

6.18. COMMUNITY RECOVERY AND RESILIENCE OFFICER AND FLEXIBLE FUNDING GRANT PROGRAMS

REPORT AUTHOR	Manager Disaster Management Unit
MANAGER	General Manager TC Jasper Corporate and Communities
DEPARTMENT	Disaster Management Unit
RECOMMENDATION	

That Council:

1. **Endorses an application for a Community Recovery and Resilience Officer under the Community Health and Wellbeing – 2023 Tropical Cyclone Jasper package administered by the Queensland Reconstruction Authority.**
2. **Endorses an application for Flexible Funding Grants under the Community Health and Wellbeing – 2023 Tropical Cyclone Jasper package administered by the Queensland Reconstruction Authority.**
3. **Delegates authority to the Chief Executive officer to finalise any matters relating to the grant application.**

EXECUTIVE SUMMARY

A \$14.1 million Community Health and Wellbeing, Community Recovery and Resilience Officers, Flexible Funding Grants package has been announced. The package aims to mitigate psychosocial impacts, help impacted individuals access financial support, builders and services, and assist Non-Government Organisations (NGOs) with disaster preparedness and response planning, following *Tropical Cyclone (TC) Jasper, associated rainfall and flooding, 13 – 28 December 2023*.

Council is eligible under the package to apply for a Community Recovery and Resilience Officers (CRRO) and for Flexible Funding Grants (FFG).

The funding will be administered by the Queensland Reconstruction Authority (QRA). Funding guidelines are yet to be released.

There is no co-contribution required for the funding.

BACKGROUND

Recovery from the TC Jasper event continues, and whilst the recovery in roads and water is progressing well, the human and social recovery will likely take up to 10 years. It can take many years for communities to fully recover from a major disaster, requiring sustained support and collaboration.

Effective recovery requires active participation and input from all affected people to build resilience in individuals, communities, and organisations. In the recovery process we also need to engage with people at the right time and at varying stages of their recovery journey to

withstand future disasters. This means going beyond simply restoring what was lost to reducing the risk and minimise future impacts.

The funding of a CRRO and flexible funding grants will allow Council to continue to deliver effective recovery from the TC Jasper event and build resilience in our communities.

Council is eligible, along with eight (8) other Far North Queensland councils to apply for a total of \$1,440,000 for Community Recovery and Resilience Officers and \$3,200,000 for flexible funding grants.

COMMENTS

The funding program is over a two-year period. Community recovery and resilience programs will need to continue in Douglas for the next 5-10 years to adequately recover from the Jasper event and build resilience in our communities, this does not include any further impact during people's recovery from any cascading events.

The CRRO will focus on the delivery of FFGs which has three streams to be targeted:

- Person centred emergency Preparedness and Planning (P-CEPP) – targeted towards projects that support individuals experiencing vulnerability to plan and prepare for disasters.
- Disaster preparedness and business continuity planning - targeted towards the development of preparedness and continuity plans that clarify and articulate the role of the agency during a disaster
- Social services capacity building – to ensure that community service providers are in the best place to continue to deliver their supports by building specific capabilities for successful service delivery to disaster impacted people including people evacuated from their communities.

This work will contribute to the development of new disaster management plans including the Local Disaster Management Plan and the Recovery Sub Plan, including the updating of the community resilience scorecards.

The CRRO work will also inform and contribute to numerous projects under the North Queensland Resilience Program that is being undertaken over the next two (2) years and support the newly formed Douglas Recovery Resilience Group and the development of a Douglas Resilience Action Plan.

PROPOSAL

That Council:

1. Endorses an application for a Community Recovery and Resilience Officer under the Community Health and Wellbeing – 2023 Tropical Cyclone Jasper package administered by the Queensland Reconstruction Authority.
2. Endorses an application for Flexible Funding Grants under the Community Health and Wellbeing – 2023 Tropical Cyclone Jasper package administered by the Queensland Reconstruction Authority.
3. Delegates authority to the Chief Executive officer to finalise any matters relating to the grant application.

FINANCIAL/RESOURCE IMPLICATIONS

There is no co contribution required for the funding and no resource implications are identified. If successful, the CRRO will join the Disaster Management Unit (DMU) and work alongside other team members in delivering programs. Flexible funding grants will be administered by existing DMU staff and contractors.

RISK MANAGEMENT IMPLICATIONS

Not actively seeking funding to resource recovery and resilience efforts in our communities may lead to a failure in our communities to take necessary steps to rebuild and adapt following a disaster, leaving communities and infrastructure vulnerable to future events and potentially causing long-term negative impacts, including economic hardship, social disruption, and psychological distress and places additional pressure on council during the response phase of disasters.

SUSTAINABILITY IMPLICATIONS

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|-----------------------|---|
| Economic: | Economic recovery is a critical pillar of the recovery process, and this is particularly important in Douglas with its dependence on tourism. |
| Environmental: | Environmental recovery is also a critical pillar of the recovery process and there is a strong link to social recovery and environmental recovery. |
| Social: | The TC Jasper event, more than any other disaster in Douglas in living memory requires significant recovery resourcing to ensure human and social recovery is successful. |

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

This report has been prepared in accordance with the following:

Corporate Plan 2019-2024 Initiatives:

Theme 5 - Robust Governance and Efficient Service Delivery

Strong governance and financial management are the foundations of the way in which Council will conduct its business and implement the initiatives of the Corporate Plan.

Goal 4 - *We will work with our communities to ensure they are informed, empowered and supported so that they are resilient to the impacts of disaster events. Through our leadership and capabilities we will plan, prepare, respond and recover from events so as to minimise the impact on people, property, the environment, and our economic stability.*

Operational Plan 2024-2025 Actions:

Update Douglas Resilience Strategy - Update the Douglas Resilience Strategy to prepare for future impacts of disaster events.

COUNCIL'S ROLE

Council can play a number of different roles in certain circumstances and it is important to be clear about which role is appropriate for a specific purpose or circumstance. The implementation of actions will be a collective effort and Council's involvement will vary from information only through to full responsibility for delivery.

The following areas outline where Council has a clear responsibility to act:

Facilitator	Council often brings stakeholders together on important issues, projects or for service delivery. In this role, Council can act as a mediator, connector, collaborator or initiator.
Regulator	Council has a number of statutory obligations detailed in numerous regulations and legislative Acts. Council also makes local laws to ensure that the Shire is well governed. In fulfilling its role as regulator, Council will utilise an outcomes-based approach that balances the needs of the community with social and natural justice.

CONSULTATION

Internal: Workshop March 18,2025; Disaster Management Unit, Community and Economic Development.

External: Department of Local Government, Water and Volunteers.

COMMUNITY ENGAGEMENT

The FFG application will be based on information gathered at various community and recovery meetings that have occurred as part of the development of the draft Recovery sub-plan and the TC Jasper Recovery and Resilience (Action) Plan. Community engagement is the primary role of the CRRO and will continue to strengthen Councils' ability to respond and recover from disasters and build trust within our communities.

ATTACHMENTS

1. Program Funding Information - CRRO FFG - FINAL [6.18.1 - 10 pages]

PROGRAM FUNDING INFORMATION

2023-2024 EVENTS

Southern Queensland Bushfires
8 September - 7 November 2023

Northern Queensland Bushfires
18 October - 8 December 2023

Tropical Cyclone Jasper, Associated Rainfall and Flooding
13 - 28 December 2023

South Queensland Severe Storms and Rainfall
24 December 2023 - 3 January 2024

- Community Recovery and Resilience Officer (CRRO)
- Flexible Funding Grants (FFG)

Department of Local Government, Water, and Volunteers (DLGWV)

OVERVIEW

Funding Source	Southern Bushfires / TC Jasper / South Qld Storms Disaster Recovery Funding Arrangements (DRFA) - Category C
	Northern Bushfires Queensland Reconstruction Authority (QRA) Efficiency Program Savings – Round 2 Category E
Program (Event)	2023-2024 Northern Queensland Bushfires 2023-2024 Southern Queensland Bushfires 2023-2024 South Queensland Severe Storms and Rainfall 2023-2024 TC Jasper, Associated Rainfall and Flooding
Package	Community Health and Wellbeing
Initiative	Community Recovery and Resilience Officer (CRRO) Flexible Funding Grants (FFG)
Purpose	Conduct community health and wellbeing activities through internal service delivery, grants programs and working closely with partner agencies to support the recovery of communities impacted by disaster events.
Funding Period	1/04/2025 – 31/03/2027 (24 Months)
Funding available and Geographic Area Services will be provided within the following Local Government Areas (LGA):	Northern Queensland Bushfires (CRRO \$1,408,000 / FFG \$120,000) excl GST 1. Cook Shire Council 2. Mareeba Regional Council 3. Tablelands Regional Council
	Southern Queensland Bushfires (CRRO \$1,872,000 / FFG \$360,000) excl GST 1. Bundaberg Regional Council 2. Gladstone Regional Council 3. Southern Downs Regional Council 4. Toowoomba Regional Council 5. Western Downs Regional Council
	South Queensland Severe Storms and Flooding (CRRO \$1,080,000 / FFG \$2,000,000) excl GST 1. City of the Gold Coast 2. Logan City Council 3. Scenic Rim Regional Council
	TC Jasper, Associated Rainfall and Flooding (CRRO \$1,440,000 / FFG \$3,200,000) excl GST 1. Cairns Regional Council 2. Cassowary Coast Regional Council 3. Cook Shire Council 4. Douglas Shire Council 5. Hope Vale Aboriginal Shire Council 6. Mareeba Shire Council 7. Tablelands Regional Council 8. Wujal Wujal Aboriginal Shire Council 9. Yarrabah Aboriginal Shire Council
Administered by	Queensland Reconstruction Authority (QRA)
Delivered by	Department of Local Government, Water and Volunteers (the Department) state portfolio of community Recovery.
More information	Email: crdf@chde.qld.gov.au

Background

In 2023-2024, a series of significant events impacted communities throughout Queensland, including bushfires, tropical cyclones, and storms. The impact to communities was significant. In response, Community Health and Wellbeing Packages have been developed to assist in the Human and Social recovery of these affected Communities.

The CRRO package aims to provide, community development and emotional wellbeing support, to members of disaster-affected communities, individuals, families including children, and primary producers.

The FFG program will also provide vulnerable people, local organisations, social services and councils, with funding, to develop individual and organisational disaster preparedness initiatives to assist in the long-term disaster recovery and develop future resilience.

The packages identify a range of initiatives aimed to best serve those communities affected. Initiatives to be funded are:

Community Recovery Resilience Officer (CRRO)

Flexible Funding Grants (FFG)

Objective and Outcomes

Community Recovery Resilience Officer (CRRO)

The initiative aims to embeds CRROs within specified eligible local government areas to address the immediate to medium/long-term needs of the event impacted communities, ensuring a locally informed response and long-term sustainability is supported.

The objectives of the initiative are:

- to support community-informed initiatives, facilitate linkages, collaboration and partnerships between and across groups, support and enable the development and achievement of the objectives in medium to longer term recovery and resilience planning and have a focus on building upon the local strengths and capabilities of the affected communities
- establish a local face-to-face presence with community organisations and key community stakeholders across the affected communities to engage and identify community strengths, needs, aspirations and developmental opportunities, facilitate community planning days and to support and nurture prioritised community recovery and resilience projects
- engage and establish strong working relationships with key stakeholders involved in community recovery at the local and district levels. This will include working with these stakeholders to ensure they can effectively plan for the long-term sustainability of their communities and are best placed to build capacity in preparedness for and resilience to future disasters
- to support the community through the recovery process and ensure their work supports and aligns with the relevant Local Recovery Plans
- to support the development of local recovery plans which are informed by local recovery needs and implemented through community informed recovery actions.

The outcomes of the initiative are:

- the community can express its changing disaster recovery needs
- the community has improved capacity and capability to respond to future disasters
- ensuring the needs of vulnerable groups are addressed in disaster recovery
- the community is aware of the disaster recovery planning and processes.

Flexible Funding Grants (FFG)

The Flexible Funding Grants program is targeted towards non-government organisations and local councils in specific disaster impacted LGAs, with relevant experience in enabling the delivery of the required capabilities across three targeted initiatives being:

- person centred emergency Preparedness and Planning (P-CEPP) – which targeted towards projects that support individuals experiencing vulnerability to plan and prepare for disasters.
- disaster preparedness and business continuity planning, - is targeted towards the development of preparedness and continuity plans that clarify and articulate the role of the agency during a disaster

- social services capacity building – to ensure that community service providers are in the best place to continue to deliver these supports, by building specific capabilities for successful service delivery to disaster impacted people including people evacuated from their communities.

Further information regarding outcomes and indicators can be found on the AIDR website and within the [National Disaster Recovery Monitoring and Evaluation Framework](#).

Delivery Model

Community Recovery Resilience Officer (CRRO)

Councils are eligible to receive funding to employ a CRRO and will be responsible for all financial and qualitative reporting to the Department.

The number of CRROs and hours of employment may be varied so long as they do not exceed the maximum FTE cap.

A small operational budget will accompany the CRRO to enable recovery outcomes such as community engagement activities, events and workshops. Whilst this small budget amount is not intended to discourage the CRRO from accessing other funding, it is considered to be a base level of funding to support some activities expected to be delivered by the program.

Flexible Funding Grants (FFG)

Using an open funding grant process, the Department will invite applications from eligible community based and non-government organisations and local councils to deliver one or more of the three FFG initiatives to individuals and organisations in the impacted Local Government Areas.

The department will undertake a robust assessment process to identify suitable successful applicants that can provide appropriate locally-led, locally focused projects.

If grant funding has not been exhausted through the initial grant process the delivery agency may offer a further round.

Service Delivery Funds

The services will be funded across three financial years.

2024-2025	April to June	3 months
2025-2026	July to June	12 months
2026-2027	July to March	9 months

Community Recovery and Resilience Officer (CRRO)

2023-2024 Northern Bushfires – up to \$1,408,000 excl GST

The program will fund 3 **CRRO** positions, one per affected LGA.

The following councils will be invited to tender via the 'Request for Quote' process:

- Cook Shire Council
- Mareeba Regional Council
- Tablelands Regional Council

2023-2024 Southern Bushfires - up to b\$1,872,000 excl GST

The program will fund 3 full-time and 2 * 0.5 **CRRO** positions.

The following councils will be invited to enter into Contract Negotiations for a full-time CRRO position.

- Southern Downs Regional Council
- Toowoomba Regional Council
- Western Downs Regional Council

The following council will be invited to enter into Contract Negotiations for a 0.5 **CRRO** position.

- Gladstone Regional Council

The following council will be invited to tender for a 0.5 **CRRO** position via the 'Request for Quote' process.

- Bundaberg Regional Council

2023-2024 South Queensland Storms - up to \$1,080,000 excl GST

The program will fund 3 **CRRO** positions.

The following councils will be invited to tender for a **CRRO** position via the 'Request for Quote' process.

- City of the Gold Coast
- Logan City Council
- Scenic Rim Regional Council

2023-2024 TC Jasper - up to \$1,440,000 excl GST

The program will fund 4 **CRRO** positions.

The following councils will be invited to tender for one of 4 **CRRO** positions via the 'Request for Quote' process. Councils are encouraged to provide joint applications to enable the sharing of resources where possible.

- Cairns Regional Council
- Cassowary Coast Regional Council
- Cook Shire Council
- Douglas Shire Council
- Hope Vale Aboriginal Shire Council
- Mareeba Shire Council
- Tablelands Regional Council
- Wujal Wujal Aboriginal Shire Council
- Yarrabah Aboriginal Shire Council

Flexible Funding Grants (FFG)

Flexible Funding Grants will be made available to fund the following initiatives:

- Person-Centred Emergency Preparedness and Planning (P-CEPP)
- Disaster Preparedness and Business Continuity Planning
- Social Services Capacity Building

Allocation of funding across the events is as indicated below:

- Northern Queensland Bushfires - \$120,000 excl GST
- Southern Queensland Bushfires - \$360,000 excl GST
- Tropical Cyclone Jasper Associated Rainfall and Flooding - \$3,200,000 excl GST
- South Queensland Severe Storms and Rainfall - \$2,000,000 excl GST

Procurement Process

The funding opportunity will be advertised on [QTenders](#) and open to the Human and Social Services sector with councils and organisations invited to apply for one or more of the initiatives, across one, or all, of the affected areas.

FFG Initiatives

Person-Centred Emergency Preparedness and Planning (P-CEPP)

P-CEPP is an all-hazards strengths-based approach to emergency preparedness that recognises all people have strengths, capacities and resources and can determine what is best for them.

P-CEPP funding is targeted towards project delivery to support individuals experiencing vulnerability to:

- identify their strengths and support needs in everyday life
- know their level of emergency preparedness and learn about their disaster risk
- plan for how they will manage their support needs in an emergency
- communicate the plan with people in their support network and address gaps through collaboration.

If successful, your project will assist Queenslanders who are at greater risk to prepare for emergencies and disasters and improve their preparedness and resilience.

Disaster Preparedness and Business Continuity Planning

The FFG funding for Disaster Preparedness and Business Continuity Planning is targeted towards project delivery to develop preparedness and continuity plans that clarify and articulate the role of the organisation during a disaster and address:

- Leadership – e.g. disaster management committee or leadership group
- Building Operational Staff Skills – including training for responsiveness, capability and capacity
- Risk Assessment and Management – including development of risk management plan
- Business Impact Assessment – including analysis for different scenarios
- Local Networks and Structures – e.g. benefits of connecting with other NGOs and the Local Disaster Management Group
- Community Intelligence – for example utilising local networks
- Community Development – in relation to building community resilience opportunities
- Clients – planning to include business-as-usual responsibilities
- Facilities – including plans for impacts to key infrastructure
- Workforce Availability – planning key roles, disaster impacted staff replacement

If successful, your project will ensure organisations are ready to assist Queenslanders who are at greater risk during a disaster through good planning mechanisms.

Social Services Capacity Building

Social Services Capacity Building will focus on building capacity for the delivery of disaster specific service coordination, service navigation and case management.

This may include exercises to:

- assess capability and capacity before, during and after disaster
- identify and mobilise local community skills, strengths and resources
- develop networks and partnerships
- understand and document sustainability challenges
- document processes and practices to develop improvement opportunities.

Key Timeframes

All approved activities/scope must be completed **by 31 March 2027**.

Eligible Activities

CRROs will:

- Undertake widespread community engagement activities to discuss the recovery process and to identify the needs and aspirations of diverse groups within the affected area.
- Arrange community training and education programs that facilitate the outcomes of the CRRO program.
- Support and enable capacity and skills development of individuals and groups, businesses and service providers within the affected areas.
- Support and enable the development of recovery and resilience plans for the affected areas.
- Raise awareness of and assist community groups to develop their capacity to submit recovery and/or resilience project proposals under the Flexible Funding Program and other grants that become available during the officer's tenure.
- Promote disaster recovery and resilience information and share ideas/projects from other locations.
- Engage with other key workers involved in community recovery at a local level and establish links with workers funded under other initiatives of the Community Recovery Fund.
- Integrate this work into the local disaster management group and local human and social group activity and planning.

Eligible and Ineligible costs

All activities and associated expenditure must be directly related to the delivery of services.

Purchases of assets which could be perceived to benefit your organisation beyond the delivery of the service are unlikely to be eligible. However, purchases may be eligible if the hire and or rental costs exceed the purchase cost. Proportional and pro-rata allocation of 'business as usual' operational costs; E.G. existing office rental and administrative costs are unlikely to be eligible. The purchased and distribution of items for the benefit of service users may be ineligible where a direct relational link of the item to the program outcomes is ambivalent.

Successful tenderers will be allocated a Contract Manager. Where eligibility / ineligible of costs may be unclear and disputed, your Contract Managers can seek clarification prior to the expenditure to ensure your organisation does not incur costs which are non-redeemable.

The following table of eligible and ineligible costs identify some of the common examples and is not intended to be prescriptive, comprehensive, or exhaustive.

Eligible Costs	Ineligible Costs
<ul style="list-style-type: none"> • Staffing and/or salary costs associated with service delivery for this program. • Costs directly associated with delivering the program activities. • Extraordinary banking and accounting fees that are specifically associated with the delivery of the initiative. Note - QRA approval required, to be assessed on a case-by-case basis • Vehicle costs including leasing, fuel, insurance etc. • Costs associated with travel, short term accommodation, meal and travel allowances. • Costs associated with establishing a local-face-to-face presence across the affected communities, such as community planning days, room rental or other activities. • Staff incidentals paid as per the award arrangements for travel. 	<ul style="list-style-type: none"> • Non-specific or unsupported indirect and overhead costs. • Remuneration; <ul style="list-style-type: none"> ○ or training costs of employees for work not directly related to the program, ○ of permanent roles or senior executive officers, ○ of employees for work not directly related to the Program. • Legal costs. • Core business activities of the provider. • Purchase of core business capital equipment such as motor vehicles, phones, and office equipment or furnishings. • Profit margins of Local or State governments. • Costs associated with existing activities or activities that have already commenced or been completed.

<ul style="list-style-type: none"> • The provision of professional briefing, debriefing for workers by third parties to meet workplace health and safety and staff wellbeing requirements. E.G. Employee Assistance Service. • Costs of hiring or leasing additional equipment, needed for the provision of funded activities e.g. phones, printers, computers and IT levies and software. • Non-labour expenses, including but not limited to; <ul style="list-style-type: none"> ○ catering for community meetings/events/training (e.g. light refreshments etc.) as part of service delivery, ○ recruitment and on-boarding costs (e.g. staff swipe cards, police checks etc.), ○ office rental and related costs that are necessary for delivering outreach services, ○ purchase of resources for community events/activities – pens, table clothes, coloured paper, bluetack etc. • Costs associated with the delivery of training and education programs, including but not limited to; <ul style="list-style-type: none"> ○ facilities hire, ○ planning and facilitation, ○ design, print and publication of promotional/educational materials for use in delivering educational workshops, ○ costs for having printed materials translated for use in a particular area impacted by a disaster, advertising such as radio, print media and billboard space. 	<ul style="list-style-type: none"> • Office rental and related costs not directly related to delivering of outreach services. • Unsupported on-cost charges. • In-kind contributions. • Vehicle expenses not directly related to the delivery of the project. • Cash prizes or commercial gifts. • Ongoing costs for administration, operation or maintenance costs incurred outside the Allowable Time Limit for the event. • Costs associated with the use of budget funded resources, including existing office spaces, vehicles and ongoing staff.
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Purchase of new assets

Approval from your Contract Manager is required, prior to the purchase of any new assets.

The purchase of new assets to undertake eligible activities is generally ineligible. However, where equipment is unable to be hired and must be purchased to meet operational requirements or it is less expensive to purchase, the purchase price less the residual/depreciated value at the end of the operational use may be considered eligible.

A depreciating asset is an asset that has a limited effective life and can reasonably be expected to decline in value over the time it is used. Depreciating assets include such items as computers, electric tools, furniture.

Purchases will be assessed based on the information provided by the delivery agent.

Supporting information should include;

- proof of purchase,
- operational imperative including priority and timeframe necessitating the purchase,
- evidence of inability to hire from suitable suppliers, i.e. letter or email with company letterhead or logo
- cost benefit rationale including a comparison of purchase cost against actual hire costs over a required timeframe, and the cost to transport hire equipment plus hire costs versus local purchase cost,
- residual value of the purchased asset, including warranty period extending beyond the eligible activities.

The supplier will be solely responsible for all costs over and above the approved funding amount and for all ineligible costs.

Reporting and acquittal

Financial Acquittals and Reports (Monthly)

The Community Health and Wellbeing Joint (Australian and Queensland Governments) Guidelines (the Guidelines) administered by the Queensland Reconstruction Authority and delivered by the department of Local Government, Water and Volunteers stipulates the program delivery, progress reporting and acquittal requirements that are required in the delivery of the program.

As stated in the Guidelines a **monthly financial acquittal of eligible expenditure** must be provided to the Department within 10 business days of the conclusion of the month for program audit and assurance purposes. Documents required include General Ledgers and all supporting documents for the month.

General Ledger files are to be in the Excel Format (preferably) or CSV with clear descriptions provided for all expenditure with clear descriptions showing a direct correlation to the approved activities.

Supporting documents may include but not limited to:

- tax and goods invoices
- relevant employee time sheets and pay slips or payroll reports (*ensuring that all payroll transactions have easily identifiable descriptions which align to the supporting documentation*).
- any calculations of apportionments/partial payments.

All documents are to be emailed to drfacontractmanagement@chde.qld.gov.au

Milestone and Progress reports

As stated in the Guidelines the supplier must provide a monthly progress report, in a format provided by the department stating the achievements and deliverables completed in the reporting period, including:

- Qualitative key package and performance milestones, including (but not limited to):
 - strengths (what's working well)
 - opportunities (what can be improved)
 - barriers (what risks and issues are affecting implementation)
 - implementation milestones (including activity and financial updates)
 - case studies and good news stories (where activities have been completed)
- Quantitative data including (but not limited to)
 - Number of organisations/agencies engaged with
 - Number of events held
 - Number of events supported
 - Number of local disaster activities contributed to
 - Other items as identified between the department and the supplier

Project Plan (one-off)

Within the first month of signing a contract with DLGWV, the service provider will be required to submit a project plan which builds on their submitted proposal detailing:

- An implementation timeline including the period when services will be delivered
- Key milestones
- A comprehensive budget outlining how the funding will be used to deliver the initiative
- Locations/LGAs where services will be delivered, including key milestones, resources and timeframes
- The details of any planning and evaluation phases, including:
 - identification of key stakeholders to be consulted and a plan to engage with them
 - identification of key risks in delivering the services and how these will be effectively managed
 - evaluation of the service impact/successes

End of Project Report (one-off)

Upon completion of service delivery and contract expiry, the supplier will be required to complete an End of Project report

Support available

Successful tenderers will be allocated a Contract Manager during the length of their contract, where support will include:

- a contract commencement meeting to explain the contract and answer any initial questions
- support and assistance for completion of monthly reporting requirements
- regular engagement through teams meetings to provide support and answer any questions
- providing clarification prior to the expenditure to ensure your organisation does not incur costs which are non-redeemable

In addition to this the Statewide Services Delivery Team will also be in regular contact with each CRRO to assist with any other questions or queries relating to their role in delivering the activities as described within their project workplan.