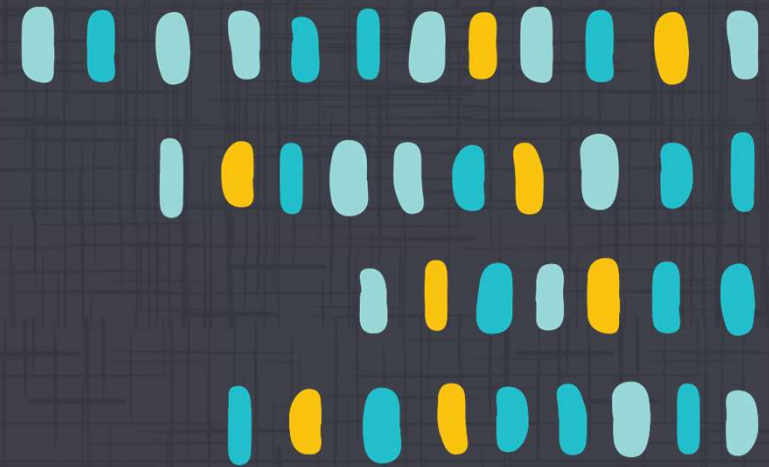




Government of Western Australia
Department of Communities



Department of Communities

People, Place, Home

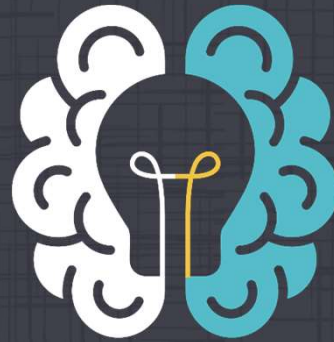
Michelle Andrews, Director General, Department of
Communities

Supporting Communities Forum | March 2018

New Ways of Working



Delivering
transformed
services



Using
local
knowledge



Testing
new
approaches



Beyond Co-Design

Commissioning is about creating new ways to leverage value and improve delivery of public services. It is a strategic approach to the oversight of public services, focussing on clearly defined outcomes and responding to community demand.

Commissioning integrates the activities required to assess the needs of a population, specify the services required to meet those needs within a strategic framework, secure those services, monitor and evaluate the outcomes.



A Roadmap

A long-term plan of reform within an integrated service approach

- Leadership
- Strategy
- Process
- People
- Service partners

Commissioning and Procurement Reform



Commissioning Principles

- Focus on Outcomes
- Value for Money
- Coordinated service delivery
- Putting users at the heart of services
- Needs-led and based
- Leverage and enhance service delivery

Procurement Reform

- Commitment to improve outcomes
- Valued contribution of Public Authorities, community services and service users in service planning, co-design and delivery
- Fostering a diverse community services sector that places service users at the forefront
- Collaborative decision-making that fosters openness and transparency in procurement of services
- Commitment to the sustainability of Community Services
- Commitment to reduce administrative burdens associated with service procurement



Commissioning for Homelessness

Applying an integrated commissioning framework to the 10 Year Homelessness Initiative

Driver

Strategic
Decision

Define
Outcomes

Identify
Options

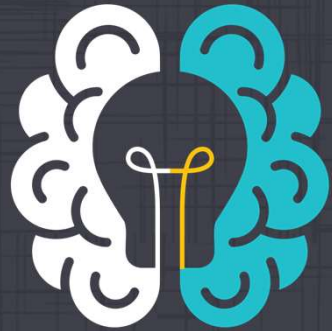
Design
Options

Source

Build
Capability

Implement
& Manage

Evaluate
outcomes



District Leadership Groups

Key collaborative mechanism for:

- Ensuring a collective and collaborative focus on local priorities
- Delivering place-based solutions and knowledge
- Supporting reform at a local level



Questions?