

COMMUNITY INFORMATION BRIEFING

22 AUGUST 2017

ABORIGINAL IN-HOME SUPPORT SERVICE (AISS)

INTENSIVE FAMILY SUPPORT SERVICE (IFSS)

FAMILY SUPPORT NETWORK LEAD AGENCY (FSN)

FAMILY CARE SUPPORT SERVICE (FCSS)



Government of Western Australia
Department of Communities

WELCOME & OVERVIEW



- Introduction & Welcome
- Acknowledgement of Country
- Purpose of Today
- Questions
- Feedback

KEY MESSAGES - FEEDBACK RECEIVED



- The Department has received a number of questions regarding all four Tender Requests. Responses to the questions have been uploaded to TendersWA.
- A number of amendments to the Tenders have occurred as a result of the feedback. They will be discussed today and are detailed in addendums that are available on TendersWA.

KEY MESSAGES - COSTINGS



- The price in the Tender Requests is fixed.
- The Department is seeking flexible responses to service models.
- Case numbers will not be specified in the revised Tender Request documents. Respondents will be asked to describe their service model which includes case numbers, duration of service and achievement of defined outcomes for the total amount of funding allocated.

KEY MESSAGES – ACCO PARTNERSHIP



- IFSS and FCSS are required to have a partnership with an ACCO.
- Details of the ACCO partnership are detailed in Part A: 2.4 Statement of Requirements: *Partnerships with Aboriginal Community Controlled Organisations (ACCO)*.
- The Department will support the partnership through a number of strategies including active Contract Management.
- There is no requirement for AISS and FSN to have an ACCO partnership.

KEY MESSAGES – SERVICE LOCATIONS (REGIONAL AREAS)

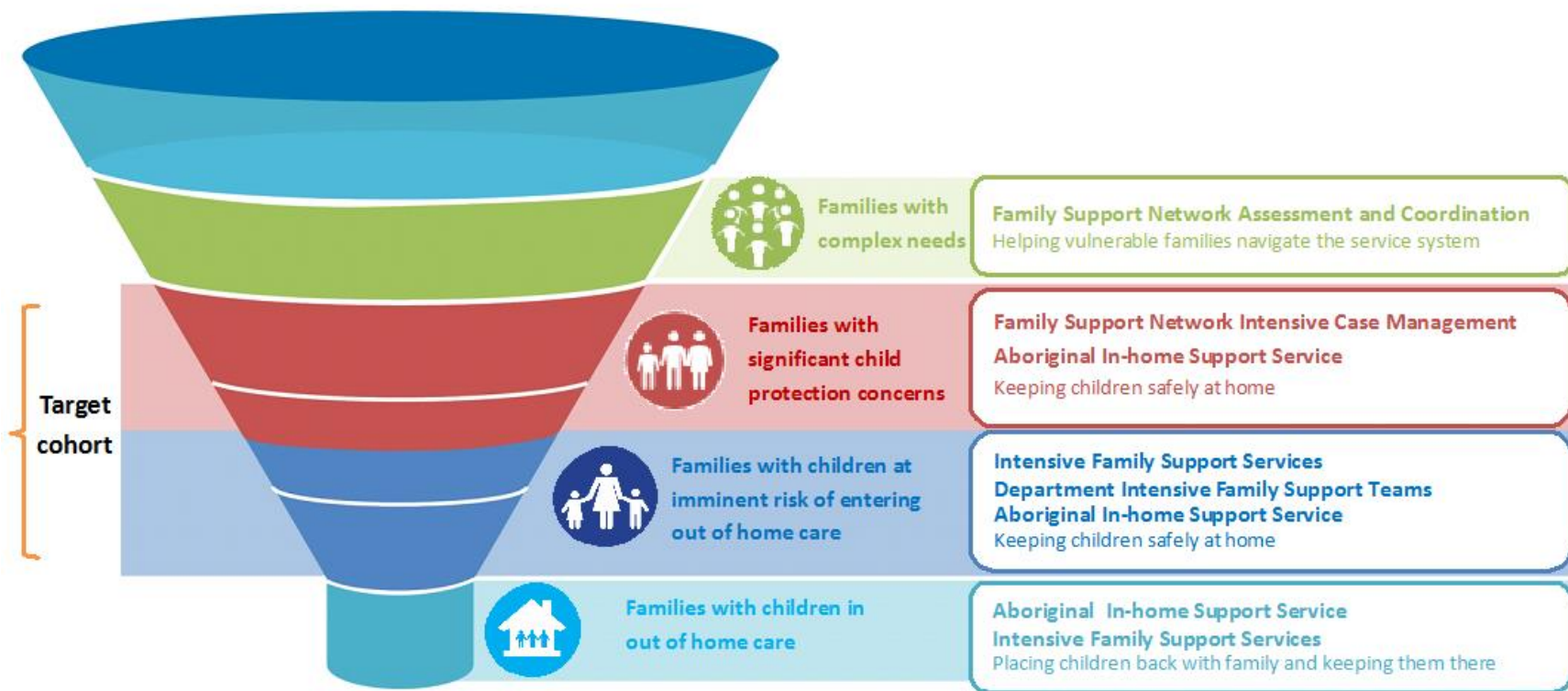


- Service Providers are not required to provide the service to the whole of the regional district area.
- FCSS identifies the town the service will focus on.
- IFSS requests the Respondent to identify the town or towns the service will focus on.
- In the Tender Requests where it states “and surrounds” the surrounds will be negotiated with the Service Provider when the referral is made. However the service provision will focus on the identified Township.

REFERRAL PATHWAYS



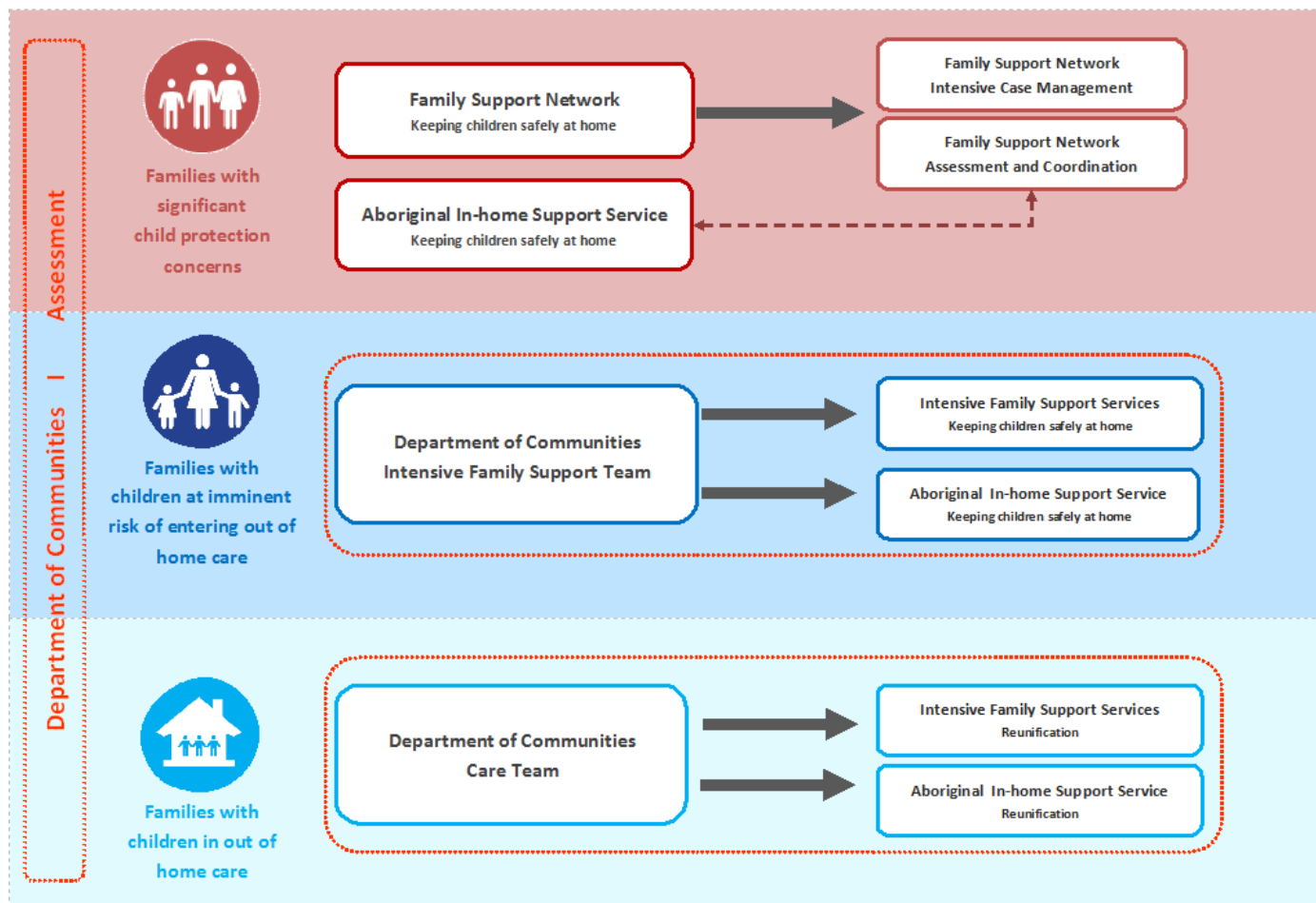
Earlier Intervention and Family Support Services



REFERRAL FLOW



Earlier Intervention and Family Support Services referral flow



CHANGES TO PART A TENDER REQUESTS CASELOAD AND DURATION



IFSS, AISS, FSN & FCSS :

- The Respondent will detail the minimum number of families (Caseloads) that will be supported per year in their Tender Response.
- Timeframes and the number of hours of support will be flexible, realistic and based on the capacity and needs of the family.

CASE MANAGEMENT – OPEN TO THE DEPARTMENT



FCSS, IFSS, AISS and FSN (with housing support):

- Where a case is open to the Department, the Department will retain case management responsibilities.
- When a referral is made to a service it will identify areas where the family needs support to overcome difficulties and improve functioning.
- The service will case manage the Case Plan that they have developed with the family.
- The Department and Service Provider will work collaboratively to meet the needs of the family.

CASE MANAGEMENT – CLOSED TO THE DEPARTMENT



FSN & some AISS cases:

- Where a case is closed to the Department, the Service will have case management responsibilities.

CHANGES TO PART A TENDER REQUESTS - DURATION



AISS:

- The Service will involve an average of 16 weeks intensive in-home support with a 6 month step-down process. The number of hours will be flexible and realistic based on the family needs.

IFSS:

- The expected time frame for service provision is flexible with varied lengths of time (can range from weeks to months) dependent on the case plan and the needs of the family.

FCSS, and FSN only:

- Service provision is anticipated to be up to a maximum 12 months for each family that is engaged with the Service.
- Timeframes and the number of hours of support will be flexible, realistic and based on the capacity and needs of the family.
- Support should include a step down process.

CHANGES TO PART A TENDER REQUEST – STAFFING & HOURS



AISS, IFSS, FSN & FCSS

Staffing:

- The Respondent will identify suitable staffing configurations based on the funding available for each District or Corridor (dependent on the Tender the provider is applying for).
- Respondents will need to identify the staffing configuration and qualifications in their Tender Response.

Hours:

- Respondents must have the capacity to provide support to families at times that will best support families to achieve their case plan goals. The Tender Requests state the hours of 6am – 9pm.
- Not every family will require a service early in the morning or evenings, the service model must be flexible enough to work with the family at the critical times of need.

CHANGES TO PART A TENDER REQUEST - CASE PLAN PROGRESS REPORT



AISS & IFSS reporting to the Department:

- Service Providers will be required to complete a Case Plan Progress Report that details progress and achievement against the case plan goals at agreed milestones and case closure.

FCSS, no change:

- Service Providers will be required to complete a Case Plan Progress Report that details progress and achievement against the case plan goals on a monthly basis, this was detailed in the original Tender Request and has not changed.

FSN, no change:

- A progress report against the Case Plan is not required.

CHANGES TO PART A TENDER REQUEST - QUALITY STANDARDS



AISS, IFSS, FSN and FCSS:

- Appropriate and Accessible Services has been amended in the IFSS, FSN and FCSS Tender Requests. Have removed out dated framework *Enhancing the planning and delivery of services to Aboriginal people in Western Australia*.
- The Aboriginal Services and Practice Framework 2016-2018 is the current Framework.

CHANGES TO PART A TENDER REQUEST - BROKERAGE



IFSS only:

- Amount of brokerage is allocated per service area (District).
- Amounts allocated to each family have been removed to enable flexible use of the allocated Brokerage.
- Service Providers must report on brokerage expenditure via six month progress report

CHANGES TO PART A TENDER REQUEST - BROKERAGE



AISS & FSN, no Change:

- No changes have been made to the Brokerage for AISS and FSN.
- Respondents must detail if brokerage will be allocated and if so how much per family.

FCSS, no Change:

- Amount of brokerage is allocated per service area.
- Amounts allocated to each family have been removed to enable flexible use of the allocated Brokerage.
- Service Providers must report on brokerage expenditure via 6 month progress report.

CHANGES TO PART A TENDER REQUEST – OUTCOMES & MEASURES



IFSS only:

- Added outcome; “Families develop skills to get their children to school”
- New measures have been added to Part A Section: 2.3.2. Key Performance Indicators

CHANGES TO PART H TENDER REQUEST – SERVICE AREAS



IFSS only:

- One Service Provider will be Awarded a Service Agreement in regional Districts.
- Up to two Service Providers will be Awarded a Service Agreement per Metropolitan District.
- For metropolitan services, Respondents can indicate their preferred service areas and percentage of total service delivery.
- Respondents have the option to Tender to provide either 50% or 100% of the available funding per location. A Respondent can nominate more than one District and a Respondent may be Awarded more than one District.
- If Submitting a Response for more than one District only one Tender Response needs to be submitted but the Respondent must detail any differences in the Service Model that may be applied to the different Districts.

CHANGES TO PART H TENDER REQUEST – QUALITATIVE CRITERIA



The Qualitative Criteria (Part H) has been amended to reflect key changes to the Service Requirements. Respondents will need to outline:

- proposed staffing model
- minimum number of cases receiving a service
- hours of operation
- qualifications
- training and supports

REFEREE REPORTS



Referee Reports

- After feedback from CSO's the Department has altered the requirements for Referee Reports.
- Respondents must provide a minimum of one referee report with a maximum of two referee reports.
- If the Respondent is currently contracted by the Department, then it must use a State Party representative under the existing Service Agreement as one of its referees.
- In this instance, a request should be made to the relevant current Contract Manager to arrange for the completion of the Department's Referee Report.
- The Department will use existing relevant information collected from previous service reviews or reports, as relevant considerations in relation to the Qualitative Criteria (refer, Part G: Guide to the Response Form).

CHANGES TO TEMPLATES/SUPPORTING DOCUMENTS



IFSS & AISS:

- Case Plan Monthly Report changed to Case Plan Progress Report template.

FSN only:

- Updates made to the *Operating Framework* and relevant key resource documents located on the WA FSN website: <http://www.wafsn.org.au>

SUMMARY OF QUESTIONS



Q: Has the Department used the EIFSS Outcomes Framework to inform the Outcomes and Measures for all the Tenders?

A: The EIFSS Outcomes Framework was used for the three EIFSS services (FSN, AISS and IFSS). The FCSS is an OOHC service and has therefore used the OOHC Outcomes Framework.

Q: Who is the client, the child or the family?

A: The family is the client.

Q: Is the total funding amount negotiable? If not can the applicants nominate to vary the service model (hours and caseload), if they can demonstrate better outcomes for families?

A: The total funding amount is not negotiable, this is the maximum amount available for the service. Respondents need to detail their service model and case loads in their Response.

SUMMARY OF QUESTIONS



Q: Will the Intensive Family Support Service (IFSS) be evaluated?

A: The broader EIFSS will be evaluated and funding has been allocated for this purpose. The Department will appoint an external provider to undertake this work.

Q: One of the priorities is Aboriginal families. Will service providers be held responsible for low numbers of Aboriginal clients if there are limited referrals of Aboriginal families from the Department?

A: It is the responsibility of the Department to ensure that Aboriginal families are referred where appropriate. It is the responsibility of the Service Provider to provide a culturally responsive service that Aboriginal families want to engage with.

SUMMARY OF QUESTIONS



Q: Will the Service be required to set aside funding for referrals for education, counselling and skill development for parents to address their problems?

A: No, the referral to the service will be for a specific reason (e.g. reunification) with the expectation the service provider can work directly with the family to address the problems. Where additional specialist external services are required the service provider will negotiate with the district as to how these can best be obtained.

KEY DATES



- All tenders now close at **2.00pm 6 October 2017**.
- If the Department requires clarification or interviews, we will be undertaking this process during the period of **16th October to the 17th November 2017**.
 - All Respondents must be available to provide the requested information, and/or attend interviews during this period.
- The estimated award and commencement date will be **1 February 2018**:
 - Establishment Phase from **1 February 2018**
 - Full service provision by **1 May 2018**

PANEL - QUESTIONS



QUESTIONS

Rochelle Binks - General Manager; Strategy and Reform Unit

Amanda McCurry - Principal Policy and Project Officer; Strategy and Reform

Dave Richards - Manager; Procurement and Special Projects, Service Standards and Contracting Directorate

CLOSE



Thank you for attending