New Workshop Announced: Tendering for Community Services

FaCS is excited to announce a new workshop specifically developed to assist not-for-profit community services (community services) service providers with understanding the tendering process.

The Tendering for Community Services workshop will provide an overview of the tendering process, how to read request documents and tips for formulating your offer. It will provide an opportunity to network with other service providers, and to ask your burning questions about the tendering process.

Our first Tendering for Community Services workshop is scheduled for 15 May and registration is live on our website – register now!

Public Sector Reform Survey

As part of the Public Sector Reform Program, the Department of Finance is leading a project to enhance the way that WA Government procures community services, goods, services, works, and ICT.

We have developed a short survey for industry and community services organisations to capture your thoughts on how Government currently operates and how we could work better with service providers going forward. The survey should only take around 10 minutes to complete and will remain open until COB 15 March 2019. The survey can be accessed through this link.

It would be very much appreciated if you could circulate the survey to your networks who may be interested, so feedback can be captured, and used to shape the procurement reform project.

For more information about the project, please visit our new webpage. Should you have any questions about the survey, please contact procurementreform@finance.wa.gov.au.
Protecting Intellectual Property during Co-design

The revised Delivering Community Services in Partnership Policy 2018 requires that government agencies undertake co-design with service providers as part of the procurement process. FaCS acknowledges that there may be some concerns around protection of intellectual property (IP) for service providers sharing information in an open forum as part of the co-design process. FaCS is currently working on advice for government agencies to ensure that services providers' IP is adequately protected if shared during the co-design process. If you have any questions relating to co-design or protection of IP in the procurement process, please contact FaCS.

Sustainable Service Delivery for Preferred Service Providers

Under the Delivering Community Services in Partnership Policy, government agencies have two options for retaining a preferred service provider (PSP), either by:

- undertaking a restricted, non-competitive Request process, or
- varying the existing service agreement to extend it for an additional term.

For both options above, government agencies must undertake a collaborative process with the service provider to review and update service specifications. Whichever option is used to retain a PSP, government agencies are required to engage with the service provider to agree the terms of the new arrangement. Negotiation should be an avenue to update the service specifications, service volume, the term and the price to ensure ongoing organisational viability and sustainable service delivery. It is not appropriate for government agencies to undertake PSP service agreement variations or PSP Request processes that do not provide the service provider with an opportunity to update their prices in line with the costs of delivering the service. For both options above the requirement for government agencies to achieve the best value for money outcome remains.

For assistance with PSP processes, please contact FaCS.
Supporting Communities Forum Update

The Supporting Communities Forum (the Forum) was established in late 2017 to support the implementation of the State Government’s Supporting Communities Policy, focused on improving the quality of services provided to vulnerable Western Australians.

At the December 2018 meeting, the Forum discussed the State Government’s proposed ServiceWA Pilot Design project. ServiceWA aims to place WA citizens’ needs at the centre of service delivery and will look at improving how fragmented transactional services are delivered in the community.

The State Homelessness Strategy Working Group provided a progress update, detailing three focus areas for the strategy:

- creating sustainable pathways out of homelessness;
- rebalancing resources to place a greater emphasis on prevention and early intervention; and
- reforming the homelessness service system to create an integrated, person-centred system.

You can access the 10-Year Strategy on Homelessness consultation reports via the Department of Communities website.

The Forum welcomes opportunities to engage with public and not-for-profit organisations to hear a range of views on the work of the Forum, and ways in which it can work with stakeholders and communicate its achievements. Further information can be found on the Department of the Premier and Cabinet webpage or by emailing the Forum secretariat at SCF@dpc.wa.gov.au.

The Forum’s next quarterly meeting will be held on 25 March 2019. Further details of the Forum’s working groups, meeting notes and communiques can be found on the Forum’s webpage.
Education and Training Opportunities

Thank you to all participants of our pilot workshops for your valuable feedback. Based on the feedback you provided, FaCS has redesigned our education and training program, combining the ‘Developing and Measuring Outcomes’ workshop with the ‘Planning in Partnership’ workshop, and the ‘Procuring Community Services and the DCSP Policy’ workshop with the ‘Managing Service Agreements’ workshop. Please note the updated workshops below. If you have any queries please contact FaCS.

Planning and Designing Community Services
**Wednesday 6 March 2019 | Tuesday 9 April 2019**
This workshop is focused on practical skills and knowledge to assist government agency officers in planning community services, undertaking co-design and stakeholder engagement and developing and measuring outcomes. This workshop is designed for procurement professionals within government agencies. Service providers are welcome to attend.

Procuring and Managing Community Services
**Tuesday 12 March 2019 | Thursday 2 May 2019**
This workshop is focused on practical skills and knowledge to assist government agency officers in undertaking community services procurement and service agreement management. This workshop is designed for procurement professionals within government agencies.

Tendering for Community Services
**Wednesday 15 May 2019**
This workshop is focused on practical skills and knowledge to assist not-for-profit organisations in tendering for community services. This workshop is designed for service providers from the not-for-profit sector.

Details for all workshops:

Cost: Free
Time: 9:00am – 12:00pm
Location: Albert Facey House – 469 Wellington Street, Perth

You can find further details for all FaCS training on the community services sector training page of the [Department of Finance website](http://www.finance.gov.au).
From the Stable Door
Update from FaCS Director, Kate Ingham

Welcome back for our first FaCS Bulletin for 2019! I hope you had a safe and enjoyable break with your family and friends.

We’re in full swing here at FaCS, with reporting commencing for the first six months of the Aboriginal Procurement Policy (APP) and planning underway for our second Aboriginal Business Expo in May (more details to come in the April Bulletin). The second round of training workshops for the Delivering Community Services in Partnership (DCSP) Policy begins soon, and keep an eye out for training sessions for both the APP and DCSP Policy in regional WA around mid-year.

FaCS is looking for examples of good procurement processes for the Supporting Communities Forum Procurement Reform Working Group Practice Review project. If you are a government agency who has been involved in an effective procurement process, or if you are a service provider who has had a great procurement experience, please contact FaCS and let us know about it. Your insight and involvement in these processes is valuable in helping us identify what works well so that we can take a strengths-based approach to improving capability across both sectors.

FaCS is also excited to permanently welcome Kimberley Leaker to our team. Kim first joined FaCS in May 2018 as part of the Government Traineeship Program, and showed such diligence, hard work and commitment that she graduated early from the program to take a permanent role in the team. Well done Kim and welcome (officially) aboard!

On a horsey front, it’s been great to have a break over the last six weeks but the holiday is now over and all five horses are back in work. We have a few training events coming up as well as some quality coaching time with the Australian coach. I’m looking forward to the 2019 season commencing in mid-March and excitingly, we were recently named on the State Elite Eventing squad with six other horse and rider combinations. 2019 is shaping up to be very exciting!