

ACTCOSS Response to Commissioning Roadmap 2021-2023 (V2.3)

Answered/detail in Roadmap or Minister Stephen-Smith's letter	Partially answered/some detail in roadmap	Unanswered/Roadmap silent on these questions
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ACTCOSS Question	Status	Comment: Roadmap v2.3	Comment: RSS response 14 July
1. Publish a clear engagement strategy			
ACTCOSS is calling on the ACT Government to urgently consult on, design and release a strategy for engaging with and informing the community sector on the commissioning and procurement process.	Ongoing	The <i>Roadmap</i> provides the ACT plan for Commissioning with pathways, priorities and a timetable to July 2023.	
2. Urgently respond to the following questions			
<ul style="list-style-type: none"> How are community sector organisations going to be informed of the status of funding for agreements that will cease on 30 June 2021? 	Ongoing	Organisations have been notified/are in the process of being notified given delay in ACT budget.	
<ul style="list-style-type: none"> What sectors/organisations/ services are going to be part of the first stage of the commissioning process? 	Ongoing	Updated <i>Roadmap</i> details the sub-sectors and expected timeframes	p.5

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<ul style="list-style-type: none"> What will happen to sectors/ organisations/services that are not subject to the first stage of the commissioning process? 		Detail in updated <i>Roadmap</i> – p. 4 “a significant number of our services will follow commissioning pathway 3 in the first year as we develop our commissioning approach and capabilities”	
<ul style="list-style-type: none"> What form will agreements beginning on 1 July 2021 take (i.e. do organisations need to begin Secure Local Jobs and other accreditation or preparatory processes)? 		Need more detail	
<ul style="list-style-type: none"> How far has the needs assessment process progressed? For which sectors are needs assessments underway? How are consumers and community sector organisations going to be engaged in this process? 		Some detail in <i>Roadmap</i> see pp8 & 16 on sub-sector priorities and timeframes	

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<p>3. Over the coming months, and through a clear engagement process, consider the following (non-exhaustive) list of questions in partnership with the ACT community sector</p>			
<p><i>General questions</i></p>			
<ul style="list-style-type: none"> How will services be protected from disruption and users be protected from service interruptions? 			
<ul style="list-style-type: none"> Will an outline of timelines for the short-term implementation and long-term implementation be made available? 		<p>See p. 16</p>	
<ul style="list-style-type: none"> Which directorates are engaged in the commissioning reform process? How are JACS, CMTEDD, Education, EPSSD and other ACT directorates involved? Will they follow the same commissioning process/framework? 		<p>More information is needed beyond p. 6 “We are particularly interested in points of integration and coordination between services ... this engagement will inform our final priorities ... development of any budget business cases ...”</p>	<p>p.2 ‘ ... it will be critical to creating opportunities for alignment across the human services system ... These factors may need to be addressed through other system changes (including other commissioning processes) as we move towards a more holistic approach to service design and integration.</p>

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<ul style="list-style-type: none"> How will peak bodies be included in the commissioning reform process? 		p.7 on engaging with Service Users and the Community; p.14 for specific Peak	
<ul style="list-style-type: none"> If a need is identified in, for example, the JACS portfolio, that requires a response from the Health Directorate, how will this be dealt with? 		More information is needed beyond p. 6 “We are particularly interested in points of integration and coordination between services ... this engagement will inform our final priorities ... development of any budget business cases ...”	6 ‘It is envisaged that over time, commissioning for health and community services outcomes will move to a whole of government approach that will include services and sub-sectors that are funded by other directorates.’
<ul style="list-style-type: none"> Is the intention to focus investment away from crisis support onto prevention (i.e. changing structural issues) or early intervention (providing individual supports early on)? If so, how will crisis/acute services be supported? 		<i>Roadmap unclear</i>	
<ul style="list-style-type: none"> If additional needs are identified, how will that unmet need be addressed? 		p. 6 “the [strategise process] will ... inform the development of any budget business case for additional funding.”	p.3 ‘It is unlikely that all expectations around future funding can be met
<ul style="list-style-type: none"> How will the overall success of the commissioning reform be measured? 		p. 5 “We will ... continuously evaluate ...” . Note also separate work taking place on evaluation of the commissioning reform project.	

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<ul style="list-style-type: none"> How is CMTEDD and the Chief Minister's Office involved in the commissioning reform process? 	Yellow	Roadmap silent on Government linkages	p. 6 'It is envisaged that over time, commissioning for health and community services outcomes will move to a whole of government approach that will include services and sub-sectors that are funded by other directorates.'
<ul style="list-style-type: none"> What are the problems that the ACT Government is trying to fix through the commissioning process? Can the ACT Government identify specific macro outcomes that it hopes to achieve through the commissioning process? 	Yellow	p. 6 "We will also define the system outcomes we are seeking to achieve, taking into consideration the ACT Wellbeing Framework and other key policy objectives; particularly Closing the Gap ..."	
<i>Needs assessment</i>			
<ul style="list-style-type: none"> How will the type/scale of a needs assessment be determined? 	Green	p. 6 "We will utilise a range of methods ..."	
<ul style="list-style-type: none"> What are the timeframes for needs assessments? 	Green	See pp 12 - 16	
<ul style="list-style-type: none"> Has any funding been allocated to the needs assessment processes? 	Red	Roadmap silent	
<ul style="list-style-type: none"> For the 2022-23 contracts and sectors that will go through the commissioning process, when will the needs assessment process begin and what form will it take? 	Yellow	Some information provided in Roadmap see pp 12 - 15	

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<ul style="list-style-type: none"> What evidence/information/reports will be used to form the basis of the needs assessment? Will this be identified for each sector? How will relevant data be identified? 			p.3 "Strategic planning will also utilise existing evidence, and investment in additional research or data collection will be sourced if required."
<ul style="list-style-type: none"> Will new data and research be commissioned if required? 			See above
<ul style="list-style-type: none"> Who will conduct needs assessment? How will that be determined? 			
<i>Design</i>			
<ul style="list-style-type: none"> What processes will be used to design services and determine the type of service required to address an identified need? 		Some detail provided in <i>Roadmap</i> ; see p. 7	p. 6 'Collaborative design will be used to define achievable system outcomes within a 3-to-5 year timeframe.'
<ul style="list-style-type: none"> How will the ACT Government determine whether an existing service is/is not meeting an identified need? 			
<ul style="list-style-type: none"> Will there be opportunity for pilot projects in addition to current services? 		Some detail provided in <i>Roadmap</i>	
<ul style="list-style-type: none"> Has any funding been allocated for the design process? 			

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<ul style="list-style-type: none"> Will organisations who may not be successful in tendering for services be compensated for participating in the design process? 	Red		
<i>Procurement</i>			
<ul style="list-style-type: none"> What will be the principles and methodologies used for funding services? Will these be publicly available? 	Yellow		
<ul style="list-style-type: none"> What form will agreements take? Contracts or deed of grants or other types of agreements? If contracts, will organisations need to get Secure Local Jobs Code Certification, and will that need to be started now? 	Yellow		p.2 covering letter: "Existing requirements, including Secure Local Jobs, will continue to apply."
<ul style="list-style-type: none"> How will costs of these certifications and other regulatory costs be recognised in funding agreements? 	Red		
<ul style="list-style-type: none"> How will results of the sector sustainability work be recognised in the commissioning and procurement reform process? 	Yellow		

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<ul style="list-style-type: none"> How will the length of contract be determined? How will cost increases or increases/decreases in demand over extended contract periods be managed? 			p.3 'The outcomes of the Community Sector Sustainability Review will be integral to informing joint understanding of the full and true costs of service provision.'
<ul style="list-style-type: none"> Will the form and nature of contracts differ from current contracts? Will contracts be individually negotiated or standardised? 			p.6 'Some components of agreements are standardised ...'
<ul style="list-style-type: none"> Will contracts be outcome or activity-based? How will that be decided? If both, how will the reporting burden be managed? 			p.6 '... an aim of commissioning is to shift to outcomes based contracting and reporting to be more tailored to the specific needs and context of the individual service or sub-sector.'
<ul style="list-style-type: none"> Will contracts be co-designed with the sector and/or the successful tenderer? 			
<ul style="list-style-type: none"> How will the ACT Government determine whether open tender, select tender or single select tender will be used to procure a service? 		p.11 – 15: Commissioning Pathways	
<ul style="list-style-type: none"> Who will be able to tender for contracts? 			p.6 '... there are opportunities for more innovative solutions ...'

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<ul style="list-style-type: none"> What will be the process for decommissioning and handing over service provision to a new organisation? 	Red		
<ul style="list-style-type: none"> Will a floor price be determined for different types of services? 	Red		
<p><i>Monitoring and evaluation</i></p>			
<ul style="list-style-type: none"> How will the monitoring and evaluation (M&E) process be designed and selected? 	Yellow		<p>p.3 “...[f]ocus on continuous evaluation across the entire commissioning cycle; however, our documents can be further strengthened by further highlighting this aspect.”</p>
<ul style="list-style-type: none"> Will it be funded? 	Red		<p>p.5 “Early engagement opportunities will identify resource requirements and decisions will have to be made about how funding is applied in this context where it is available or re-purposed.”</p>
<ul style="list-style-type: none"> What will happen if services do not meet M&E targets? Will funding be withdrawn or will there be a chance to redesign services or redirect funding? 	Red		
<ul style="list-style-type: none"> How will services and the ACT Government determine data to be used for M&E? 	Red		

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<ul style="list-style-type: none"> Will monitoring and evaluation be done by the ACT Government, individual services or independent bodies? 	<p style="background-color: red; color: red;">[Redacted]</p>		
<ul style="list-style-type: none"> How will macro outcomes (Report on Government Services, Wellbeing indicators, ABS data) be used in the monitoring and evaluation process? If the Wellbeing Indicators are used, why has the community sector not been consulted on the measurements and data to be used in the Wellbeing Indicators? 	<p style="background-color: red; color: red;">[Redacted]</p>		
<ul style="list-style-type: none"> What changes are being made within the ACT Government to adapt its work to meet the commissioning process? And how is the performance of the ACT public service being monitored and evaluated in this process? 	<p style="background-color: red; color: red;">[Redacted]</p>		
<ul style="list-style-type: none"> How will the overall effectiveness of the commissioning and procurement reform project be measured and evaluated? 	<p style="background-color: yellow;">[Yellow]</p>	<p>p.5 'We will embed the measures and processes into our partner relationships to continuously evaluation whether our services are delivering value for the communities we serve.'</p>	