Introduction

• Who’s Who
  – Director, Reform Implementation Unit
  – Area Directors
  – Contact Officer
  – Probity Advisor

• Purpose of session
  – Context
  – Process
  – Structure and requirements of RFP
  – Questions
Context

• KPMG Reports and reviews
  – Limited availability of options, unmet demand
  – Need for more contemporary responses and services
  – Lack of information about how and where to access
  – Access at various points with different service responses
  – Inconsistent assessment, prioritisation and access to services
  – Limited capacity to provide assistance and support to children and families when problems emerge

• Same issues about access, assessment and matching services to presenting issues
Area Based Services Model

- South West
  - Glenorchy, Kingborough, Huon Valley, Hobart

- South East
  - Central Highlands, Derwent Valley, Southern Midlands, Glamorgan/ Spring Bay, Sorell, Tasman, Clarence

- North
  - George Town, Launceston, Flinders Island, Break O’Day, Dorset, West Tamar, Meander Valley, Northern Midlands

- North West
  - Burnie, Waratah/ Wynyard, King Island, Circular Head, West Coast, Central Coast, Devonport, Kentish, Latrobe
Area Based Services Model

DCY&F Area Directors

Area Advisory Group

Statewide Advisory Group

Gateway
Common assessment framework

Early Years
Integrated Family Services
Disability Services

Children
Families
Community

Care & Protection
Other DHHS funded Services
Other Services for C&F

Action Research
Quality Assurance
Cross Sector Training

Consistent practice, standards, evaluation

Department of Health and Human Services
Local Snapshot (Area Director)

• Child protection notifications and re-notifications

• Characteristics of families and children notified

• No. of services involved with families at any given time

• Services gaps
### Process

- **RFP, not a tender – service agreement not a contract**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>8 November 2008</td>
<td>RFP open</td>
</tr>
<tr>
<td>18-21 November</td>
<td>Briefings</td>
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<tr>
<td>10 Nov – 19 December</td>
<td>Registration period</td>
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<tr>
<td><strong>Wednesday 4 Feb 2009 2.00pm</strong></td>
<td><strong>RFP closes</strong></td>
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<tr>
<td>10-12 February</td>
<td>Presentations</td>
</tr>
<tr>
<td>Mid-March</td>
<td>Approval to proceed</td>
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<tr>
<td>End March</td>
<td>Finalise service agreement</td>
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<tr>
<td><strong>Mid-late April</strong></td>
<td><strong>Commence service (not open doors)</strong></td>
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<tr>
<td>Mid-May</td>
<td>Induction program by HSRIU</td>
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<tr>
<td>30 June 2012</td>
<td>Agreement completion</td>
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Structure of the RFP

• Part One – Conditions of Proposal
  – Rights, reservations and protection of the Crown
  – Requirements relating to content, format and lodgement
  – Clauses 9, 10 - compliance, partial, alternative proposal
  – Criteria for evaluating proposals
    • Mandatory (✓ × ); Qualitative (%); then Value for Money
  – Clauses 12 & 17 – 90-day offer and commit to negotiate
  – Form of service agreement not provided.
Structure of the RFP

• Part Two – Specification of services
  – Introduction
    • Context – reviews of Disability Services and Family Support Services
    • Geographic definition of areas by LGA
    • relationship to IFSS
  – Scope and Services to be provided
    • Objectives
  – Service design and delivery
    • Functions
    • Approach
    • Responsiveness
    • Staff competencies and qualifications
    • Funding
    • Reporting
    • Information to be provided.
Objectives of Gateway Services

• Provide a visible entry point and referral pathway for vulnerable children, young people, families and people with a disability

• Be a single, well publicised access point for agencies, services and other professionals to refer clients for services and obtain information e.g. teachers, community agencies & GPs

• Provide information, identify needs and refer families to appropriate services

• Create linkages, pathways and collaboration with different agencies and organisations and promote the service through community education
Gateway Services - Functions

Integrated Family Services

Family Services Assessment Team

Disability Services Assessment & Support Team

Individual Support Packages

Respite Services

Day Services

Accommodation Support Services

Screening Assessment to Determine Service Required

Child Protection

Co-located Child Protection Worker

Referral out to Community

Referrals: Schools, Families, Community Agencies, Self, Health Services etc
Gateway, IFSS and Levels of Support

Integrated Family Support Service

4 – High Level Support
3 – Medium Level Support
2 – Low Level Support
1 – Information, Advice, Episodic

Gateway

Other Services
Scope and Services to be Provided

• **Scope**
  – Separate proposal for each area
  – May be partner in different areas
  – Reserve right to limit coverage of multiple areas

• **Services**
  – Community intake – low/no cost contemporary access
  – Screening assessments
  – Determine service response
  – Provide info, support, 1-off crisis / episodic
  – Active holding - by exception
  – Develop linkages, pathways and collaboration – community ed
  – Maintain comprehensive information on services
Indicators linked to the objective

- Timeliness and quality of assessments
- Actioning referrals based on priority
- Efficiency and effectiveness of ‘phone services
- Community based referrals : Child Protection referrals
- Notifications relating to families who have accessed the Gateway
- People with a disability accessing generic family support and specialist disability services
Indicators linked to the objective

• Telephone Contact line
  – Service level
    • Calls offered, answered, abandoned, abandoned after 30sec, % abandoned after 30 sec, total abandoned rate, average answer speed, average talk time, % answered within 30sec. (for both client and non-client calls)
  – Call type by caller status
    • Client - first time/repeat for information, counselling, referral
    • Non-client – first time/repeat for admin/hoax/hang-up/wrong number
  – Caller referral
    • Direct transfer, referral follow-up, information provided, for both referral point and business/out of hours
Anticipated Demand

- Commitment – targeted support for up to 3,400 families
- 3,400 rolls in ESP, but not current family support activity
- Allowance for other inbound calls –

<table>
<thead>
<tr>
<th>Area</th>
<th>Family Support</th>
<th>Child Protection</th>
<th>Disability*</th>
<th>Other contacts</th>
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</thead>
<tbody>
<tr>
<td>South West</td>
<td>875</td>
<td>50</td>
<td>195*</td>
<td>100</td>
</tr>
<tr>
<td>South East</td>
<td>750</td>
<td>45</td>
<td>165*</td>
<td>90</td>
</tr>
<tr>
<td>North</td>
<td>970</td>
<td>60</td>
<td>165*</td>
<td>120</td>
</tr>
<tr>
<td>North West</td>
<td>805</td>
<td>45</td>
<td>175*</td>
<td>90</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>3,400</strong></td>
<td><strong>200</strong></td>
<td><strong>700</strong>*</td>
<td><strong>400</strong></td>
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* Indicative only – to commence in 2009-10 financial year.

- You will have a good idea of contact rates
Service Design and Delivery

- **Key Functions**
  - Fleshes out features of the services to be provided

- **Approach**
  - Looking for substantive discussion on how the service will operate

- **Responsiveness to clients’ needs**
  - Access strategies, Identified groups, principles and standards

- **Staff competencies**
  - Clear messages about skills profile, capacity and strategies
Quality Support

• Moving to new ways of working
  – Service management, staff and volunteers, Department

• Induction Program
  – 1-week when service has “commenced”

• Action Research
  – Dedicated professional AR support for the term of agreement

• Reform Team
  – for 3 years to support implementation

• Office for the Community Sector
  – Quality and Safety Standards Framework, knowledge sharing
Funding

- Provision of ≤ $2M - $400-500K per Gateway (full-year)
- Additional funding for Disability Services late 2009-10
- Set-up costs in Year 1
- Separate costings for
  - Set-up
  - Recurrent operations
  - Brokerage
  - Insurance
- Clearly relate to service design and delivery (3.5)
- Sufficient level of detail for evaluation panel
- Provide in a separate sealed envelope (or clearly identified file)
Funding

$1.75-$2M New

Gateway

Level 4
Level 3
Level 2
Level 1

$4M -
• $2.0M ESP
• 2.0M New

$2M Current FSS
(plus $0.7M gaps)
Information to be Provided

- Proposal form, signed, organisation information
- Response to evaluation criterion B to include service model and implementation plan (incl. disability services)
- Specific disclosures, information required
- Referee reports

- Department may undertake investigations
- No service agreement pro-forma provided
Questions
Reform Implementation Unit Website

• Information regarding the Reform Implementation Unit including the Gateway Services and the IFFS can be obtained at:


• Questions in relation to the RFP must be directed to the Contact Officer

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