Commissioning Child and Family Centred Services

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13 February 2019
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?

Growing demand for services

Budget constraints

Deliver better outcomes for our clients that represents value for money

NSW Government Commissioning and Contestability Policy

NSW Government Commissioning and Contestability Policy

Policy & Guidelines Paper
## Commissioning Principles

<table>
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<tr>
<th>Principle</th>
<th>Description</th>
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<tr>
<td>Client-centric</td>
<td>Having meaningful and culturally appropriate engagement with clients to ensure their feedback, needs and aspirations shape policy, service design and implementation</td>
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<td>Outcomes-based</td>
<td>Focusing on the outcomes to be achieved, and being flexible about who delivers the services and how they deliver them</td>
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<td>Value for money</td>
<td>Delivering quality services that meet the needs and aspirations of our clients in the most efficient and sustainable way</td>
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<td>Integrated</td>
<td>Coordinating and integrating activities across FACS together with service partners, to support delivery that improves outcomes for clients</td>
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<td>Evidence Informed</td>
<td>Learning from Programs, innovative pilots, literature and evaluation to inform future design and practice</td>
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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

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

- 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