

# An overview of the framework

**OBJECTIVE**

Drives the requirements for managing contracts and our relationship with organisations who deliver housing programs.

It enables us to collaborate with organisations to deliver quality services and achieve the outcomes agreed in contracts.

**GUIDING PRINCIPLES**

Underpin the contractual relationship to define how we work together with organisations to achieve the objective

Foster collaboration  
with organisations  
who deliver housing  
programs



Mutual understanding  
of each other's  
obligations.



Shared responsibility for  
performance and  
achieving the agreed  
outcomes.

**PROCESSES**

Explain the requirements to assist both parties in meeting their responsibilities and achieving the outcomes agreed in the contracts.

Relationship management

## Contract management

Performance  
and  
accountability

Contract  
variations

Contracting  
issues and  
complaints

Funding and  
leasing  
arrangements

Reporting  
obligations

Record  
keeping

Risk management

**EXPECTED OUTCOMES**

Demonstrate that funded contract management is achieving its objective.

Our contracts are  
achieving better  
outcomes for people.



Organisations have the  
ongoing capacity and  
capability to deliver the  
outcomes agreed in  
contracts.



Issues and risks are  
being managed to  
ensure the stable and  
uninterrupted delivery  
of services.