

## 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.



### 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.