

The Commissioning Roles

It's vital to clearly define and formalise the accountabilities and authorities for each role within the Commissioning environment.

Commissioner: Determines in the first instance what the structure of supply will be, the funding rules, and controls within the system. Also provides the system governance and stewardship for overall service delivery.

Providers: Responsible for delivering a specified service, product or output to the customer against quality, timeliness and cost requirements. The provider can deliver the outputs internally or be held accountable for an external deliverer from the government, private or non-government sectors.

