



Department of Communities Tasmania

**Funding for an organisation/s to
deliver Under 16 Lighthouse Project**

(2022 – 2025)

Request for Grant Proposals

CLOSING TIME: 14:00PM, 26 OCTOBER 2022

REQUEST FOR GRANT PROPOSAL
(“RFGP”)
BY
DEPARTMENT OF COMMUNITIES TASMANIA
FOR
U16 LIGHTHOUSE PROJECT

ISSUE DATE: 15 SEPTEMBER 2022

ENQUIRIES ABOUT THIS REQUEST FOR GRANT PROPOSALS (RFGP) SHOULD BE DIRECTED TO THE CONTACT OFFICER:

Name: Rachel Scarborough

Telephone: 03 6165 8315 or Microsoft Teams

Email: rachel.scarborough@communities.tas.gov.au

Address: 115-119 Cameron Street, Launceston, TAS 7250

LODGEMENT OF PROPOSALS:

All proposals should be submitted electronically by emailing the contact officer as per the details below with “RFGP – Under 16 Lighthouse Project” in the subject line. If an organisation is not able to submit their application electronically, they are advised to contact the Contact Officer (above).

Any supporting documentation that cannot be submitted electronically can be sent via post and must be received prior to the closing time.

Email submissions to: Rachel.scarborough@communities.tas.gov.au

Posted items can be sent to:

Department of Communities Tasmania

Children, Youth and Families – Under 16 Lighthouse Project

Attention: Rachel Scarborough

115 – 119 Cameron Street, Launceston TAS 7250

So that it is received by the Department before the closing time.

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CONTENTS

IMPORTANT INFORMATION FOR RESPONDENTS	3
PART ONE	5
CONDITIONS OF PROPOSAL	5
PART TWO	- 14 -
SPECIFICATIONS	- 14 -
PART THREE	
FUNDING AGREEMENT (NOTE: This is provided as a separate document)	
PART FOUR	
A to F – RESPONDENTS TO COMPLETE (NOTE: This is provided as two separate documents)	

IMPORTANT INFORMATION FOR RESPONDENTS

I. EXPLANATION OF THE REQUEST FOR GRANT PROPOSALS DOCUMENTATION

I.1 Conditions

The Conditions are the conditions upon which the Department is prepared to receive and evaluate Proposals. Failure to strictly observe these conditions may result in a Proposal being refused without evaluation.

The Conditions also specify the **evaluation criteria** against which Proposals will be evaluated.

I.2 Specifications

The Specifications provide a comprehensive description of the Department's Requirements.

I.3 The Funding Agreement contains the terms of the contract with successful Respondents. It may be varied only by agreement between the Respondent and the Department during the Proposal evaluation and negotiation process.

A contract to supply the Department's Requirements is not formed until counterparts of the Funding Agreement have been signed and exchanged between the Department and the Respondent.

2. SERVICES

The quantity or the extent of the demand for Department's Requirements stated in the RFGP are indicative and for Proposal purposes only.

No assurances are given that the successful Respondent/s will have the right to be the sole supplier of the Department's Requirements.

3. CONTACT OFFICER FOR RFGP ENQUIRIES

During the Proposal period, prospective Respondents may seek clarification of the general or technical areas of this RFGP through the Contact Officer. Contact details are provided on Page 1 of this RFGP. Unauthorised communication with other staff may lead to disqualification of the Respondent.

4. LODGEMENT OF PROPOSAL

Details for lodgement of Proposal are set out on Page 1 of this RFGP and in clauses 12 and 13 of the Conditions of Proposal.

5. PROPOSAL MUST BE IN RESPECT TO THE FULL PROVISION OF DEPARTMENT'S REQUIREMENTS.

5.1 A Respondent must submit a Proposal in respect to all the specific service elements of the Department's Requirements detailed in the Specifications including, all geographic regions, locations or areas specified.

6. CROWN POLICY ON CONFIDENTIALITY OF INFORMATION IN GOVERNMENT CONTRACTS

The Crown is committed to ensuring that Government contracting is conducted in an open and transparent manner. The Crown policy in relation to confidentiality in Government contracts is set out in clause 19 of the Conditions of Proposal.

PART ONE
CONDITIONS OF PROPOSAL

INTERPRETATION

I. DEFINITIONS

In this RFGP, unless the context precludes it:

Closing Time	means the closing time (Tasmanian time) and date for submission of Proposals shown on the cover page of this RFGP or as extended pursuant to clause 3.4;
Contact Officer	means the person identified as Contact Officer on the page 1 of this RFGP;
Crown	means the Crown in Right of Tasmania;
Department	means the Department named on the cover page of this RFGP;
Department's Requirements	means the services described in the Specification;
Funding Agreement	Means the Funding Agreement in "Part Three" of this RFGP;
GST	means any tax imposed under any GST law and includes GST within the meaning of the GST Act;
GST Act	means the <i>A New Tax System (Goods and Services Tax) Act 1999</i> (Commonwealth) as amended;
GST Law	means the GST law as defined in the GST Act and includes any Act of the Parliament of Australia that imposes or deals with GST;
Person	includes a natural person, a corporation, a partnership, a board, a joint venture, an incorporated association, a government, a local government authority and an agency;
Proposal	means the documents constituting an offer by the Respondent to deliver the Department's Requirements under this RFGP;
Request for Grant Proposals or RFGP	means this document inviting Respondents to offer to deliver the Department's Requirements by submitting a Proposal as provided in this document;
Respondent	means a Person who offers to deliver the Department's Requirements under this RFGP;
Specification or Specifications	means the Specification contained in Part "Two" of this RFGP; and
Proposal Description	means the Proposal description shown on the cover page of this RFGP.

2. RIGHTS AND OBLIGATIONS

The Department is part of the Crown and any rights and obligations of the Department under the provisions of this RFGP are to be read and construed as rights and obligations of the Crown.

3. RESERVATIONS

- 3.1 The Department does not warrant the accuracy of the content of the RFGP and the Department is not liable for any omission from the RFGP.
- 3.2 The Department may vary the RFGP at any time by:
- (a) informing all Respondents; and
 - (b) notifying all persons who have been issued with the RFGP by the Department (or who have downloaded a copy of the RFGP) and who have provided sufficient address details to enable the Department to contact them.
- 3.3 Quantities stated in the RFGP are indicative and for Proposal purposes only unless otherwise stated specifically in the RFGP. Where quantities are indicative, the Department will be liable to accept only the quantities ordered, subject to contract.
- 3.4 The Department may extend the Closing Time by:
- (a) informing all Respondents; and
 - (b) notifying all persons who have been issued with an RFGP by the Department (or who have downloaded a copy of the RFGP) and who have provided sufficient address details to enable the Department to contact them; and
 - (c) advertising the extension in the Saturday edition of each of the daily Tasmanian newspapers in which the original RFGP was advertised.
- 3.5 The Department may cease to proceed with, or suspend the process outlined in the RFGP.
- 3.6 The RFGP must not be construed as making any express or implied representation, undertaking or commitment by the Department that it will enter into a binding contract with any person to supply or otherwise for the purposes of the Department's Requirements.
- 3.7 No assurances are given that the successful Respondent will have the right to be the sole supplier of services to the Department.
- 3.8 The Department may reject a Proposal which does not fully comply with the terms of the RFGP.
- 3.9 The Department reserves the right to accept all or part of a Proposal at the price or prices proposed unless the Proposal states specifically to the contrary.
- 3.10 The Department may accept more than one Proposal.
- 3.11 No representation made by or on behalf of the Crown in relation to the Proposal or the RFGP (or their subject matter) is binding on the Crown unless it is in writing and is incorporated into the Funding Agreement.

4. UNAUTHORISED COMMUNICATION

Respondents must direct all communications through the Contact Officer unless directed otherwise by the Contact Officer. Unauthorised communication with other staff of the Department may lead to disqualification of the Proposal.

5. CONFIDENTIALITY AND INTELLECTUAL PROPERTY

5.1 RFGP remains property of the Department

The RFGP remains the property of the Department and may be used only to prepare a Proposal in response.

5.2 Use of RFGP is restricted.

Except for information available to the public generally (other than by breach of these Conditions), a person receiving the RFGP must not publish, disclose or copy any of its content, except to prepare a Proposal in response.

5.3 Proposers must not disclose information.

The Respondent must keep confidential all information provided by the Crown, as part of, or in connection with, the RFGP.

5.4 Proposals become the property of the Department.

All Proposals become the property of the Department, which may reproduce all or any part of a Request for Grant Proposal evaluation.

5.5 Department's right to use a Proposal.

Despite any confidentiality or intellectual property right subsisting in the successful Proposal that gives rise to a binding contract with the Crown:

- (a) the Department may reproduce all or any part of that Proposal in a contract awarded to the Respondent, without reference to the Respondent;
- (b) subject to paragraph (c) of this subclause, either party may publish all or any part of that Proposal that is included in a contract, without reference to the other; and
- (c) neither party may publish any part of that Proposal A that the Head of Agency as determined should be exempt from the Crowns policy on confidentiality in Government contracts during the period of exemption determined by the Head of Agency

5.6 Confidentiality of Proposal to be preserved.

Subject to the previous subclause, the Crown and the Respondent must hold the Proposal in confidence, so far as the law allows, except if:

- (a) the information is available to the public generally, other than by breach of this obligation;
- (b) a law requires a party to file, record or register something that includes information in the Proposal;
- (c) disclosure is necessary or advisable to get a consent, authorisation, approval or licence from a governmental or public body or authority;

- (d) it is necessary or advisable to make disclosure to a taxation or fiscal authority;
- (e) it is necessary to provide the information in the Proposal in answer to a question asked of a Minister in the Parliament, or otherwise to comply with a Minister's obligations to Parliament; or
- (f) it is disclosed confidentially to a party's professional advisers:
 - (i) to get professional advice about this Proposal process; or
 - (ii) otherwise to consult such professional advisers.

6. CONTENT AND FORMAT OF PROPOSAL

6.1 Proposals must include all the information:

- (a) requested in the Specifications; and
- (b) requested in the RFGP generally.

6.2 All items, features and functions specified in the RFGP are mandatory requirements unless expressly stated otherwise.

6.3 The Respondent must submit the Proposal under cover of the Proposal Form provided in Part Four of this RFGP. The Proposal Form must be completely filled in, and be accompanied by any other supplemental documents necessary to make the Proposal complete. A Respondent may reproduce the Proposal Form in an expanded format to provide additional space for response.

6.4 Unnecessarily elaborate responses or other presentations beyond what is sufficient to present a complete and effective Proposal are neither required nor desired. Elaborate artwork and bindings, expensive visual and other presentation aids are unnecessary.

7. AUSTRALIAN BUSINESS NUMBER (ABN)

The Respondent must provide its Australian Business Number (ABN). If the Respondent does not have an ABN, then the reason for not having an ABN must be stated. If the Respondent does not register or disclose an ABN, then PAYG Withholding Tax may apply and the Department is required by law to deduct the relevant amount from each contract payment and to remit that amount to the Australian Taxation Office.

8. COMPLIANCE

8.1 Respondents will be taken to fully agree or comply with the Conditions of Proposal, Funding Agreement and Specifications, unless the Proposal specifies otherwise.

8.2 If a Proposal does not fully comply with the Conditions of Proposal, Funding Agreement and Specifications, the Respondent must include a statement in the Proposal specifying each condition or requirement with which the Respondent does not agree or comply and indicating, for each condition or requirement, whether the offer:

Partially Complies

This means:

- If a clause imposes a contractual condition, that the condition can only be met subject to certain qualifications. Those qualifications must be stated in full; and

- If a clause specifies a characteristic or performance standard, that the condition can only be met subject to certain conditions. Where this is the case, and the Respondent is prepared to make good on the condition, characteristic or performance standard, the Respondent must state or describe how the non-compliance is to be made good.

Does Not Comply

This means:

- That the complete contractual condition, or characteristic or performance standard of the clause is not met by the offer. Full details of the non-compliance must be stated.

OR IS

Alternative

This means that the services either:

- (a) do not require the feature; or
- (b) fully comply in a manner different from that described.

In either case a full explanation must be provided.

- 8.3 The Proposal must give prominence to statements of non-compliance (as described in clause 8.2) – it is not sufficient if the statement appears only as part of an attachment to the Proposal, or is included in a general statement of the Respondent’s usual operating conditions.

9. ALTERNATIVE PROPOSAL

- 9.1 The Respondent may submit an alternative proposal if it is clearly identified as an “Alternative Proposal” wherever it fails to comply with the specified requirements.

- 9.2 A Respondent who submits a Proposal which meets the Department’s Requirements in an alternative and practical manner, taking into account the totality of the requirements must include any supplementary material, together with associated prices, which demonstrates, in detail, that the alternative will fully achieve all the requirements.

- 9.3 Respondents are encouraged to offer options or solutions which, in a novel or innovative way, contribute to the Department’s ability to carry out its business in a more cost-effective manner. These may be related to the functional, performance and technical aspects of the requirements or to opportunities for more advantageous commercial arrangements.

- 9.4 The Department reserves the right either to consider Alternative Proposals on their merits or not to consider them further.

10. PREPARATION OF PROPOSALS

The Department will neither be responsible for, nor pay for, any expense or loss incurred by a Respondent for:

- (a) preparing or lodging a Proposal; or
- (b) providing additional information or clarification during the evaluation of a Proposal.

11. VALIDITY

A Proposal constitutes an irrevocable, unalterable offer by the Respondent to the Crown which must remain valid and open to be accepted for 90 days from the Closing Time of the RFGP and may be extended by written agreement.

12. LODGEMENT OF A PROPOSAL

- 12.1 The Proposal must be lodged electronically with 'RFGP – Under 16 Lighthouse Project - TRMC' in the subject line so that it is received by the Department before the closing time. If a Respondent is unable to lodge its Proposal electronically it is advised to contact the contact officer.
- 12.2 By lodging a Proposal in accordance with clauses 12.1 and 12.2 of the Conditions of Proposal and in consideration of the Department commencing evaluation of the Proposal, the Respondent agrees to be bound by the Conditions of Proposal and in particular, clauses 3, 4, 5, 10, 11, 12, 15 and 16 of the Conditions of Proposal.

13. LATE PROPOSAL

Late Proposals will not be accepted unless the Department is of the view (and its decision will be absolute and final) that:

- (a) circumstances beyond the Respondent's control were the cause of the lateness; and
- (b) accepting a late Proposal will not compromise the integrity of the Request for Grant Proposals process or provide any unfair advantage to the Respondent lodging the late Proposal.

14. EVALUATION OF PROPOSALS

- 14.1 The evaluation process will be undertaken against the following evaluation criteria with the aim of determining which Proposal represents the best innovation and service delivery.

(a) Compliance Criteria

Compliance with:

- Conditions of Proposal;
- Funding Agreement;

(b) Qualitative Evaluation Criteria

Proposals will be assessed against a series of Qualitative Criteria. All Respondents are required to respond to each of the Qualitative Criteria (please refer to Part Four (F) of this RFGP).

Prompts have been provided within the Qualitative Criteria to assist in framing Proposals. Respondents should add any other information they believe is relevant to addressing the criteria.

The Respondent's ability to satisfy the Qualitative Criteria will be assessed on the basis of scores allocated by the Evaluation Committee by consensus in response to questions relating to each criterion and then weighted as detailed.

The assessment of Proposals will be based on the degree of achievement by the Respondent of the requirements set out in the RFGP. A maximum score for each criterion will be given if the achievement of the criterion is fully compliant, with no risks and weaknesses. The score will be

reduced proportionate to the extent of non-conformities, discrepancies, errors, omissions, and risks for the Crown.

(c) **Quantitative Evaluation Criteria**

Once the Qualitative Criteria has been assessed Respondents will then be evaluated for demonstrated value for money. Respondents will be assessed as to their ability to provide services that achieve the required outcomes at the best possible price. The lowest price may not be assessed as providing the best value for money.

(d) **Scoring**

Scoring will be based on the following allocation:

Score	Description	Full Description
10	Exceptional	Full achievement of the requirements specified in the RFGP for that criterion. Demonstrated strengths, no errors, weaknesses or omissions.
8 to <10	Superior	Sound achievement of the requirements specified in the RFGP for that criterion. Some minor errors, risks, weaknesses or omissions, which may be acceptable as offered.
6 to <8	Good	Reasonable achievement of the requirements specified in the RFGP for that criterion. Some errors, risks, weaknesses or omissions, which can be corrected/overcome with minimum effort.
4 to <6	Adequate	Satisfactory achievement of the requirements specified in the RFGP for that criterion. Some errors, risks, weaknesses or omissions, which are possible to correct/overcome and make acceptable.
2 to <4	Inadequate	Minimal achievement of the requirements specified in the RFGP for that criterion. Several errors, risks, weaknesses or omissions, which are possible, but difficult to correct/overcome and make acceptable.
>0 to <2	Poor to deficient	No achievement of the requirements specified in the RFGP for that criterion. Existence of numerous errors, risks, weaknesses or omissions, which are very difficult to correct/overcome and make acceptable.
0	Unacceptable	Totally deficient and non-compliant for that criterion.

14.2 During the evaluation process, the Respondent may be required to provide additional information or clarification. The Respondent must comply with any such requests within the timeframe specified.

14.3 Short-listed Respondents may be requested to deliver a presentation to provide further detail about their Proposal.

15. RIGHT TO NEGOTIATE

- 15.1 During the period of the evaluation process, the Department may negotiate with Respondents to vary their Proposals either on the grounds of technical capability, cost, effectiveness, or matters relating to the combination of one part of the Proposal with another part of the Proposal.
- 15.2 The Department also reserves the right to negotiate with several Respondents to finalise the terms to form a contract.

16. FORMATION OF FUNDING AGREEMENT

- 16.1 The successful Respondent will be required to sign a formal Funding Agreement containing standard terms and conditions supplemented by the addition of relevant information, requirements or variations:
- (a) contained in the Specifications;
 - (b) contained in the successful Proposal;
 - (c) arising during the Proposal evaluation; and
 - (d) arising out of negotiations after the Proposal evaluation.
- 16.2 No contractual relationship or other obligation arises between the Department and a Respondent, for the supply of the Department's Requirements, until the Department and the successful Respondent formally exchange signed counterparts of the Funding Agreement. This clause applies despite any oral or written advice to the Respondent that a Proposal is successful or has been, or will be, accepted during the term of this Funding.

17. DEBRIEFING

- 17.1 All unsuccessful Respondents are encouraged to request a debriefing from the Department to discuss the reasons for their non-selection. Respondents who would like a debriefing should contact the Contact Officer.
- 17.2 If requested to do so, the Department will provide a debriefing for interested Respondents after either:
- (a) a Funding Agreement has been executed for the supply of the Department's Requirements; or
 - (b) the Department decides not to award a Funding Agreement for the supply of the Department's Requirements.

18. COMPLAINTS PROCESS

- 18.1 Where a respondent has concerns regarding the RFGP process, they should refer the matter in the first instance to the Contact Officer for the RFGP process.
- 18.2 The Department has established a formal complaint process. Where a respondent has concerns regarding the RFGP process they are advised to contact the Department's Grant Funding Process Complaints Officer, via email to communitysector.grants@communities.tas.gov.au

19. GOVERNMENT POLICIES

(a) In this clause:

accountable authority has the same meaning as in the Financial Management Act 2016 (Tas).

Confidentiality Provision means a provision that, if included in a contract, would restrict or prohibit the capacity of any party to that contract to lawfully disclose any term of, or other information in or concerning, the contents of, that contract.

TI C-I means Treasurer's Instruction C-I issued under the Financial Management Act 2016 (Tas).

(b) Except in accordance with TI-CI, the Contract will not include any Confidentiality Provision. Where inclusion of a Confidentiality Provision is approved in accordance with TI C-I, the terms of the contract will be drafted to give effect to the decision of the accountable authority, including any decision on any limit on the period of confidentiality.

(c) The restriction on Confidentiality Provisions does not apply to:

- (i) pre-contract information which passes between the parties in order to enable the Contract to be performed; or
- (ii) the services or products that flow from the performance of the Contract, including information that is brought into existence pursuant to the Contract.

(d) Subject to any Confidentiality Provision included in the Contract, a party to the Contract may publish all or any part of the Contract without reference to another party.

20. SPECIAL CONDITIONS

- 20.1 Funding is for the period from 2022-2025 with services to be reviewed at intervals specified within the Funding Agreement.
- 20.2 Respondents may submit a proposal in respect of one, some, or all of the specific elements of the Department's Requirements as detailed in the Specifications.
- 20.3 The Respondent's Proposal must clearly identify if it is in respect of one or all of the elements of the Department's Requirements referred to in clause 20.2.

PART TWO
SPECIFICATIONS
FUNDING FOR ORGANISATION(S)
U16 Lighthouse Project

I. INTRODUCTION AND BACKGROUND

I.1 Background and policy context:

In June 2019, the Minister for Human Services announced the establishment of an *Under 16 Homelessness Taskforce* to develop a greater understanding of the issues associated with under 16 homelessness in Tasmania. In its final report¹ delivered in December 2019, the Taskforce recommended a range of immediate and longer-term initiatives for phased implementation.

A cross-sectoral *Under 16 Homelessness Working Group (HWG)* was established in June 2020 to oversee implementation of the immediate initiatives and provide advice on the Taskforce's longer-term recommendations. The recommendations reinforce the need for an integrated response that provides: a central point of contact; clear processes and strong accountabilities to ensure actions or decisions taken are in the best interest of the child and a range of effective supports including early intervention and medium to longer term accommodation and support options to keep children safe and well.

One of the key outputs from the HWG was a whole of government [Under 16 Homelessness: Children and young people under 16 who are alone and at risk of or experiencing homelessness: A Policy Framework for Tasmania](#). The Framework was released in April 2022 and provides an overarching policy setting to guide the response to unaccompanied children and young people under the age of 16 who face homelessness. Supporting the notion that Government, families, community services and the broader community have a shared responsibility for the safety and wellbeing of children and young people, its purpose is to:

- improve collaboration and integration so that services and communities work together towards improved outcomes for children, young people and families
- outline key policy principles for a shared response; and
- articulate commitments that place the safety and wellbeing of children and young people at the centre of the Tasmanian service response.

Any new service for unaccompanied children and young people under 16 will be aligned to the Framework.

This RFGP should be read in conjunction with the Framework.

I.2 Purpose:

As part of its 2021 election commitments, the Tasmanian Government committed \$10 million over four years for the Under 16 Lighthouse Project (the Lighthouse Project).

The Lighthouse Project progresses key recommendations from the *Under 16 Homelessness Taskforce* to deliver improved wellbeing outcomes for unaccompanied children and young people under 16

¹ [Ministerial-Advice-Background-Document-Final-24122019-Redacted-1.0.pdf \(communities.tas.gov.au\)](#)

who are at risk of or experiencing homelessness through a range of initiatives including: establishment of a regional Youth Wellbeing Team; provision of an Under 16 Youth Homelessness Liaison Officer in the *Strong Families, Safe Kids* Advice and Referral Line; continuation of additional funding provided to youth support services during COVID 19; establishment of a state-wide Aboriginal youth support service; a parent and adolescent mediation support service; and a pilot three-year early intervention, therapeutic residential model of care (TRMC) for children and young people under the age of 16 with a focus on therapeutic care, family restoration and mediation.

The service delivery component of the TRMC is the focus of this RFGP.

The TRMC will provide safe, stable medium to longer-term accommodation in a nurturing home-like environment, for eligible children and young people. Priority will be given to children and young people who are not subject to Care and Protection Orders (CPO), and for whom family restoration is a realistic option. It will primarily focus on family restoration, working with children, young people and their families to resolve family conflicts, improve relationships and improve the broader wellbeing and care needs of the child or young person.

Note - Commencement of the TRMC service is subject to availability of an appropriate property. Children, Youth and Families (CYF) and Community Services, Infrastructure and Housing (CSIH) are working together to identify and deliver a suitable property² for the service. Timeframes will be made available to interested proponents once known. Service commencement is not likely to be before December 2022.

1.3 Definitions

“Medium to longer-term” for the purpose of this project, is defined as the duration of need dependent on the child or young person’s wellbeing and care needs.

“Wellbeing” is defined in the [Tasmanian Child and Youth Wellbeing Framework](#) as when a child or young person feels loved, safe and valued; has access to material basics; has their physical, mental and emotional health needs met; is learning; is participating; and has a positive sense of culture and identity.

“Family restoration” for the purpose of this project means the continued or re-established communication, support and improved relationship between the child or young person and their parent(s) and/or caregiver(s) including kinship care.

2 SERVICE STRUCTURE

2.1 Description of services required:

Services will be trauma-informed, child-safe, child-centred, flexible, therapeutic and collaborative and will use a ‘Care Team’ approach for children and young people aged between 12 and 15, experiencing or at risk of homelessness.

This is a non-crisis, early intervention, transitional accommodation option for eligible children and young people delivered in a home-like setting within the community. It is expected that children and young people will experience stabilisation, recovery from trauma and improved family relationships in

² For Floorplan design see Appendix 1.

a safe supported environment as they build life skills and independence capability appropriate to their age and developmental maturity.

The Service, interventions and supports will focus on family restoration, involving the child or young person's family and extended network (informal and professional) to resolve family conflicts and improve family relationships as a pathway to stable and sustainable accommodation.

The Service Provider must demonstrate to the satisfaction of the Department that the organisation has adopted child-safe policies and practices in accordance with the *National Principles for Child Safe Organisations*.³

The final service delivery model will be negotiated with the successful proponent but as a minimum, will include the following:

Service Delivery Model:

Eligibility

Unaccompanied children and young people aged 12 – 15 years:

- who are currently experiencing or are at risk of homelessness
- for whom family restoration is assessed as an achievable goal; and
- who are not subject to a Care and Protection Order.

Capacity

Services are to be delivered in the South with up to five children actively engaged within the service at any one time. Children will stay in the Service for duration of need (which can be up to two years).

Where it is identified that a child or young person is at risk of leaving the family home, they may be referred to the TRMC for family mediation and counselling services to resolve conflicts and improve relationships to prevent the homelessness occurring. The service provider will accept these referrals for children and young people, for counselling and mediation support based on their capacity to deliver services.

Referral and Service Engagement

Access to the Service is through the *Strong Families, Safe Kids* Advice and Referral Line (ARL). The ARL's Child Safety and Wellbeing Liaison Officer will work collaboratively with the Youth Wellbeing Team located within the Targeted Youth Support Service (TYSS) to manage referrals. It is likely many children and young people in this cohort will already be engaged with TYSS or be referred into both services at the same time.

Eligible children can be referred from Government programs and services including Ashley Youth Detention Centre (and/or any new youth detention facilities that become operational during the life of the funding agreement), Specialist Homelessness Services, community organisations and community / welfare / health / education professionals.

Engagement with the Service is voluntary for children, young people and their families. Children and young people are not required to stay within the Service for a set period of time. The service provider

³ [National Principles for Child Safe Organisations \(humanrights.gov.au\)](https://www.humanrights.gov.au/national-principles-for-child-safe-organisations)

is expected to actively encourage children, young people and their parent/caregiver to remain engaged with the service, providing necessary support and flexibility to maintain service engagement.

Assessment

The ARL in collaboration with the Youth Wellbeing Team and the Service Provider will assess the child's suitability for participation in the Service.

This will involve consideration of, but is not limited to: other children and young people already engaged with the service; ability to achieve family restoration given necessary interventions and duration of need; the risk of or experienced homelessness; developmental maturity; health and mobility; the ability to live in a home-like communal setting; individual family circumstances, level of engagement with education, and/or risk of detrimental outcomes leading into adulthood including risk of continuing or future interaction with Youth Justice or Child Safety Services.

Service Delivery and Approach

The TRMC is designed to provide early intervention with a strong focus on family restoration, diversion away from statutory services and prevention of homelessness. The Service Provider will work closely with TYSS, existing non-statutory family services and other services relevant to the child or young person to provide a collaborative service system response that is sustainable and holistic.

The service approach will be trauma-informed, child-safe, child-centred, flexible, therapeutic, collaborative and will use a 'Care Team' approach.

Transitioning into the Service will be a therapeutic process, where the child or young person adjusts to the new setting, including understanding the house rules and supports available. The Service Provider should have strategies in place to manage this process.

The Service Provider should have strategies in place to manage challenging and/or unsafe behaviours including substance use and abuse behaviours. This will be especially important for children and young people in the first few months in the service.

Where a child or young person makes the home unsafe for others in the service and can no longer reside in the home, the Service Provider will ensure the child or young person is not exited into homelessness.

The Service Provider is expected to actively create a community environment with relevant and appropriate networks and neighbours for children and young people to feel included and valued by their local community. This may be through local gatherings, sporting activities, barbeques etc.

Care Teams

The Care Team is an ongoing collaborative group of key people identified by a child or young person as being important in their life. The Care Team is responsible for developing and monitoring an individualised Care Plan that includes goals and care objectives designed to improve the wellbeing and address individual needs of the child or young person.

The Care Team will be co-managed by TYSS or the relevant regional Youth Wellbeing Officer and the Service Provider, maintaining established relationships between the child or young person and TYSS/Youth Wellbeing Officer. Collaboration from other relevant services (professional and informal) and family members for the child or young person will also form part of the Care Team approach.

Care Plans will have a strong focus on family restoration, healing from and managing trauma, engagement with education and generally improving the wellbeing of the child or young person.

This will be achieved using a strength-based approach and guiding principles to underpin Care Plans that are built on evidence-based theories, such as, Attachment Theory, Psychoanalytical Theory, trust-based relational intervention and trauma-informed practice.

Service delivery and levels of intensity will be informed by the initial intake assessment, Care Plan and progress towards goals and care objectives.

Care Teams and Plans will be managed and aligned to any Care Team Practice Advice that becomes available for this cohort during the pilot of this service.

Service Exit

Transitioning out of the Service, whether the child or young person is returning home, into kinship care or supported independent living, will be guided by the child or young person, with their safety at the forefront of any decisions. The Service will not exit a child or young person into homelessness or unsafe situations, ensuring the young person is accompanied by an appropriate adult.

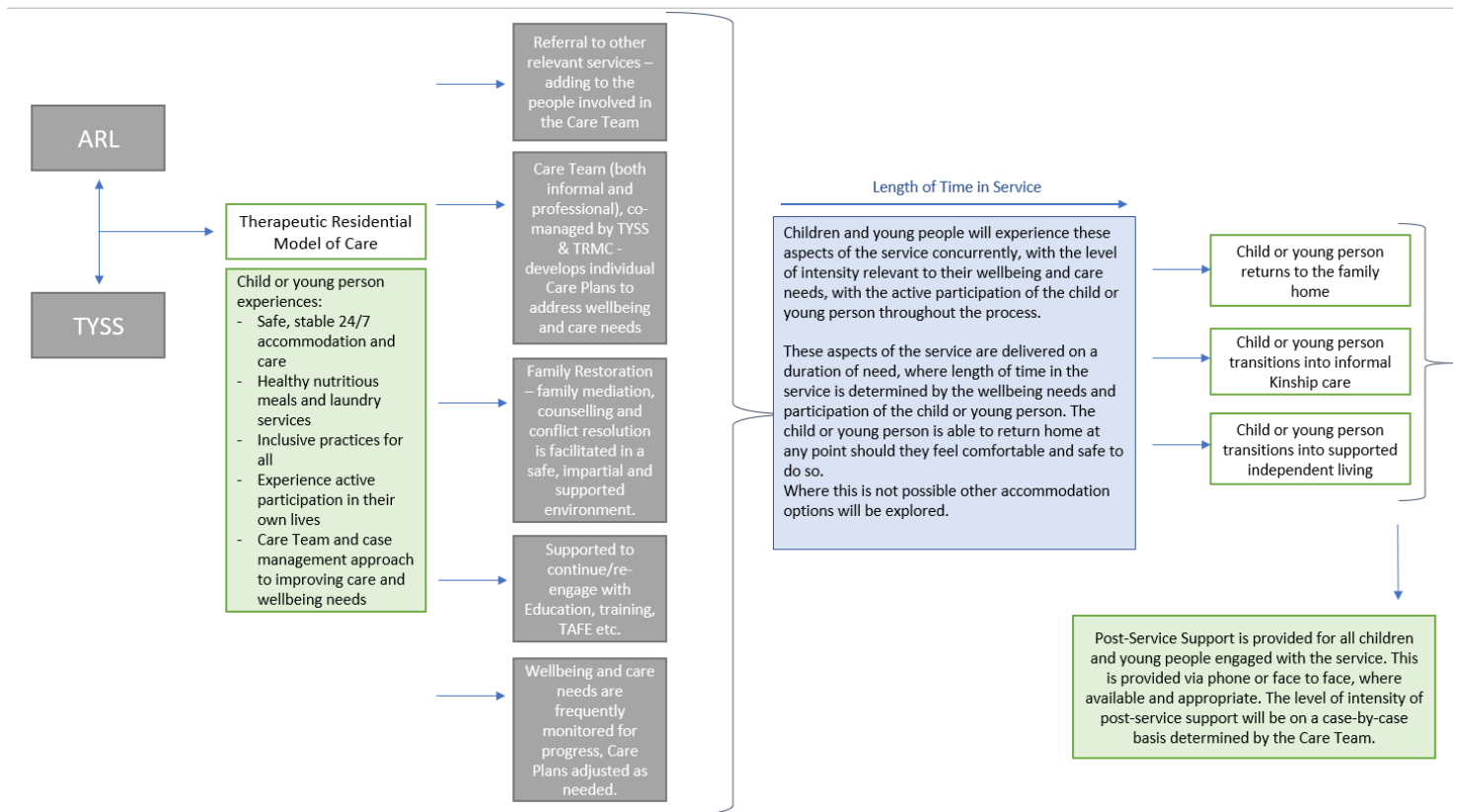
Post-Service support will be available to all children and young people who have been engaged with the Service. The level of intensity required will be determined by the Service Provider and TYSS on a case-by-case basis and will strongly focus on reducing and managing conflicts at home. This will reduce the likelihood of future intensive interventions and risk of homelessness and will ensure the living situation remains safe, stable and sustainable.

Children, young people and their families/caregivers are invited and encouraged to continue to participate in the community events, maintaining connections with the service provider and supporting other young people and their families as they enter the service. Contributing to the 'community'

Covid-19

Service Providers will be required to submit Plans detailing how children and young people required to isolate due to Covid-19 (and *Directions* from Public Health) will be therapeutically managed and supported.

Service Pathway⁴



Activities

In the context of the service approach above, the Service Provider is expected to undertake, at a minimum, the following activities:

- implement and follow a clear intake procedure/induction that is trauma-informed and responsive to the immediate needs of the child or young person
- collaborate with the ARL and TYSS to assess and triage eligibility and suitability for participation in the Service based on eligibility and capacity
- undertake intake assessment and welcome/induction into the Service
- provide 24/7 child-safe, care and accommodation for duration of need for eligible children and young people within a 'home-like' family environment based on assessment of individual needs
- provide healthy, nutritious meals and laundry services
- use a Care Team approach to develop and monitor individualised Care Plans, specific to and reflective of the child or young person's changing needs and circumstances with a focus on family restoration and/or connection
- support the child or young person and their family to achieve Care Plan objectives and goals

⁴ Service Map showing referral pathway into service, support and outcomes for children and young people engaged with the service.

- provide intensive trauma informed counselling and support services for children, young people and their families to resolve family conflict wherever possible, and support trauma recovery and management
- develop child-centred working practices that ensure children and young people have active participation in their lives and in decisions that affect them, ensuring they feel valued, heard and respected
- work with families to ensure children have access to relevant and appropriate services (such as NDIS, health and medical services, education supports and culturally appropriate services) to support their mental, emotional and physical wellbeing
- develop culturally appropriate and inclusive practices for all children and young people, including those who have difference in religion, views, opinions and ideas, those who are living with disability and those who identify as Tasmanian Aboriginal and/or LGBTIQ+
- providing early intervention counselling and mediation services for children and young people at risk of leaving the family home to prevent homelessness
- where it is unsafe or not possible for the child or young person to return to the family home, actively seek other appropriate family connections
- provide ongoing support and maintain connections with children, young people and their families/caregivers involved with the service.

Service Development and Evaluation

Noting this is a pilot Service, evaluation will be built into the service design. An evaluation will be undertaken 8 months from commencement of operations.

The main purpose of evaluation will be to assess the extent to which the Service has been implemented as intended and whether the Service has made a positive difference to the lives and wellbeing of children, young people and their families.

The service model and/or terms of the Funding Agreement may be varied in accordance with any change in legislative requirements Government policy, Crown policy or procedural requirement (refer clause 39 of the sample Funding Agreement).

2.2 Target Group and Target Areas/ Geographic Region(s)

See Eligibility under 2.1

The TRMC will be piloted from a property (yet to be identified) in the South. Commencement of the Service is dependent on availability of a suitable house. The physical location will be close to amenities, health services, schools, transport, recreation and community facilities.

The Service Provider will provide a Communications Plan to detail how the local community will be impacted by and involved in the service, including mitigation of potential issues that may arise.

2.3 Service Governance

The Service Provider should have appropriate administrative and clinical governance policies and procedures in place to maintain a child-safe organisation and appropriately trained salaried care staff with adequate supervision.

The Service Provider's practices, service delivery, staff training and staff performance management will mitigate, to the greatest extent possible, any harm to the child or young person and salaried care staff caring for a child or young person engaged with the service.

The Service Provider will ensure staff are appropriately trained, skilled and qualified with relevant tertiary qualifications in psychology, counselling or social work or other related field, and are registered with the relevant professional association, where applicable.

Qualifications of Staff

All staff involved in the operation and delivery of the TRMC should be appropriately qualified, with tertiary qualifications in relevant fields including psychology, social work, counselling or other related field, and are registered with the relevant professional association, where applicable.

The Service Provider must also ensure that ongoing professional development, supervision and counselling is available to support staff, enhance staff performance and work with staff experiencing or at risk of vicarious trauma.

Additionally, staff must be trained in trauma-informed and trust-based relational practices and understand the importance of evidence-based theory including Psychoanalytical and Attachment Theory for this cohort of children and young people. Staff must understand the complex needs of children and young people experiencing or at risk of homelessness, including the trauma often experienced prior to and when leaving the family home.

All management and staff working with children and young people must satisfy the requirements of the *Registration to Work with Vulnerable People Act 2013* and provide registration details prior to commencing employment.

Insurances

The Service Provider should have the necessary insurances in place including how their insurance responds to physical and sexual abuse liability.

2.4 Outcomes:

Child and Young Person Outcomes

The child or young person has improved outcomes against the ⁵wellbeing domains identified in their Care Plan, which are:

- Loved, safe and valued
- Being healthy
- Participating
- Having material basics
- Learning
- Having a positive sense of culture and identity

Within these domains, the following outcomes are pursued for the child or young person:

- improved relationships between children, young people and their family, parents and/or primary caregivers

⁵ Wellbeing is defined, by the *Tasmanian Child and Youth Wellbeing Framework and Strategy – It Takes a Tasmanian Village*

- a safe and stable place to live while working to resolve family conflicts
- improved capacity to successfully transition to supported independent living, where living at home is assessed as not an achievable goal or inappropriate
- diversion away from, or reduced interaction with statutory services including Child Safety Services and Youth Justice
- continued engagement with education
- reduced offending behaviour or criminogenic risks
reduced risk of homelessness
- improved capability and capacity to participate in positive and productive decision making and planning processes that impact their life circumstances and future
- increased relational safety with individuals in the broader community and/or with family (where safe and appropriate)
- increased capacity to access a range of informal and/or formal supports as needed
- better prepared for job readiness through further education, training or employment.

2.5 Legislative Compliance

The successful Proponent will operate the new service (TRMC) in compliance with relevant legislation as set out in the Grant Deed.

- *Children, Young Persons and their Families Act 1997 (Tasmania)*
- *Justice Legislation Amendment (Organisational Liability for Child Abuse) Act 2019 (Tasmania)*
- *Youth Justice Act 1997 (Tasmania)*
- *Residential Tenancy Act 1997 (Tasmania)*
- *Registration to Work with Children and Vulnerable People Act 2013 (Tasmania)*
- *National Principles of Child Safe Organisations 2019 (Tasmania)*
- *Directions by the Tasmanian Government public health orders, emergency directions and COVID-safe plans.*

2.6 Funding and Distribution

The total funding to be provided has been determined to be no greater than \$1.1 million per annum (GST exclusive) with the proposed funding period of 2022-2025.

Funding includes establishment costs for commencement of the service.

Proposals will be assessed upon the ability of the Respondent to demonstrate that the required services will be delivered within that budget and provide best value for money.

The funding specified in any Funding Agreement resulting from a Respondent's proposal is finite and inclusive of all costs.

2.7 Service Reporting Requirements:

The Respondent must meet the Service reporting requirements as outlined in the following Schedules of the Funding Agreement:

- Schedules 3.1 – Financial Accountability Reporting
- Schedules 3.2 – Service Delivery Reporting
- Schedules 3.3 – Quality and Safety Framework Reporting;
- Schedules 3.4 – Other Service Information.

3. Implementation Timetable – Proposed (subject to final approval)

Date/Timeframe	Action
15 September 2022	Request for Grant Proposals released
26 October 2022	Closing Date for lodgement of Requests for Grant Proposals
November 2022	Assessment and Evaluation of Submissions (including any requests for additional information)
November 2022	Decision on Successful Provider/s
November 2022	Applicants informed of outcome
December 2022	Funding Agreement with successful organisation agreed and signed

4. INFORMATION TO BE PROVIDED BY THE RESPONDENT

Respondents must complete the following information, as set out in Part Four (A) – (F). This is provided as a separate word document for completion by respondents. If the proposal is one that relates to more than one distinct action and a respondent is providing a proposal for more than one action separate documents must be provided for each action.

- *Part Four (A) – Request for Grant Proposals Form*
Completed Request for Grant Proposals form
- *Part Four (B) – Respondent Details.*
Completed Respondent Details form
- *Part Four (C) – Financial Details*
- *Part Four (D) – Financial Viability and Governance*
Completed Financial Viability and Governance Form

- Part Four (E) – Budget Details
Completed Budget Details Spreadsheet
- Part Four (F) – Qualitative Evaluation Criteria / Selection Criteria
A written response to each of the questions listed.

5. GLOSSARY

‘The Department’ or “DCT” means the ‘Department of Communities Tasmania.

6. APPENDIX

6.1 Floorplan design:

