National Collaboration Framework (NCF)
What is the NCF?

The National Collaboration Framework (NCF) was created to assist Federal, State/Territory and Local jurisdictions to work collaboratively to deliver services to the public. The NCF provides processes and tools, including a suite of template agreements, to save both the development time for collaborative arrangements and delivery times for new service initiatives.

Five Framework Areas
How does the NCF work?

The NCF is a structured approach to collaborative service delivery. The Framework provides a tiered approach for Government agencies to follow when seeking to collaborate.

**Tier 1:** Involves establishing overarching principles to collaborate that identify vision, value, scope, cost, benefits and security that guide the integration of services.

**Tier 2:** Involves agreement on statements about how organisations plan to do business together.

**Tier 3:** Is a Collaborative Head Agreement (CHA) representing commitment to those elements that apply to multiple projects across a jurisdiction/s.

**Tier 4:** Involves parties creating project specific agreements.

**Tier 5:** Provides templates, checklists, guidelines etc. specific to collaborative service delivery.
What templates are available?

The suite of templates includes a:

- **Collaborative Head Agreement (CHA)** – like a memorandum of understanding, the CHA establishes the governance framework for a project (or projects) to be undertaken by the parties.

- **Project Agreement** – is made under a CHA and is more detailed than the CHA about the specific project (or projects) to be undertaken by the parties. The Project Agreement deals with the development, implementation and ongoing management of a project. It could include, for example, detail about services, contributions, security, privacy, indemnities, liabilities and service levels, if these are relevant to a particular project.

- **User Guide** – to explain in detail how to use the CHA and Project Agreement.
The basis of the template agreements is that:

Both template agreements have been designed to be non-adversarial in nature and are based on the parties having agreed in advance about the business basis to collaborate across initiatives. As a starting point, the templates are not intended to create legally binding contractual relationships between the parties, but this can be changed if the parties agree.

The template agreements are designed to be flexible and easily adapted by the parties to suit each collaborative arrangement. Multiple Project Agreements can be made under one CHA, with different CHA parties to each Project Agreement.
What are the benefits of using the NCF?

- The NCF reduces costs, time and risk associated with program development and delivery
- Common and streamlined business processes can provide a greater consistency of customer experience and improvements in public sector efficiency through higher levels of standardisation, reuse of business processes and information, and improved quality
- The NCF provides a solution to address legal and business risks associated with cross agency collaboration
- Obligations have been drafted to be jurisdiction-neutral

Where can I find more information about the NCF?

Other Useful Resources for Cross Agency Collaboration

The Australian Government Information Management Office, within the Department of Finance and Deregulation offers a broad range of tools and resources to assist with cross agency collaboration. A few of these include:

- **National Standards Framework**
  The National Standards Framework deals with standards for cross agency interaction, providing a streamlined process for agencies to agree when working collaboratively with standards. Further information is available at:  

- **Govdex**
  Govdex is an online communications platform supporting an access controlled collaboration environment across government agencies and their stakeholders. The Govdex platform is also rated at the security level of IN CONFIDENCE. Further information is available at:  
Other Useful Resources for Cross Agency Collaboration

- **Australian Government Architecture (AGA)**
  The intent of the AGA framework is to assist in the delivery of more consistent and cohesive services to citizens and support cost-effective delivery of government services.

- **Govshare**
  Govshare is a new offering from the Department of Finance and Deregulation to help agencies share and re-use ICT artefacts across agency and jurisdictional boundaries. Govshare is accessible through the internet and allows users to publish, discover and consume a range of items.
  Further information is available at: [http://govshare.gov.au](http://govshare.gov.au)

The National Collaboration Framework and associated promotional materials have been developed in collaboration with the Commonwealth and jurisdictions.