

Engagement with the human services community



ACT
Government

ACT Health

Principles and undertakings

Engagement between ACTHD and the human services sector will be:



Timely

Consultation will occur within appropriate timeframes allowing appropriate time for feedback on projects and policy development.



Regular frequency

Engagement will take place with NGOs at identified intervals.



Open and transparent

Communication will be managed in ways to build trust in each other.



Respectful

ACT Health Directorate and communities will recognise the strengths of the people and capabilities of the other.



Inclusive

ACT Health Directorate will consult widely and inclusively.



Sensitive

ACT Health will be sensitive to the needs and interests of stakeholders.

ACTHD will seek input and contributions from the sector, employing

- » Adequate notification and lead times
- » Appropriate and reasonable response times

Where ACTHD seeks engagement directly with the sector, it will ensure that relevant associations and peak bodies are aware of such engagement.

Undertakings that reflect the act government's social compact

These undertakings are guiding standards aligned to the principles, to assist the community sector and Government in their work together.



The community sector will undertake to

- Understand and acknowledge the complexity, constraints and limitations faced by ACT Health Directorate in balancing different community interests within its portfolio.
- Build confidence and trust in ACT Health Directorate partners/agencies.
- Maintain transparency in communication and information sharing with ACT Health Directorate.
- Actively involve community members in the planning, design, implementation and evaluation of policy, services and community development activities.
- Undertake and participate in research and data sharing that informs policy and service design to enhance community outcomes.
- Participate in sector development and training opportunities to keep abreast of new developments.
- Commit to work towards continuous quality improvement.
- Engage with reform activities such as 'reducing red tape'.



The government will undertake to

- Respect the right of community organisations to comment on and challenge ACT Health Directorate's policies and programs by working through political channels, as well as with staff of the directorate.
- Recognise the importance of and support the sustainability and long-term resource capacity of the community sector.
- Build confidence and trust in community partners/organisations.
- Maintain transparency in communication, information sharing and in decision making processes wherever possible.
- Actively involve community members in the planning, design, implementation and evaluation of policy, services and community development activities.
- Support and use available research and data to identify and promote good policy and service delivery.
- Invest in training and development in the public and community sectors.
- Recognise the skills and the experience of the community sector as a resource to help guide continuous improvement across both sectors in service provision.
- Commit to work towards continuous quality improvement.
- Identify a community sector reform agenda that will deliver the best possible outcomes for the Canberra community such as 'reducing red tape'.



The community sector will undertake to

- Take responsibility in the relationship and be accountable for the process and outcomes.
 - Encourage and expand opportunities for joint work on policy review and development and planning.
 - Ensure processes are followed and mechanisms are enacted.
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- Work in flexible ways to ensure people who are more vulnerable and experiencing exclusion are heard in policy and planning processes.
 - Use culturally appropriate processes to consult with and involve Aboriginal and Torres Strait Islanders and people from different cultural and linguistic backgrounds.



The government will undertake to

- Take responsibility in the relationship and be accountable for processes and outcomes.
 - Encourage and expand opportunities for joint work on policy review, development and planning.
 - Work towards better integration of policies and programs within and across government agencies directed to specific population groups or needs in the community.
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- Consider the specific parts of the community sector that represent the most vulnerable and marginalised people.
 - Provide pathways for people who are more vulnerable and experiencing exclusion to have direct and strong voice in policy and decision making.
 - Understand and support culturally appropriate processes to consult with and involve Aboriginal and Torres Strait Islanders and people from different cultural and linguistic backgrounds.