

Commissioning: Moving from Reactive Delivery to Creative Design

While our immediate focus is to understand and manage the current priorities, we need to also facilitate collaboration & co-design for outcomes that meet the differing needs of individuals, families and communities.

A long-term plan of reform that localises regional solutions within a cross Divisional and integrated service approach

Current State

- Need to better understand our customers and their needs
- Evaluations tend to focus internally on activity/current service
- Limited visibility of services & expenditure
- Contracts are not outcomes focused
- Need to understand where investment is being made along the service continuum
- Not regionally aligned
- Insufficient CSO engagement

We need to understand our customers & investment decisions

Commissioning of co-designed outcomes that cut across agencies and providers

Reforms aimed at moving services closer to customers and targeted earlier interventions

Future State