



Family &
Community
Services

Commissioning Child and Family Centred Services

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What is commissioning?

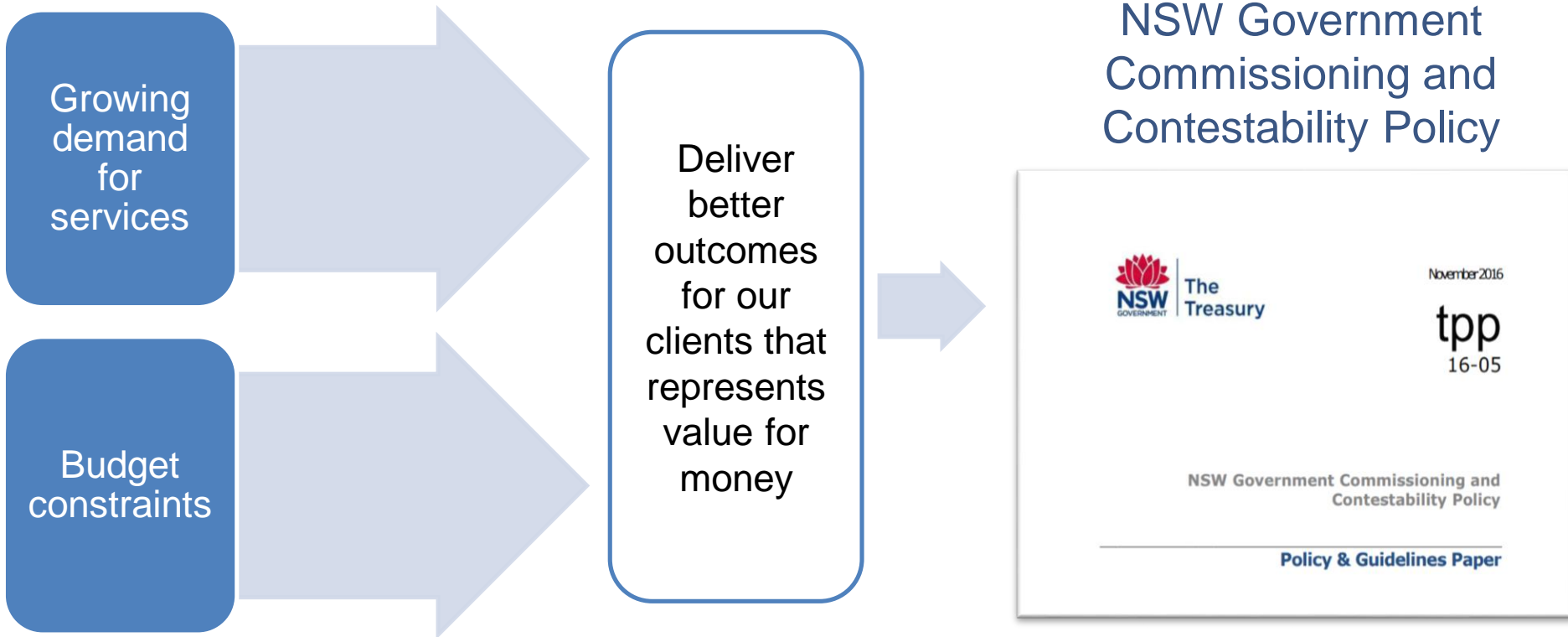
A structured approach to designing, delivering and managing -
in collaboration with partners - the services which best address
our clients' needs

efficient

sustainable

effective

Why commissioning?



Commissioning Principles



Client-centric

Having meaningful and culturally appropriate engagement with clients to ensure their feedback, needs and aspirations shape policy, service design and implementation



Outcomes-based

Focusing on the outcomes to be achieved, and being flexible about who delivers the services and how they deliver them



Value for money

Delivering quality services that meet the needs and aspirations of our clients in the most efficient and sustainable way



Integrated

Coordinating and integrating activities across FACS together with service partners, to support delivery that improves outcomes for clients

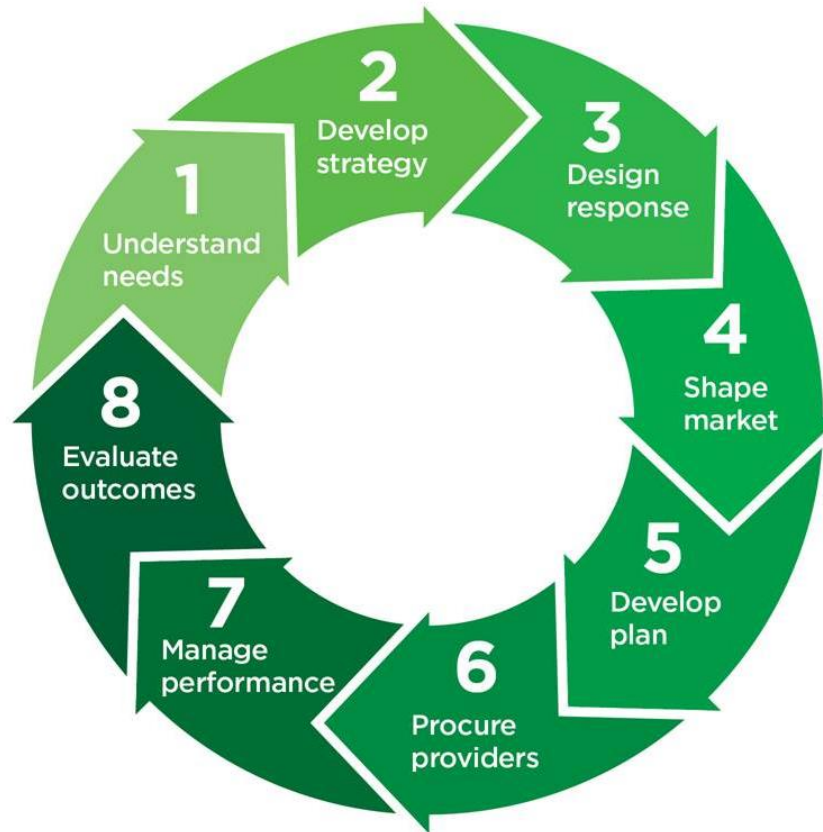


Evidence Informed

Learning from Programs, innovative pilots, literature and evaluation to inform future design and practice

The FACS Commissioning Framework

- Sets the broad parameters for the commissioning process
- Here we establish the target population and the outcomes to be achieved
- This stage is also responsible for determining if the population outcome is being met



- Designs the range of responses and system supports to achieve the agreed outcomes
- This stage includes determining which approaches best support effective service delivery of government funded or co-funded services and government's role

This stage manages engagement with the market, procurement of the service and ongoing management of provider performance to achieve the outcome