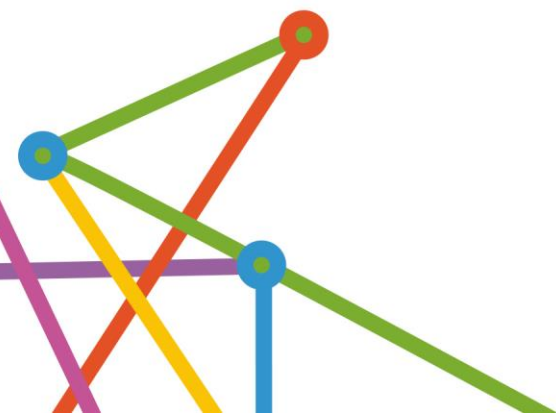




Commissioned Services Management Framework – Service Provider Reference Group

Terms of Reference

21 January 2021



Introduction

WA Primary Health Alliances (WAPHA) commissioning reform program, *Commissioning for Better Health*, identified the need to strengthen and evolve WAPHA's approach to performance management of service provider contracts to clarify performance standards and expectations and to enable WAPHA to demonstrate service quality, effectiveness and efficiency from the investment it makes of Australian Government funding.

The Commissioned Services Management Framework will be aligned to the Quadruple Aim of Healthcare, incorporating indicators and measures of service outcome, cost effectiveness and service provider and client satisfaction.

The Commissioned Services Management Framework is expected to evolve overtime, and to inform decisions about the collection and use of data from service providers, and WAPHA's use and reporting of this data.

Against that background, WAPHA is seeking to establish a reference group of members drawn from WAPHA commissioned service providers who are interested and willing to provide input, advice and assistance in developing the Commissioned Services Management Framework.

1. Purpose

- To provide insights and knowledge as a current WAPHA commissioned service
- To act as a consistent sounding board for testing design concepts

The reference group's role may also extend to informing development of the complementary Evaluation Framework.

2. Frequency and procedures

Engagement will be through a range of formal and informal methods, including meetings, workshops and online consultation.

Members will be contacted regularly to ensure they remain informed of the progress of the project and on how their input has shaped its development.

3. Quorum

There is no quorum. It is the Project Teams responsibility to ensure that a broad range of perspectives are used to inform the project or activity and to utilise the advice of the Group alongside other quantitative and qualitative sources.

4. Structure

The Commissioned Services Management Framework Stakeholder Reference Group will comprise:

- Representatives from up to 10 different commissioned service organisations, identified through an Expression of Interest (EOI) request

5. Commissioned Service representation

Organisations commissioned by WAPHA will be invited to submit Expressions of Interest (EOI) to join the Commissioned Services Management Framework Stakeholder Reference Group. Successful members will be identified to ensure a representation from the diversity of the services WAPHA commissions.

One WAPHA Clinical Council/Committee Chair and one Community Chair will to be invited to be involved in the EOI selection panel, to oversee transparency in process and selection.

6. Proxies

Membership cannot be extended to Proxies. Recommendation for additional members can be made

to the Chair for consideration.

7. Level of participation

This group operates within the Consult and Involve levels of the IAP2 Public Participation Spectrum.

- Consult** to obtain stakeholder feedback on analysis, alternatives and/or decisions.
- Involve** to work directly with stakeholders throughout the process to ensure that public concerns and aspirations are consistently understood and considered.

8. Paid participation

Participation by commissioned services personnel is not remunerated.
Participation of Council and Committee Chairs falls within the scope of their role and does not attract additional payment.

9. Amending the Terms of Reference

This Terms of Reference is based on the standard template used for all Expert Advisory Group and Reference Groups across WA Primary Health Alliance.

10. Document management

Records of meetings of the Performance Management Framework Stakeholder Reference Group will be maintained.

11. Specific roles, responsibilities and membership

The following table will be completed following the EOI process

Name	Role	Organisation