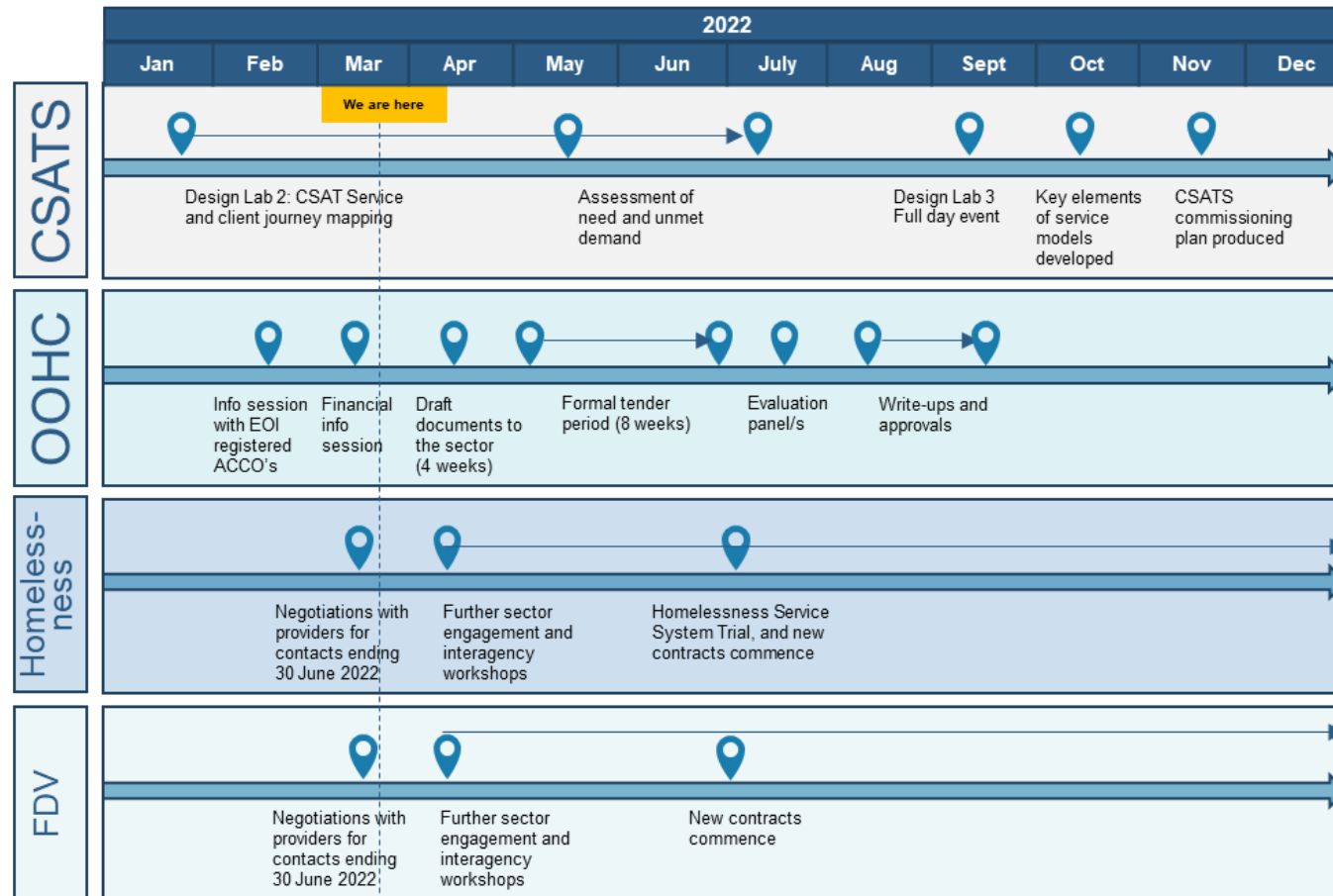


Commissioning Project Update – 14 March 2022

Contact: commissioning@communitites.wa.gov.au

Indicative timelines:



CSATS: A draft literature scan and a proposal for client journey mapping activities have been developed and circulated to stakeholders for feedback.

For more information please contact: commissioning@communities.wa.gov.au

See Commissioning Plan resources and updates on the **Communities Commissioning Plan website** – [click here](#)

Project updates

CSATS	<ul style="list-style-type: none"> Project lead Nicole Leggett Design Lab 2 is well underway. This includes: <ul style="list-style-type: none"> A draft literature scan and a proposal for undertaking the client journey mapping activities have been developed and circulated to stakeholders for feedback. Invitations have been sent to service providers to participate in the first client journey mapping workshop, scheduled for 4 April 2022. <p>Next steps</p> <ul style="list-style-type: none"> An analysis of aggregated CSATS and IHS data based on agency progress reports between July 2019 to June 2021 will be circulated for noting by 21 March 2022.
Homelessness	<ul style="list-style-type: none"> Project lead: Jacqui Herring Work is progressing to procure an Evaluator for the South West Homelessness Service System Trial. Contract negotiations continue with the services participating in the Trial, with the aim to award new Service Agreements by late March 2022. Parallel with this work, homelessness service providers in other parts of the state will have their existing contracts extended for two years, until 30 June 2024. <p>Next steps</p> <ul style="list-style-type: none"> Finalise South West Trial Evaluation Request by late March 2022. Ongoing planning for further engagement with homelessness stakeholders in 2022. Commence internal workshops to map the existing homelessness service system.

OOHC	<ul style="list-style-type: none"> Project leads: Mark Burgess / Amber Fabry 10 March 2022, the Financial workshop was held to provide further information about Communities internal financial modelling for each service type. Progressing with Paxon and Department of Finance on the finalisation of the procurement plan. <p>Next steps</p> <ul style="list-style-type: none"> Follow up communications following ACCO and Financials webinar, including publishing recordings on the website. Publish answers to questions asked at webinars and circulate to attendees. Progress with development of draft tender documentation
FDV	<ul style="list-style-type: none"> Project lead: Chad Stewart Engaging with Sector Peaks on issues including the proposed 5-year transition plan for FDV services. An initial plan, informed by Design Labs 1 & 2, is the basis for ongoing sector engagement. <p>Next steps</p> <ul style="list-style-type: none"> Communication regarding contract extensions post 30 June 2022 will commence imminently. Ongoing planning for re-engagement with service providers for the life of the new contracts