

# CHARTER FOR WORKING WITH CONTRACTED SERVICE PROVIDERS

## GUIDING PRINCIPLES

Contracts define the responsibilities and obligations for the department and the organisations we contract to deliver services.

This means a positive working relationship with service providers is crucial to a contract's success, and is key to guiding the partnership towards achieving better outcomes for individuals, families and communities.

The following guiding principles set the foundation for our partnership.

- 1 **A strong relationship** with service providers
- 2 **Mutual understanding** of each other's obligations
- 3 **A client-centric focus** that places the interests of clients, communities and the desired outcomes of programs at the forefront of service design and delivery
- 4 **Shared responsibility** for quality service and achieving the outcomes agreed in contracts

The principles are founded on the shared values of service, integrity, accountability, trust and conducting business in an ethical manner.

Applying the principles and their values requires the commitment of both parties.

## WHAT SERVICE PROVIDERS CAN EXPECT OF US

We are committed to quality service in contract management. We will provide resources that assist both our organisations to better understand and fulfil their obligations



We will work with all stakeholders to provide the resources necessary to assist you and our contract managers to fully understand what is expected to fulfil the obligations of the contract.

We will provide accurate and consistent information.

We will listen to your feedback to continually improve the delivery of our services and the support we can offer to you.

We will be culturally sensitive and responsive to your needs.

We will be transparent in relation to our processes, so that our expectations are clear.

We will work with you to achieve the outcomes agreed in the contract



We will work with you to ensure quality outcomes are achieved, and we will recognise and celebrate your achievements.

We will work with and support your organisation, when necessary, to maintain or build capacity in governance and financial management capabilities.

We will be transparent about risks to service delivery.

We will act early if issues arise in relation to the contracted outcomes, and work with you to address them.

We will be fair and transparent when dealing with complaints, whether a complaint is about you or about us.

We will assist and support you to maximise positive outcomes for clients



We recognise that each service provider is different and requires tailored engagement. We will listen to your wants and needs, as well as your expectations of the relationship with us.

We will ensure you receive ongoing communication, engagement and support.

We will focus on collaborative engagement, embracing opportunities for innovation and new ways of thinking about how to support the communities, families and individuals we work with and support.

We will give you open, honest and constructive feedback.

## WHAT WE EXPECT OF OUR SERVICE PROVIDERS

You will focus on the quality of services you deliver



You have a direct relationship with clients, positioning you to design and deliver services that are responsive to local needs.

Because of this, you will:

- be responsive to the changing needs of the individuals, families and communities you work with
- place client interests and desired outcomes at the forefront of service design and delivery
- provide the agreed services to the people targeted in the contract, without discrimination
- deal with any issues as soon as you become aware of them, to ensure swift resolution and avoid matters escalating
- be open and transparent about complaints you receive.

You will ensure your organisation supports stable and outcomes-focused service delivery



You will:

- be accountable for the services we have contracted you to deliver
- have good governance and financial management practices in place
- be transparent about risks to service delivery
- collect data that enables you to report on your successes, measure your achievements and drive service improvements.

In addition, you will give us open, honest and constructive feedback, so that together we may work towards achieving better outcomes for clients.

You will identify emerging needs to enable us to facilitate a responsive service system



You are the eyes and ears of the service system. Its functioning relies on your insight, experience and expertise.

So we expect you to:

- be active members of your local human services community
- share what you know with each other and the sector at large (through your peak organisation), as well as with us
- participate in activities that contribute to growth of the sector's capabilities.

## HOLDING US TO ACCOUNT

If you believe we're not following the principles, values or commitments of this charter, we want to know. We also appreciate feedback on what we're doing well and what could be improved.

You can contact us in person, by email, phone or letter, or by using the Your Feedback tool on our website.

For more information, visit [www.facs.nsw.gov.au/about/contact/complaints](http://www.facs.nsw.gov.au/about/contact/complaints)