

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2016-17 Supplementary Estimates Hearings**

**Outcome Number: 2.1 Families and Communities**

**Question No: SQ16-000449**

**Topic: Commissioning Model**

**Hansard page: 102**

**Senator Jacinta Collins** asked:

In regard to the link to the commissioning model, I am interested in understanding how this model works and what past experience there has been with its application.

**Answer:**

Commissioning models promote the effective design and delivery of policy, solutions or services, which includes collaborating effectively with external stakeholders.

The Department is using the collaboration principle of commissioning to co-design and tender the new Humanitarian Settlement Program.

Further information on commissioning can be found at the links below.

<https://www.gov.uk/guidance/the-commissioning-academy-information>

<http://publicservicetransformation.org/resources/commissioning/better-commissioning-public-services>

<http://www.effectiveservices.org/downloads/Final-Commissioning-Literature-Review.pdf>