Child, Youth and Family Services Program (CYFSP) Commissioning Engagement and Collaboration Plan (the Plan) – SUMMARY

DRAFT FRAMING STATEMENT

To examine community needs and identify WHO the Child, Youth and Family Services Program (CYFSP) needs to support beyond 2024.

OBJECTIVES

To deliver meaningful engagement and collaboration that values participant diversity, time, and resources.

To design a new Child, Youth and Family Services Program for investment beyond 2024 through engagement and collaboration with identified participants from August 2022 to August 2023

APPROACH

This plan supports engagement and collaboration through the STRATEGISE and DESIGN phases of the commissioning cycle.

- We will keep participants informed through a website and regular email communication.
- We will provide information in advance of engagement and collaboration activities to ensure participants are informed.
- We will close the loop, providing listening reports to all participants after each activity.
- We will continuously evaluate the participant experience to ensure we are building trust, being purposeful and accessible.

CORE ENGAGEMENT AND COLLABORATION CRITERIA

- participants are demonstrably representative
- the process is transparent
- there are fewer fundamental constraints on what options might be pursued
- genuine shared decision making occurs

KEY CRIETRIA FOR CYFSP ENGAGEMENT

- Build trust
- Be purposeful
- Be accessible
- Engage people with lived experience sensitively and tailor activities for children, young people, and families
- Ensure the right people, in the right conversations or activities
- Value participant time and resources
- Set a manageable pace for participants

ENGAGEMENT FEATURES

- Be clear about constraints
- Outline a clear process
- Explain how decisions are being made
- Provide pre-reading/materials to participants
- Be aware of emotions – check in/check out during activities
- Close the loop

	PLAN TOGETHER	STRATEGISE	DESIGN
INPUT	– Lessons learnt from previous commissioning engagement and collaboration process	– Draft CYFSP Discovery Discussion Paper – Engagement and Collaboration Plan and Process – Video – here's what we need to know	– Outputs from STRATEGISE phase – Video – here's what we know so far – Engagement and Collaboration Plan and Process
FOCUS	– How we engage and collaborate	– Engagement and collaboration expectations – Needs assessment including Aboriginal and Torres Strait Islander children, young people, and families – Problem or framing statement – Interfaces with other parts of the system – What is and isn't working – Market assessment – workforce, providers, pricing factors – Existing evaluation framework of the program	– Involving people with lived experience – frontline and service users – Interfaces with other parts of the system – Service models and evidence – Program/service priorities – Outcome measurements – New evaluation framework of the program
HOW	– Establish CYFSP Engagement Working Group – Facilitate 2 x design workshops – One on one discussion with key stakeholders – Presentation to CYFSP Directors – Keep people informed via CYFSP commissioning webpage	– Current service users journey map – Briefing session – what to expect – Sector workshop – What's our reason for being? What are the needs? – Government workshop – interfaces – Listening Report	– Future service users journey map – World Café - frontline and service users – Future focused system workshop – CEO/leaders of providers, peaks and government – YourSay – Outcomes Framework – Listening Report
OUTPUT	– Sector/Government designed draft engagement and collaboration plan – Validation of draft engagement and collaboration plan by key stakeholders and likely participants – Draft Discovery Discussion Paper	– Current service users journey map of service/program and a view of what is and isn't working – Clear evidence of need and defined interfaces with other parts of the system – Problem statement to inform design – Understanding of the market – workforce, providers, and pricing factors	– Future service user journey map informed by frontline, people with lived experience, providers, and government – Preferred service model – Program priorities, outcomes, an evaluation framework – Clear alignment other initiatives and interfaces with other parts of the system – Identification of potential providers.

ACTIVITIES/TACTICS/CHANNELS

Central webpage with all information	People presenting videos with context information	Infographics that help explain data	Share persona stories of people who benefit from the program

PARTICIPANTS

People with lived experience of the identified need	Researchers and academics Peaks and representatives	Partners and potential partners (service providers)	Government

ROLES and RESPONSIBILITIES

- Government is commissioner and driver of the plan
- CYFSP Current Directors are key stakeholders to validate the plan
- CYFSP Engagement Working Group articulate the plan

TIMINGS OF COMMISSIONING PHASES

STRATEGISE Nov 2022 – March 2023	DESIGN March – Aug 2023	INVEST Aug 2023 – April 2024	DELIVER May 2024 – onwards*

CYFSP ENGAGEMENT WORKING GROUP

Over 40 people from across the child, young people and family sector, peaks and government expressed an interest in being part of the CYFSP Engagement Working Group with participants bring a diverse range of experience to develop this engagement and collaboration plan. With thanks to Dr Justin Barker (Youth Coalition of ACT), Cara Jacobs (YWCA Canberra), Hayden Page (Woden Community Services), Sarah Murdoch (Anglicare), Tracey Hall (Marymead), Deborah Marin (Tjillari Justice), Vicky Saunders (CSD–Strategic Policy), Alison Trewhella (CSD – Children, Young People Families), Simone Payne (ACTHRC - Children and Young People Commissioner's Office) Kate West (CSD – Commissioner CYFSP)

Engagement and collaboration sequencing

	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER/JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST
CONVERSATION FOCUS	Improving the engagement and collaboration experience for CYFSP commissioning		Engagement and collaboration expectations	– Needs assessment including Aboriginal and Torres Strait Islander children, young people, and families – Problem or framing statement – Interfaces with other parts of the system – What is and isn't working – Market assessment – workforce, providers, pricing factors – Existing evaluation framework of the program				– Involving people with lived experience – frontline and service users – Interfaces with other parts of the system – Service models and evidence – Program/service priorities – Outcome measurements – New evaluation framework of the program				
COLLABORATE		Planning workshops			NO ENGAGEMENT OR COLLABORATION ACTIVITIES	Interface Roundtable Workshop for Government	Needs and problem framing workshop for all	World Café – frontline and service users	Future focused system workshop – CEO/provider leaders/peaks government			
CONSULT		One on one discussions	Draft plan available for comment/review Draft CYFSP Discovery Discussion Paper	Current service users journey map			YourSay page*	Future Service Users Journey Map YourSay page*	Future Service Users Journey Map YourSay page*	Outcomes Framework via YourSay		
ENGAGE	Engagement Working Group established	CYFSP Directors presentation					Sector/Government briefing on next steps					Sector/Government briefing on next steps
INFORM	Establish webpage		Sector/Government briefing on approach	Video – here is what we need to know			Listening report #1	Video – here's what we know so far	Listening report #2	Listening report #3		Summary Report to inform INVESTMENT phase

CYFSP Commissioning Webpage | Commissioning Conversations

AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER/JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST
PLAN TOGETHER			**STRATEGISE**				**DESIGN**				

Overview of engagement and collaboration activities

	Interface Roundtable/Workshop for Government	Your Say	World Café	Future Focused System Workshop	Service User Journey Maps	Listening Reports
Description	A roundtable is a small group discussion where everybody has the right to participate and present their positions, experiences, views, or input. Participants can be selected to cultivate a meaningful discussion on a particular topic or focus areas. Roundtables can also be observed by interested stakeholders and through a facilitator, questions or comments from the listeners can be posed to the Roundtable participants.	Your Say is the ACT Governments online engagement platform, with a wide range of tools to support the gathering of input.	Brings people together in simultaneous rounds of conversation. Participants move through a room with tables dedicated to different topics. Participants are encouraged to contribute to the activity on each table and then move to the next table. Facilitated reflections on what has been gathered can create a dialogue on emerging themes.	Collaborative inquiry to acknowledge the past, validate what is happening in the present and explore what might be possible in the future. Participants look at trends/needs; develop ideal future; test future scenarios and then are facilitated to find common ground/themes. Helps to create a plan in a condensed timeframe. Supports people, organisation to determine if they have a future together and what that might look like.	Service User Journey Maps plot the experience of people accessing a service or program, illustrating where there are gaps or pain points that can be addressed by re-design or where there are unexpected points that are working well that can be further cultivated. Service User Journey Map can weave evaluation insights, lived experience stories and frontline perspectives into a single map. This can be embedded into the World Café and the Future Focused System Workshop.	A report – in written, presentation or video format – that demonstrates what has been heard in a recent activity. Listening reports are important for engagements with long timeframes as they help participants understand how the conversation/input is evolving and shaping the outputs or informing the next activities.
Considerations	Half day – where Roundtable includes workshop activities – can be delivered in a hybrid setting Will need a clear backgrounder for participants Participants provide a 5 minute presentation at the start and then guided by facilitator	Creates a 24/7 on demand way for all participants to contribute	1 day – respects participant time – allows for representation and deliberation – ideally delivered in a face-to-face environment Split into 2 half day sessions to create a safe space for people with lived experience	1 day – respects participant time – allows for representation and deliberation – can be delivered in a hybrid setting	Can be develop overtime by gathering input from multiples activities, sources, and participants – can be delivered in a physical location or online	Listening reports should be published on the engagement webpage or site
Application and aim	To understand the interfaces for the current CYFSP within Government by bringing together Directorates with existing programs or initiatives that target early support or intervention to children, young people, and families	To provide a transparent online space for collaboration and engagement – particularly for frontline staff and people with lived experience	To create an opportunity for frontline workers and people with lived experience to provide their input, experiences and expertise to key themes emerging through the strategise phase.	To bring together all inputs and insights into needs, gaps, and interfaces to inform the design of a new program/service.	To use current service user journey maps to highlight the interface challenges within government and the program gaps. To use future service user journey maps to articulate how a redesigned program or service will meet need.	To consistently develop and publish artefacts that demonstrate the evolving insights, inputs, and conversation topics.
Participants	• ACT Government Directorates/Program – Education; Care and Protection; Youth Justice; Housing; Mental Health; Family Safety • Observers - Office of LGBTIQA+ etc + CYFSP Directors	• Open to all participants • Targeted to people with lived experience of CYFSP and frontline workers	• Frontline workers delivering CYFSP or related services/programs • People with lived experience of CYFSP or related services/programs	• CEO/Executives of CYFSP services or related services/programs • ACT Government level 6 and above with responsibility for child, young people, and family services/programs	• Targeted to people with lived experience of CYFSP and frontline workers	• Open to all participants
Outputs	• Map of the early support services across the ACT Government • Preliminary – current service user journey map	• Transparency to the process • Service user journey maps can be populated online	• Service user/frontline perspectives on the key themes arising from the strategise phase	• Future operating model • Future service user journey map	• Current service user journey maps • Future service user journey maps	• Series of Listening Reports that help evidence the conversations and activities informing the redesign of the service/program

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