



**ACT**  
Government

# Commissioning for Outcomes – Homelessness Sector

## FREQUENTLY ASKED QUESTIONS

23 October 2023

## Background

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The ACT Government is committed to a new way of working with the Homelessness sector (the Sector), people with a lived experience of homelessness, and other key stakeholders, to plan for future homelessness service delivery and contractual arrangements. This new way of working together is referred to as 'Commissioning'.

The ACT Government has been working with the ACT homelessness sector as part of a strategic partnership to plan for future homelessness service delivery and contract arrangements post 30 June 2023.

An overview of the Commissioning engagement process undertaken with the homelessness sector, the outcomes and key insights, and record of outputs from engagement can be found in the Homelessness Commissioning Final Insights report available on the CSD Commissioning website at: [Homelessness Services - Commissioning \(act.gov.au\)](#)

Building on the key insights from the Commissioning engagement, the Community Services Directorate (CSD) has commenced the next phase of commissioning and developed a Strategic Investment Plan for the Homelessness Sector (Plan). This Plan outlines the intentions of how Government proposes to invest in the Sector, provides key information including the proposed approach and indicative timeframes for the 'invest' phase - the 4th phase of the commissioning cycle. This next phase is due to commence in November 2022, as we seek to ensure the Sector is viable and sustainable for the next decade through to 2033/34. The Plan is available at [Homelessness Services - Commissioning \(act.gov.au\)](#)

## What was considered during the Commissioning Engagement Phase

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The Commissioning engagement phase confirmed the need for a range of services to support people at risk of or experiencing homelessness. This phase also highlighted the value of several new initiatives, such as the Client Support Fund, which although introduced as a crisis response to the global pandemic, has an ongoing role in meeting community need. The findings of this phase are summarised in The Plan and include:

- the ACT needs a sustainable, vibrant and diverse Sector;
- great flexibility;
- integrated and co-ordinated approach;
- increased early support – reducing barriers;
- need for more social, community and affordable housing options;
- support for complex and vulnerable clients;
- inclusive and culturally sensitive services; and
- system enhancement and improved data collection
- continued government commitment to:
  - Aboriginal Community Controlled Organisations (ACCOs)
  - Community Participation Approach and Implementation Framework.

The Community Services Directorate, Housing ACT (Directorate) has listened and incorporated the feedback from the commissioning engagement phase.

## **What will the Invest Phase look like for specialist homelessness services?**

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To support a transition to Commissioning, the ACT Government previously extended the contracts of current homelessness service providers to 30 June 2023, so that all parties could continue to work together through the engagement and invest phases of commissioning.

Invest phase is about how the government allocates funding and resources (such as head leased properties) to the sector and may involve a mix of direct, select or open grants/tenders. Assessment of the applications will help determine which services will best meet client needs and represent value for money to the Canberra Community.

The priorities for the invest phase have been developed to ensure that Commissioning will provide greater opportunities for innovation by adopting an integrated, partnered approach to investment in services

The commissioning process provides the opportunity to review and reset service models to meet current and future needs and gaps in the homelessness sector and provides opportunity for economies of scale and value for money.

Through Commissioning engagement, it was jointly agreed a streamlined investment approach was required to address the needs and gaps in the Sector. This streamlined investment will enable available funding to target specific services and provide better value to clients and organisations while achieving overall Sector outcomes.

A more tailored investment approach, as outlined below, informed by key insights and outcomes of the Commissioning engagement phase will be delivered. Five key approaches to investing in the delivery of services are proposed; including:

- 1. Direct approach grant** is an individual invitation to a specific provider to submit a grant application to deliver a specified service(s). There will be multiple invitations.
- 2. Select approach grants** involve inviting several organisations to submit a grant application(s) for a limited number of service programs.
- 3. Open grant or open tenders** are familiar to the Sector and issued through TendersACT or the ACT Government Grants website.
- 4. General support services extensions** involve a small number of general support services contracts being extended for 12-months to align to their other service programs within CSD. These programs will be incorporated into the CSD Commissioning process at a later date.
- 5. Service programs limited extensions** will involve a small number of identified service programs with a transition out (termination of contract) clause being extended to enable further co-design. Limited extensions to service programs will focus on clients with high and complex needs and the current Central Intake Service (OneLink).

Drawing from the insights developed through Commissioning engagement, the Government has considered a number of factors when determining most appropriate investment approaches. In

considering a direct approach, select approach or an open grant or open tender the following factors were considered as a guide:

- how best we can meet the needs of clients,
- the impact on clients of potential interruption to service provision,
- the size of the organisations and the type of services they provide,
- the number of service programs organisations deliver and whether the homelessness service program is their primary service,
- whether the service program is being run from properties owned by the organisation,
- value of the funding, and
- risks.

Each funding proposal/application received by CSD will be assessed to determine delivery of client needs and value for money. To demonstrate this value, organisations are encouraged to consider a flexible model that responds to client needs and consider how this can be described in the funding proposal/application. Should a response be found unsuccessful, the ACT Government reserves the right to reissue the grant/tender through alternative investment approaches.

The ACT Government remains open minded about the number of organisations that will deliver each service program for the select approach grants and open grant or open tender procuring approaches. As such, these numbers are subject to change based on requirements. When submitting an application through a select approach or an open grant or open tender, organisations may choose a partnership arrangement with a lead organisation or may nominate other alternative arrangements.

## Will further consultation be undertaken?

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Sector sounding is an important part of the invest phase of commissioning which invites the Sector to provide feedback on the assumptions outlined in the sounding papers. It also supports CSD to refine the design of the services and the requirements for any future request for grants or tenders prior to formally commencing investing approaches to fund services.

How a new central intake service model can most effectively meet the needs of the sector and support integration will be a key focus of further co-design with the stakeholders in 2023, at a date to be advised.

In reviewing the feedback from the engagement strategy further co-design is required for Clients with High and Complex Needs which will commence in February 2023.

## What are Sector Sounding Papers?

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Sector sounding is a valuable research tool for a broad spectrum of procurement and grant processes. It provides interested parties the opportunity to challenge the directorate's assumptions and further inform the design of the services and the requirements for any future grant.

The Sector sounding process is not part of the formal investment/procuring funding approach to engage service provision. Organisations can choose whether or not to respond to a Sector sounding

paper. Not providing a response does not prevent an organisation participating in any future investment processes.

CSD will write to each currently funded homelessness organisation and provide one (or more) Sector sounding papers.

Sector sounding papers will detail:

- the purpose of commissioning,
- proposed engagement methodology,
- definitions of service programs,
- identified cohorts, needs and gaps, indicative outcomes and indicative performance indicators obtained from the Commissioning engagement process,
- proposed length of grants/contracts and why,
- feedback sought on a sustainable rental remittance model for head leased properties (where applicable),
- threshold requirements (where applicable),
- timeframes, and
- provide advanced notice of assessment criterion.

For open grants, Sector sounding papers will be released through the ACT Government grants website.

For open tenders, Sector sounding papers will be released through TendersACT.

Notification of the release of the open grants/tenders will also be placed on the CSD Commissioning website.

## **When will Sector sounding papers be released?**

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Sector sounding papers are anticipated to be released from November 2022 and will remain open for a period of three weeks.

## **When will Grants be released?**

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Grants will not be released during the December/January period. Following consideration of the feedback from the Sector sounding papers, the formal release of Direct, Select and Open Grants will be issued from March 2023.

Grants will be open for a period of four weeks.

The commencement date of services for grants will be 1 July 2023.

## When will Tenders be released?

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Recognising the number of grants being issued, the competing priorities of both the Sector and government, a small number of programs will be released through open public tender early in the 2023-24 financial year.

For those identified funded service programs, existing contracts will be extended a further 12 months with a transition out clause to be activated once a tender process and transition out arrangements have occurred.

## Will there be a funding increase to programs?

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Commissioning aims to provide greater funding certainty for the Sector. This is because funding certainty supports organisations to confidently employ ongoing staff, safely innovate and test new approaches to achieve outcomes for clients and respond flexibly to client needs while reporting on service outcomes rather than service outputs.

ACT Government intends to provide this certainty by entering longer term contractual arrangements with organisations. While contract lengths may vary, many contractual arrangements will be extended across 10 years, with appropriate built-in review points. Following the assessment of applications, a risk-based approach will be used to determine potential fixed terms and options periods in discussion with the preferred organisations.

Under the Parliamentary and Governing Agreement, the government has continued its commitment of addressing homelessness by investing a further \$18 million over four years to expand the capacity of specialist homelessness services. This funding has enabled these initiatives to continue and/or be expanded through to 30 June 2023.

Funding has been declared in the market Sector sounding papers and will be detailed in grant/tender documentation.

## Will information sessions be held?

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Regardless of the approach (direct approach grant, select approach grant or open public grant or open public tender) an information session will be held for grants or tenders released.

Organisation CEO's can request an invitation to an optional information session for the direct and select grants. Open, public grant and tender documents will provide details of the information session(s) when released.

## My funded program has a delayed release. What will happen with my contract?

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CSD will write to each funded organisation and will be providing relevant Sector sounding paper/s outlining which investment approach is proposed for their funded service program/s and seeking feedback about the assumptions outlined.

For programs that have a delayed release, CSD will be extending the identified program for a period of 12 months with a transition out clause. The transition out clause will enable the Territory to terminate the contractual agreement with a minimum of 60 days' notice to allow services time to smoothly transition out from the current service with minimal impact as possible on clients.

## **What is being done to respond to the needs of clients who face barriers in accessing suitable homelessness accommodation services, including single fathers with children, people with disabilities and LGBTIQ+ clients?**

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Through the commissioning engagement process, we heard of the need for more accommodation options, including for families (including single fathers with children), people with disabilities, and the LGBTIQ+ community who can face particular barriers to accessing suitable accommodation within the homelessness sector.

The needs of these clients will be considered as part of the further co-design process for proposed new programs.

Organisations applying for grants and tenders will also need to demonstrate how their proposed service model will include and address the needs of clients who face barriers in accessing suitable homelessness accommodation services.

## **What is being done to respond to needs of Aboriginal and Torres Strait Islanders?**

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Through the commissioning engagement phase, we heard that there is a need for mainstream homelessness services to continue to build their cultural capacity so that Aboriginal and Torres Strait Islander people feel culturally safe when accessing their services.

There is also a need to build workplaces that are culturally safe and supportive in order to attract and retain Aboriginal and Torres Strait workers.

As part of the investment strategy,, Aboriginal and Torres Strait Islander services will be invited through either a direct or select approach to deliver homelessness funded services to provide accommodation and/or support to Aboriginal and Torres Strait Islanders.

Building the capacity of mainstream homelessness services to provide culturally safe workplaces and services to Aboriginal and Torres Strait Islanders will also be part of the of the focus of developing a whole of sector practice framework.

### **Aboriginal Community Controlled Organisations (ACCOs)**

Under the Parliamentary and Government Agreement for the 10th Legislative Assembly, the ACT Government committed to the establishment of ACT Aboriginal and Torres Strait Islander Community Controlled Organisations for housing.

Funding more Aboriginal Community Controlled Organisations was also discussed during Commissioning engagement. The ACT Government is committed to developing and providing better culturally appropriate housing options for Aboriginal and Torres Strait Islander people in the Territory.

### **Community Participation Approach and Implementation Framework**

CSD has engaged Curijo, an experienced Aboriginal owned and controlled consultant, to assist in the development of a Community Participation Approach and Implementation Framework. The framework will support, strengthen, and guide CSD engagement with the Aboriginal and Torres Strait Islander community.

The development and implementation of the community participation approach will lead to the design of the next steps in working with the community to address the unique housing and support needs of Aboriginal and Torres Strait Islander people.

## **What Housing properties will be available for the Programs?**

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Where relevant, grant and tender documents will provide details on the number of properties and bedroom composition available for each service program element.

## **What is being done to meet the need for more social, community and affordable housing options?**

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Commissioning engagement also identified the need for more social, community and affordable housing to address current blockages in the Sector and provide more longer-term housing pathways for Canberrans experiencing homelessness.

The ACT Government recognises this is not something the Sector can solve alone; we are committed to working with the Sector to increase housing supply. For example, the recent opening of Common Ground Dickson has created an exit pathway for a number of people previously in homelessness accommodation services.

In support of this goal, most of the ACT Government's Growth and Renewal properties are due to come on-line in the next couple of years. This significant boost to the number of social housing properties available reflects the ACT Government's unprecedented program of public housing renewal, representing more than \$1.2 billion investment over 10 years from 2015, and the renewal of over 20 per cent of the ACT public housing portfolio.

Additionally, in late 2020 the Growing and Renewing Public Housing Program targets were expanded to deliver an additional 60 new public housing dwellings as part of the economic stimulus package, and an additional 140 as part of the Parliamentary and Government Agreement. This results in the Program renewing 1,000 existing public housing properties and growing the portfolio by 400.

In recognition of the impact of decreasing rental affordability and cost of living pressures on low income and vulnerable Canberrans at risk of or experiencing homelessness, the ACT Government will continue to explore more medium and longer-term solutions. In particular, we are working closely with the Commonwealth Government on proposals to increase supply.

## **How are clients with high and complex needs and/or facing barriers in accessing homelessness accommodation services being considered?**

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Another important theme identified through the commissioning process are the increasing number of clients with high and complex support needs and the requirement for:

- a sustainable and flexible funding model;
- supported housing models, like Housing First;
- appropriate and suitable accommodation options;
- assertive outreach; and,
- greater cross sector collaboration.

In reviewing the insights and feedback received through the commissioning engagement process, it has been recognised that further co-design is needed in the development of a proposed new program/s for clients with high and complex needs and/or other barriers. This additional co-design for clients with high and complex needs is expected to commence in February 2023.

Information on co-design activities will be released on the CSD Commissioning website.

<https://www.communityservices.act.gov.au/commissioning> .

Housing ACT will also be providing written notification to key stakeholders.

## **Will there be any financial assistance for smaller organisations to assist with the completion of grant/tender documentation?**

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To support sector participation in the formal investment phase, CSD will conduct an Expression of Interest (EOI) with an amount of up to \$2,000.00 (GST inc) available as a contribution towards grant costs for small to medium size organisations to engage a professional consultant to assist with the completion of grant/tender documentation.

For the purpose of the Expression of Interest grants available for small to medium size organisations; is defined as:

- Small Organisations employing between 1 – 25 people
- Medium Organisations employing between 25 – 100 people

Further details about the EOI process and timeframes will be released with Sector sounding papers.

## Are the sector sounding papers proposed to give us more context in terms of what the process is going to look like?

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Yes, the Sector sounding papers detail:

- the purpose of commissioning,
- proposed engagement methodology,
- definitions of service programs,
- identified cohorts, needs and gaps, indicative outcomes and indicative performance indicators obtained from the Commissioning engagement process,
- proposed length of grants/contracts and why,
- feedback sought on a sustainable rental remittance model for head leased properties (where applicable),
- threshold requirements (where applicable),
- timeframes, and
- provide advanced notice of assessment criterion.

Feedback from sector sounding will further inform the design of the services and the requirements for any future grant/tender.

## Are organisations responsible for proposing the service model? Will the sounding papers provide an overview of the design and rationale for the service models and typologies that will constitute the sector or sub-sectors.

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As part of the grant/tender application process, organisations will be responsible for proposing a service model.

Information on service elements, outcomes and approaches collectively identified by the Sector and ACT Government as important during Commissioning engagement will be detailed in the sector sounding paper and the grant/tender for consideration in the proposed service delivery model.

The proposed service model, resources and the amount of funding within the declared funding envelope is at the discretion of the applicant. Applicants when preparing their proposed service model should reflect the outcomes to date of the commissioning process.

The overarching funding for the homelessness sector and the funding envelope for each sub sector remains the same. Funding for 2023/24 will remain as per current funding levels plus indexation.

The final landscape of the sub-sectors including composition and funding will be determined following assessment of grant/tender applications, service models and outcomes. Information on the interim landscape will be released post sector sounding and within grant/tenders.

## We are a peak for the youth sector – including the youth homelessness services? Will we be provided the opportunity to view the Sector Sounding Papers?

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Sector sounding papers for direct and select approach grants will be issued to existing funded organisations. Organisations have the discretion to share with a peak body or advocacy group and seek feedback and/or assistance.

In 2023 Sector Sounding Papers for open public grants and open public tenders will be released for public feedback, prior to the formal grant or tender process on the ACT Grants website and TendersACT.

## Am I correct in understanding that only organisations that are currently funded will be able to apply for funding in this process?

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Five key approaches to investing in the delivery of services (Figure 5 in the Strategic Investment Plan) are proposed; including:

1. **Direct approach grant** is an individual invitation to a specific provider to submit a grant application to deliver a specified service(s).
2. **Select approach grants** involve inviting several organisations to submit a grant application(s) for a limited number of service programs.
3. **Open grants or open tenders** are familiar to the Sector and issued through TendersACT or the ACT Government Grants website.
4. **General support services extensions** involve a small number of general support services contracts being extended for 12-months to align to their other service programs within CSD. These programs will be incorporated into the CSD Commissioning process at a later date.
5. **Service programs limited extensions** will involve a small number of identified service programs with a transition out (termination of contract) clause being extended to enable further co-design. Limited extensions to service programs will focus on clients with high and complex needs and the current Central Intake Service (OneLink).

Organisations currently not funded are encouraged to apply for the open grants or open tenders, when they are released during 2023.

## If an organisation is interested in expanding service delivery, I am presuming we wait to be invited?

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Currently the following service programs have been identified as select approach:

- Tenancy/Property Management and/or support services for Aboriginal and Torres Strait Islanders.
- Support Services for young people.

The Community Services Directorate is encouraging organisations interested in being invited to submit a grant application for one or both of these services to send an email to [ACTHousingProcurement@act.gov.au](mailto:ACTHousingProcurement@act.gov.au) outlining your interest and why your organisation should be considered. Please limit your response to 250 words.

For the Tenancy/Property Management and/or support services for Aboriginal and Torres Strait Islanders, the Directorate is seeking to engage an Aboriginal Community Controlled Organisation (ACCO), or an organisation that will auspice with an ACCO.

## **What is probity?**

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The ACT Government values sound governance practices, with a focus on transparency and ethical engagement. It is important to note that any Government entity is accountable for the probity of a process.

Probity is the evidence of ethical behaviour, and can be defined as complete and confirmed integrity, uprightness and honesty in a particular process.

Queries raised throughout the sector sounding process will be addressed in this document, which will be updated on a fortnightly basis. This ensures all interested parties receive the same information.

## **Are children included in the high and complex needs cohort?**

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Further co-design of the high and complex needs cohort will need to consider the voice of children accompanying adults. The common assessment tool will also include children.

Currently, in SHIP (Specialist Homelessness Information Platform) children are included as accompanying children of adults who are recorded as the primary client, unless a specific service is being delivered directly to a child, and then they are recorded in SHIP as a client in their own right.

We need to promote an early support approach throughout our service system and to build in early support elements within our crisis services. The system should focus on supporting young people, children and parents, and provide additional counselling services for children who have experienced trauma including from domestic and family violence.

## **Will a list of consultants/services that provide assistance with grant writing be made available as part of the EOI information?**

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We are unable to supply a list of consultants that could assist with grant writing, as this may be perceived as providing a favourable indication of some consultants against the rest of the market.

## **Will a grant application be required by organisations offered a direct approach**

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Regardless of the investment approach (direct, select or open) organisations will be required to apply for funding and meet the relevant assessment criteria.

Each grant application received will be assessed to determine delivery of client needs and value for money. To demonstrate this need and value, an organisation is encouraged to consider a flexible model that responds to client needs and to consider how this can be described in the grant application.

## **In my experience, \$2000 grant per organisation will not be enough to engage a procurement specialist as a consultancy/contingency. Has consideration been given to pooling the allocation so smaller organisations have access to the same consultant? Would the Directorate consider a shared contractor application?**

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The grant funding of up to \$2000.00 (GST inc) is a contribution towards engaging a professional consultant to assist with the completion of grant documentation.

The choice of submitting a joint expression of interest or individual expression of interest, is at the discretion of the applicant.

Following closure of the expression of interest process, applications will be assessed, and the successful applicants will be advised. Generally, there are many more applications than funding available and not all applications will be successful, or receive the full amount applied for.

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## **How do we measure some of the outcome indicators outlined in the Sector Sounding Paper?**

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Not all indicators will be relevant to your program. There wasn't one that could be used across the board to capture every service. Please choose whichever are relevant and you are welcome to suggest and design ones you that you feel better suit your service. As the indicators are aligned to the Wellbeing Outcomes Framework, any suggested indicators should also align with the Wellbeing Outcomes Framework.

## **Are the Smarty Grants being assessed internally by CSD?**

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There are a range of people on the assessing panels from all over the ACT Government, not only CSD.

## **Is there a word limit?**

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No. The Smarty Grants have been developed so you can answer a question within the frame pertaining to the question in the Smarty Grant, however, there is also an option to attach any documents you would like to include to expand further on the model you are proposing.

## **With the Open Grants, do existing contracts come to an end, and those organisations currently managing the programs are required to reapply?**

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Yes, as it is an open grant process, any organisation interested in applying, including the organisation currently delivering the program, is invited to apply. There are transitioning arrangements in place as part of the process.

Regardless of the investment approach, an organisation will be required to apply for funding and meet the relevant assessment criteria. This ensures the ACT Government and the Sector fulfill legislative and community expectations to confirm public money is used responsibly. Each grant application received will be assessed to determine delivery of client needs and value for money.

## **When will I be able to log in to SmartyGrants to access my grant application?**

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Grant rounds are being released through a staggered approach. An email will be sent the day prior to the release of the published grant round to the organisation, providing a link to SmartyGrants and advising of the release date/time.

## **The proposed commissioning approach for my program is an Open Tender. The program has a number of people with very high and complex needs. I understand there will be further co-design regarding people with high and complex needs. Will the Open Tender be issued prior to this co-design?**

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No. The co-design process of programs identified with clients with high and complex needs will be undertaken first and is expected to commence from March 2023. This process will help inform any decisions about investment approaches. Further information about the co-design process will be provided through the Frequently Asked Questions and directly to the impacted existing service providers.

## **In relation to Section 8 of the Rent Remittance Review in the Sector Sounding Paper/s, is there an opportunity to discuss this issue more broadly?**

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The inclusion of the rent remittance review in the Sector Sounding Paper was an initial opportunity for organisations to provide their feedback. Further consultation will be undertaken with the sector. Information about this consultation will be provided in the near future.

## **For the open grants and tenders will past performance be considered in the assessment criteria?**

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Yes, past performance will be included in the assessment criteria for Select and Open Grants and Tenders with the weighting provided.

## Will further consultation be undertaken?

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During the Commissioning engagement, three areas were identified that required further co-design and consultation. These are:

- Clients with High and Complex Needs;
- Central Intake Service model; and
- Food and engagement services.

Co-design with stakeholders will commence from March 2023 to inform future investment in these areas.

## Which grants/tenders have been selected as direct, select or open grant or tender and how were decisions made about which programs constitute a grant and which constitute a tender?

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While traditional procurement would have suggested open tenders for all services, drawing from the insights developed through Commissioning engagement process, the ACT Government has considered a number of factors to determine a mix of appropriate investment approaches. In considering a direct approach, select approach or an open grant or open tender the following factors were considered:

- how best we can meet the needs of clients: specific cohorts have different needs and may require different ways of engagement and bespoke services e.g., for Aboriginal and Torres Strait Islanders.
- the impact on clients of potential interruption to service provision: for some client cohorts, especially those with significant trauma backgrounds and/or repeated negative service experiences, it can take time to build relationships and trust with service providers, and a potential interruption of service provision may negatively impact these clients.
- the size of the organisations and the type of services they provide: a sustainable, vibrant and diverse homelessness sector is supported by having a diversity of service providers, from small to large, and from generalist to specialist.
- the number of service programs organisations deliver and whether the homelessness service program is their primary service: the impact on the ongoing viability of an organisation where the homelessness service program is their primary funded service.
- whether the service program is being run from properties owned by the organisation: the potential impact on a program being run from a property owned by the organisation.
- whether the service providers are new organisations in the sector.
- established networks and advocacy support services.
- value of the funding: for larger funding envelopes in particular, consideration is given to whether an open grant/tender process may be the most appropriate approach.

- the level of risk: A range of risks are considered when determining what investment approach to take, including value of funding, maturity of organisations/sector, and history of organisational performance.

(Strategic Investment Plan for Homelessness Sector)

<https://www.communityservices.act.gov.au/commissioning/sectors-in-progress/homelessness-and-housing>

The following pages outlines the investment approach for each service program.

**Direct Sourcing Grants**

**New Grants Executed**

<b>Organisation</b>	<b>New Service</b>
Beryl Women Inc	Accommodation and support services primarily for women with/without children
Doris Women Refuge Inc	Accommodation and support services primarily for women with/without children
Karinya House and Home	Accommodation and support services primarily for women with/without children
Argyle Community Housing	Ainslie Lodge- for Men
CatholicCare	MacKillop House – for women with/without children
Toora Women Inc	Coming Home
Everyman Australia	Managed Transition Program
COTA	Specialist support for older people to access housing options

**Direct Sourcing Grants**

**New Grants Executed**

<b>Organisation</b>	<b>New Service</b>
Woden Community Service	The Big Issue
UnitingCare Canberra	Early Morning Centre
Barnardos Australia	Our Place
Gugan Gulwan	Support Services for Aboriginal and Torres Strait Islander People

<b>SELECT GRANTS</b>		
<b>Impacted</b>	<b>New Service</b>	<b>Update</b>
<ul style="list-style-type: none"> <li>• Toora Women Inc</li> <li>• Everyman Australia</li> </ul>	Tenancy/property management and/or support services for Aboriginal and/or Torres Strait Islanders	<p>Sector Sounding Paper issued. Organisations have provided feedback and advised of interest in submitting a grant. Feedback under consideration.</p> <p>Anticipated tender release early in 2024.</p>
<ul style="list-style-type: none"> <li>• Barnardos Australia</li> <li>• CatholicCare</li> <li>• Ted Noffs</li> </ul>	Support Services for Young People	<p>New Grants executed with:</p> <ul style="list-style-type: none"> <li>• Marymead CatholicCare</li> <li>• Conflict Resolution Service</li> </ul>
<ul style="list-style-type: none"> <li>• ACTCOSS <ul style="list-style-type: none"> <li>□ Gulanga</li> </ul> </li> </ul>	Sector Workforce Development	Existing contract being extended while further decision making to occur.

<b>Open Grants</b>		
<b>Impacted</b>	<b>New Service</b>	<b>Update</b>
<ul style="list-style-type: none"> <li>• MARSS Australia               <ul style="list-style-type: none"> <li><input type="checkbox"/> HAS program</li> <li><input type="checkbox"/> ASTA Program</li> </ul> </li>   <li>• Northside Community Service               <ul style="list-style-type: none"> <li><input type="checkbox"/> Humanitarian Program</li> </ul> </li> </ul>	<p>Tenancy/property management and/or support services for Men and Women with uncertain immigration status.</p>	<p>Grant Released. Closed 12 October 2023. Under assessment.</p>
<ul style="list-style-type: none"> <li>• YWCA Canberra</li> </ul>	<p>Support Services for Older Women</p>	<p>Open Grant.</p> <p>Under Assessment. Outcome imminent.</p>

<b>Open Tenders</b>	
<b>Impacted</b>	<b>New Service</b>
<ul style="list-style-type: none"> <li>• Toora Women Inc <ul style="list-style-type: none"> <li><input type="checkbox"/> Domestic Violence and Homelessness Services</li> </ul> </li> <li>• Northside Community Service <ul style="list-style-type: none"> <li><input type="checkbox"/> Womens Housing First Program</li> </ul> </li> <li>• Toora Women Inc <ul style="list-style-type: none"> <li><input type="checkbox"/> Womens and Children's Program</li> </ul> </li> </ul>	<p>Tenancy/Property Management and Support Services for Women</p> <p>Tender Released available through TendersACT.</p>
<ul style="list-style-type: none"> <li>• Barnardos Australia <ul style="list-style-type: none"> <li><input type="checkbox"/> Friendly Landlord Service</li> </ul> </li> <li>• Salvation Army <ul style="list-style-type: none"> <li><input type="checkbox"/> Youth Emergency Accommodation Network (YEAN)</li> </ul> </li> </ul>	<p>Tenancy/Property Management and Support Services for Young People</p> <p>Tender available through TendersACT.</p>
<ul style="list-style-type: none"> <li>• Woden Community Service</li> </ul>	<p>Client Support Services. Anticipating tender release late January/early February 2024.</p>
<ul style="list-style-type: none"> <li>• Communities @ Work <ul style="list-style-type: none"> <li><input type="checkbox"/> Reach Home</li> </ul> </li> <li>• St Vincent De Paul <ul style="list-style-type: none"> <li><input type="checkbox"/> Family Service and Young Parent Accommodation Support</li> </ul> </li> <li>• Toora Women Inc <ul style="list-style-type: none"> <li><input type="checkbox"/> Family Program</li> </ul> </li> <li>• YWCA Canberra <ul style="list-style-type: none"> <li><input type="checkbox"/> Housing Support Unit</li> </ul> </li> </ul>	<p>Tenancy/Property Management and Support Services for Families.</p> <p>Tender anticipated release November 2023.</p>

**Clients with High and Complex Needs**

**Anticipated Release Date: To be advised following determination of investment approach.**

<b>Impacted</b>	<b>Service – To be Advised</b>
<ul style="list-style-type: none"> <li>• St Vincent De Paul                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Street to Home</li> </ul> </li> </ul>	Assertive Outreach to Rough Sleepers
<ul style="list-style-type: none"> <li>• CatholicCare                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Axial</li> </ul> </li> <li>• Toora Women Inc.                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Head Lease Program</li> </ul> </li> <li>• EveryMan Australia                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Head Lease Program</li> </ul> </li> </ul>	Axial Housing First Program  Head Lease Programs
<ul style="list-style-type: none"> <li>• Woden Community Service</li> </ul>	Rough Sleeper Project and Client Support Fund
<ul style="list-style-type: none"> <li>• Woden Community Service</li> </ul>	Central Intake Service

**Identified Service Programs with investment approach, to be confirmed.**

<b>Impacted</b>	<b>New Service</b>
<ul style="list-style-type: none"> <li>• CatholicCare                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Minosa House and ASSIST</li> </ul> </li> <li>• St Vincent De Paul                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Samaritan House</li> </ul> </li> <li>• EveryMan Australia                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Early Intervention Program</li> </ul> </li> </ul>	<p>Tenancy/Property Management and Support Services for Men</p>
<ul style="list-style-type: none"> <li>• St Vincent De Paul                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Blue Door</li> </ul> </li> <li>• Australian Red Cross                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Roadhouse program and Soup Kitchen</li> </ul> </li> <li>• Hare Krishna                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Food for Life Program</li> </ul> </li> </ul>	<p>Food and Engagement Services. St Vincent de Paul commenced delivering Roadhouse Program 1 October 2023.</p> <p>Further consideration of funding and co-design will be held with the Sector to determine any other service gaps with food and engagement services. Further information will be provided at a later date.</p>

## What is a Secure Local Jobs Certification and why do we need to get one?

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The Secure Local Jobs Code applies to businesses undertaking works of any value for construction, cleaning, security, traffic management and services.

Additionally, the Code also applies to procurements over \$200,000 for services or works (other than those listed as excluded services or works), where labour is the highest cost to the ACT Government.

A business is a person or entity trading under an ABN including sole traders, partnerships, trusts and companies.

You may need a Code Certificate before you submit your tender or quote, and for the duration of your service delivery. A Code Certificate confirms your business meets the standards in the Secure Local Jobs Code.

**If you do not have a Code Certificate and are required to have one, we cannot accept your tender or quote.**

You will also be required to complete a Labour Relations, Training and Workplace Equity Plan in consultation with your employees for cleaning, security or traffic.

## Co-Design Update

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### Clients with high and complex support requirements.

- Homelessness commissioning identified the need for further co-design in relation to a service model for clients experiencing or at risk of homelessness with high and complex support requirements and/or other barriers.
- This co-design process has four phases, which commenced with a stakeholder survey distributed to the sector in early June 2023.
- The findings from the survey have been used to inform the development of two co-design workshops aimed at building essential service delivery elements and outcomes.
- The first virtual co -design workshop was held on 19 July 2023 and the second face-to-face workshop was held on 17 August 2023.
- The final Homelessness complex clients design workshop saw government and sector draft core elements of a statement of needs and service delivery requirements, with the listening report from this activity available soon.
- The input from workshops will support the development of a proposed statement of requirements.