadmap Refresh Sounding Board close
- Tuesday 2 August – ACT Budget
- Tuesday 9 August – Community Services Directorate Sector Update Forum
- Tuesday 9 August to Thursday 18 August – Sexually Transmissible Infections and Blood Borne Viruses (STIBBV) various commissioning round tables
- Wednesday 24 August – Community Support Roundtable #2

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.

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