

STATE COMMISSIONING STRATEGY FOR COMMUNITY SERVICES

486. Ms M.M. QUIRK to the Minister for Finance:

I refer to the McGowan Labor government's commitment to ensuring Western Australia has high-quality community services that support our communities and help improve the lives of the most vulnerable.

- (1) Can the minister advise the house what the state commissioning strategy will mean for the procurement and delivery of community services in Western Australia?
- (2) Can the minister outline how the strategy will provide better outcomes for the Western Australian community?

Dr A.D. BUTI replied:

I would like to thank the member for Landsdale for her question.

- (1)–(2) This is incredibly exciting. I know people may not think that commissioning is exciting, but it is. On Tuesday, the Minister for Community Services and I released the implementation strategy, *State commissioning strategy for community services: Implementation plan 2022–2024*. If members have not read it, I advise them to go to all good bookstores to collect their copy.

The state commissioning strategy takes a holistic, proactive and sustainable approach to delivering more efficient and effective community services. It is the first strategy of its type to ever be implemented in Western Australia. It seeks to ensure that we deliver services in a manner that puts the client at the centre of the delivery of services. It puts at the centre the community services that we are trying to deliver. They are the prime target of this strategy that we have just released. It is very transparent. It is holistic. It seeks to be coordinated and to look at government agencies. It seeks to look at service providers, peak bodies, consumer advocates and service users when commissioning services. It looks at the whole process. It looks at the processes of planning, purchasing, managing, monitoring and evaluating services with the aim of ensuring that every available dollar is allocated in an optimal manner.

This strategy will ensure that we have a greater capability, capacity and flexibility in delivering services to the community sector. It is also very agile to the needs of the community. The strategy will seek to drive a fundamental shift in the delivery of community services, such as meeting the needs of users at the right time and at the right location; being sustainable; being delivered by organisations that meet the diverse needs of service users; being evidence-based with robust quality standards; and being culturally safe and tailored to the local community needs.

On Tuesday, the Minister for Community Services; Prevention of Family and Domestic Violence and I went along to the Centre for Women's Safety and Wellbeing to launch the strategy. I would not be exaggerating to say that that organisation was very happy with the strategy and very enthusiastic to be part of the launch. It has been advocating an approach like this for some time. The organisation is a prime example of what government is trying to do with its own approach, being integrated and client-outcome focused. I commend the strategy to the house. It will ensure we will deliver services in a manner that is more efficient, more holistic and ensures that the people we are trying to deliver to are the focus.