

Message from John Smith, Director, Service Purchasing and Performance.

I would like to update you on a number of changes since the last Community Sector News.

We have made progress with the DHHS Review as part of the Government's savings strategies. The aims are to re-organise DHHS, achieve efficiencies and limit any impact on services to the community.

Former Deputy Secretary Mercia Bresnehan, and previous Manager Community Sector Relations Unit (CSRU) Jo White, have left DHHS. Both send their fond farewells.

The CSRU is moving to a new division called Planning, Purchasing and Performance in the area I manage. Ella Haddad is currently Manager of CSRU. Under Ella's management, CSRU will continue to:

- coordinate the Peaks Network and Government Strategic Forum and the Government and Community Sector Partnership Agreement
- facilitate the DHHS Funding Agreement Managers and Program Managers networks
- monitor consistent implementation of the Outcomes Purchasing Framework
- implement the Quality and Safety Framework
- administer funding agreements for all DHHS-funded organisations.

The CSRU will work with other units to take a whole-of-agency perspective to planning across the health and human services portfolios, and provide specialist advice on purchasing plans, service reviews and program evaluation.

Ella and I look forward to working with you.

John Smith, Director.

Community Sector News

Staff changes in the CSRU

Jo White has left us and is now with Neighbourhood Houses Tasmania. Ella Haddad is currently managing the CSRU.

Ulo Raabus, grants guru, has retired, as have Christine Marshall from the Grants Team and Jenny Gardham from the Quality and Safety Team. Kimberley Pickering is on maternity leave until January 2016 (she had a baby girl).

Robyn Bev is with us until Christmas and is working mainly on the Outcomes Framework.

Day-to-day contact for community sector organisations remains the Funding Agreement Manager – including for EOFY reporting.

AGFAR and supplementary funding

The Grants Team has sent out pre-populated acquittal templates to assist organisations complete the Annual Grant Financial Accountability Reports (AGFARs), which are due by the end of October. The templates include:

- carried forward balance
- grant funds
- previous year's figures

The Government committed \$9 million in supplementary funding to DHHS-funded services over its first term. In 2014-15, \$2 million was distributed. A further \$2 million is being distributed for 2015-16. These funds do not need to be acquitted.

Quality and safety reviews

Funded organisations, the Quality and Safety Team and DHHS Funding Agreement Managers continue to progress the [Quality and Safety Framework for Tasmania's DHHS Funded Community Sector](#).

Feedback from organisations has been positive. Many have found the process transparent, collaborative and a good opportunity to reflect on and strengthen service delivery. Reviews so far have found that:

- There are high levels of consumer satisfaction with services
- Staff and volunteers generally feel supported and informed to deliver services
- Legislative requirements, government policy and funding agreements could be better understood

Commissioning for Outcomes

The department continues to roll out the *DHHS-Funded Community Sector Outcomes Purchasing Framework 2015*.

The aim is to achieve better outcomes for Tasmanians by clearly defining the changes we are trying to achieve, measuring success, and improving service delivery where needed.

TasCOSS has obtained funding over four years to assist with implementation. They have sought feedback from organisations as to how they can best assist, and are developing a series of guides.

Over time, all DHHS-funded services should expect to have clearly-defined funding agreement outcomes and performance indicators incorporated into their agreements.

TasCOSS survey

TasCOSS recently surveyed its member organisations about Commissioning for Outcomes. The survey report is available [here](#).

To get in touch with TasCOSS about the survey and report, contact Jo Flanagan on 6231 0755 or email jo@tascoss.org.au

Peaks and Government Strategic Forum

The Peaks Network and Government Strategic Forum met on 4 August 2015. The main item for discussion was the Commonwealth Government's [Reform of the Federation Discussion Paper 2015](#).

As part of the reform agenda, Tasmania has been tasked with developing a paper on health reform to COAG by November 2015. Members discussed potential input.

DHHS site visits

The site visit is a meeting that occurs at least once a year between the DHHS Funding Agreement Manager and the funded organisation, at the organisation's premises. The aim is to:

- follow up on the content of reporting
- validate organisation details
- validate that the organisation is meeting their obligations under the funding agreement
- provide information and resources
- monitor any agreed actions
- contribute to building and maintaining the relationship between the organisation and DHHS.

The organisation should be notified of the meeting beforehand and provided with an agenda. This allows the organisation to prepare, and identify any matters for discussion.

The agenda is guided by information in reports and previous site visit records. Items may include, but are not limited to, actions from previous meetings, governance, service delivery, human resources or quality and safety.

Preparation may include requesting the organisation for specific information, reviewing relevant and appropriate reports and records, and reviewing information on the Electronic Grant Management System and the Standards and Performance Pathways (SPP) portal.

Joined Up Human Services (Joined Up)

The Government is working with the sector to deliver a more joined-up human services support system.

A dedicated project team has now been established in DHHS led by Heather Cuthbertson working with Diane Caney and Don Espie.

The process and learnings have been collaborative and will continue to be so.

The current phase of the project will use five initiatives to test:

- How a local community area can better join up around human services and supports
- A shared assessment format across government and community-delivered services
- A lead worker for complex cases to build networks of support around individuals and families
- A system with an outcomes-based focus, working with families and individuals on their strengths and goals and getting results
- How information sharing can be improved

The results from the test initiatives will inform future action.

The team has recently posted two new Fact Sheets:

- [Joined Up – an Overview](#)
- [The Huon Valley Initiative](#)

For contact details and more information go to <http://www.dhhs.tas.gov.au/joinedup>

Partnership Agreement re-release

The previous State Government endorsed a Partnership Agreement between DHHS, DPaC and the Community Sector in December 2012.

The current State Government endorsed the Agreement in December 2014 with introductory comments from Premier Will Hodgman and Peaks Network Chair, Jann Smith. The content of the [Partnership Agreement](#) remains unchanged.

The Partnership Agreement Annual Report is underway and will be distributed when completed.

For more information

Community Sector Policy
Ella 6166 3584, Robyn 6166 3565
communitysectorrelationsunit@dhhs.tas.gov.au

Quality and Safety
Mandy and David 6777 1982
communitysector.quality@dhhs.tas.gov.au

Grant Management
Mark 6166 3580, Damian 6166 3599, Kim 6166 3631
communitysector.grants@dhhs.tas.gov.au