Australian Government
Department of Social Services

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Relational Contracting (RC) Readiness Roadmap*

Strategy overview for implementing and scaling relational contracting in the line with the Children and Family Support (CaFS) program.

DRAFT

CaFS program commences 1 July 2027

Growth & Expansion
Implement RC in other DSS programs and across Cwealth Agencies

Manage & Evaluate
DSS and CaFS Providers working in partnership under relational agreements. Live evaluation operating in parallel.

Implementation January – June 2027

Readiness
Providers & DSS build readiness & capability through guidance, tools, resources and facilitated learning.

Test and Refine August – December 2026

Transition & capability uplift
Develop guidance, training materials and tools to support DSS and provider readiness.

Evaluation, operational design & simulation
Simulate RC approach to test and refine the framework. Develop quality measurement framework and RC data, digital and business process requirements.

Foundational design April – July 2026

Design integration
Embed RC design principles into CaFS program documentation across the grant lifecycle.

Foundational products
Design and engage on foundational products e.g. Governance Framework, Decision Matrix and Shell Agreement, with ongoing design and engagement for other products throughout RC design and implementation.

Governance oversight
Governance and sector engagement to support design and implementation.

*Please note this roadmap is subject to Government decisions.

Sector engagement, communication and governance