



# Consultation report

**Proposed changes to:** Contractual web content management framework

## 1. Background

The Out of home care (OOHC) service contract content consultation guidelines (the guidelines) provide information on how the Department for Child Protection (DCP) will inform, consult, involve, and collaborate with service providers regarding changes to web based contract content.

DCP has undertaken a review of the guidelines in line with the required review date and is proposing a number of changes to support consistent management and consultation of contractual web content. The changes include renaming the guidelines to Contractual web content management framework.

This report summarises the feedback received by DCP in relation to this consultation process and DCP's response (where a response is required).

## 2. Affected stakeholders

This change will affect all DCP service providers.

## 3. Engagement undertaken

The proposed changes were provided to Service Providers via email on 23 August 2021. The consultation period was open for a two-week period.

The updated document and outline of changes included was published on the [web content consultation page](#) within the service provider area of the DCP website for the period of consultation.

Service provider were invited to provide feedback via a web survey or through email.

DCP incorporated feedback received as indicated in the report below.

#### 4. Feedback received

Feedback Received	DCP Response
<p><b>General feedback</b></p> <p>All looks relevant and consistent to the needs of all parties involved. Communication and timeliness is key to successful service delivery and sector development.</p> <p>All looks fine, thanks.</p> <p>Both documents look clear and concise.</p> <p>We support and understand that necessary changes need to occur to enhance service delivery and continuous improvement and that opportunity for improvement may be identified as part of Contract management meetings and reviews.</p>	<p>No response required.</p>
<p>Include the DCP website address in the early part of each document. This will help to assist educate DCP staff that the website and intranet are two different things, in my day to day work I come across many social workers that do not realise the website exists.</p>	<p>Incorporated DCP website address in the document as suggested.</p>
<p>Suggest removing Related Documents and Roles and Responsibilities as these both are incorporated within the framework requirements.</p>	<p>Removed as suggested.</p>
<p>Suggest that when consultation emails are sent to service providers, they are identified as Important or Urgent inline with the Impact and Complexity ratings matrix instead of news or updates.</p>	<p>Incorporated into section 4.2.1 Levels of engagement under the Changes to service delivery engagement mechanisms: <i>Consultation opportunities sent via email will be easily identified and include the impact and complexity rating of the change.</i></p>

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Feedback Received	DCP Response
<p>Is there a process for if the service provider and DCP disagree about the complexity of the change required and subsequently the timeframe provided to make the change is not suitable for the service provider to enact the change?</p>	<p>The document has been updated to reflect:</p> <p>4.2.2 Notification periods: the timeframe in which DCP will provide service providers with information about the change where there is no requirement for consultation.</p> <p>4.2.3 Consultation periods: the timeframe in which DCP will notify service providers of the proposed changes and seek feedback.</p> <p>4.3.2 Implementation timeframes: The timeframe that service providers have to implement the changes.</p>
<p>We would like to suggest an additional clause at 4.3.1 to provide further clarification of contract implications and mechanisms in relation to non-acceptance of proposed changes.</p>	<p>Section 4.3.1 has been updated to reflect that where a service provider has not accepted the changes, DCP will work with the individual service provider to negotiate an agreed outcome based on their feedback received during the consultation period and their reason for not accepting the changes.</p> <p>We are unable to write a specific process or mechanisms for this as it would be different each time, depending on the change and the reason for non-acceptance.</p>
<p>4.3.2 Modification or variation.</p>	<p>The title of this paragraph has been changed to Formal variation.</p>