**Douglas Safe Places Brief**

**Family and Domestic Violence Crisis Accommodation Service Delivery Mossman, Queensland**

**Background**

Since 2015, Queensland Police and community service agencies have been advocating and working towards the provision of crisis accommodation for women and families affected by Domestic and Family Violence (DFV) in the Douglas Shire.

In 2020, Douglas Shire Council was successful in receiving funding to build infrastructure from the Department of Social Services via the Safe Places Emergency Accommodation Grant. With the funding, Council has established Douglas Safe Places which will be operational from July 2022.

Douglas Safe Places consists of two co-located, self-contained units. The first unit is capable of accommodating two children and the second unit can accommodate up to four children. The program aims to assist women and their children to maintain connection to their community, transition to safe and secure housing, and to re-establish a life free from harm. Douglas Safe Places will provide access to the following services:

* Case Management
* Supported crisis accommodation
* Risk assessment and safety planning
* Counselling
* Education on DFV
* Advocacy

**Key Details**

We are seeking an Expression of Interest (EOI) from community and/or domestic and family violence service providers interested in managing Douglas Safe Places on an ongoing basis.

The service provider will be responsible for the appointment of a Case Manager(s) and overseeing the program delivery.

**Requirements**

Requirements stipulated by Department of Social Services will be monitored by Council to ensure service provision adheres to Douglas Safe Places expectations and all relevant Commonwealth and state/territory legislation. The service provider will need to demonstrate or show an ability to meet the specialist service provider requirements before commencing the contract.

**Minimum Requirements**

Applicants must:

* Meet mandatory criteria
* Comply with all relevant Commonwealth and state/territory legislation
* Maintain all necessary registrations with the applicable state authority or regulator necessary to deliver the specialist services
* Have established policies and procedures relating to working with vulnerable people
* Have established policies and procedures outlining staff recruitment, training and management relating to DFV services
* Maintain Human Service Quality Framework (HSQF) certification
* Maintain a formal partnership with a specialist domestic and family violence service provider
* Maintain a formal agreement with Council

**Mandatory criteria**

All applications must meet the following mandatory criteria:

* Completion of the Expression of Interest Application Form
* Evidence of Public Liability Insurance
* Evidence of Incorporation or similar
* Evidence that the Provider is a not-for-profit organisation
* Evidence of HSQF certification

**Selection Criteria**

1. The service provider demonstrates the expertise and capacity to manage Douglas Safe Places, with consideration of experience and past success in delivering services to vulnerable people and/or victims of violent crime.
2. The service provider outlines key guiding documents that support a service that is rights based, client-centred, trauma-informed, culturally competent, has gender expertise, demonstrates expertise and understanding of domestic and family violence, and is sensitive to the needs, safety, dignity and privacy of clients.
3. The service provider can demonstrate established partnerships, collaborative arrangements and/or experience engaging in an integrated service response, with particular reference to established relationships in the Far North Queensland community and DFV service delivery environment.

**Information Requested**

Respondents are requested to demonstrate that they meet the Mandatory Criteria and provide summary level responses to the Selection Criteria in the attached Expression of Interest Application Form.

**Timelines**

|  |  |
| --- | --- |
| **Stage of work** | **Timelines** |
| Release of Expression of Interest | Thursday, 14 July 2022 |
| Closing date for EOIs | Thursday, 11 August 2022, 4.00pm |
| Notification - 1 week after EOI closes | Friday, 19 August 2022 |

**Closing Date**

EOIs are requested by Thursday, 11 August 2022 and can be emailed to [enquiries@douglas.qld.gov.au](mailto:enquiries@douglas.qld.gov.au).

**Enquiries and More Information**

A webpage has been created with further information including access to copies of relevant reports including the following:

* [Operational-Plan-2016-2017](https://douglas.qld.gov.au/download/publications__reports/Operational-Plan-2016-2017.pdf)
* [Domestic Violence Accommodation Operational Model](https://douglas.qld.gov.au/download/council_meetings/meeting_agendas/Agendas/5.5-Domestic-Violence-Supported-Accommodation-Service-Organisational-Model.pdf)
* [Domestic Violence Refuge Functional Brief](https://douglas.qld.gov.au/download/community_development/Domestic-Violence-Refuge-Functional-Brief.pdf)

For additional information, please contact Alexandra Earl, [alexandra.earl@douglas.qld.gov.au](mailto:alexandra.earl@douglas.qld.gov.au) or telephone

(07) 4099 9444.

Expression of Interest to operate **Douglas Safe Places**

This is an indicative interest of providing required services and is not an offer by the Douglas Shire Council. There will be no legally binding agreement in relation to this process unless and until the parties have executed all appropriate documentation.

**Organisation Details**

|  |  |
| --- | --- |
| Organisation Name: |  |
| Head Office Address: |  |
| Local Branch Office Address: |  |

**Nominated Contact within your organisation for this application**

|  |  |
| --- | --- |
| Name of Representative: |  |
| Position: |  |
| Contact Number: |  |
| Email address: |  |

**Conflict of Interest**

|  |  |
| --- | --- |
| Will any actual or potential conflict of interest in the performance of the Respondent’s obligations exist if the Respondent is ultimately awarded the contract, or are any such conflicts of interest likely to arise during the life of the contract? | Yes  No |
| If Yes, please provide details of any actual or potential conflict of interest and the way in which any conflict will be dealt with below:  [Click once and start typing] | |

**Mandatory Eligibility Criteria**

To be eligible for consideration for this Expression of Interest, applicants must fit the following mandatory criteria:

**Incorporated**

The applicant must be incorporated pursuant to the Associations Incorporation Act 1981 (Qld) or similar legislation, or otherwise incorporated for a non-profit purpose (or provide evidence supporting the current undertaking to obtain same).

|  |  |
| --- | --- |
| Full incorporated name: |  |
| Incorporation number: |  |
| ABN (if applicable): |  |

**Does your organisation currently have evidence of:**

1. Public Liability Insurance Yes  No  Attached to application
2. Business/strategic plan Yes  No  Attached to application
3. Incorporation or similar Yes  No  Attached to application
4. HSQF certification Yes  No  Attached to application

**Organisation’s purpose**

|  |
| --- |
| What is your organisation’s primary purpose? |
| [Click once and start typing] |

**Selection Criteria**

**Selection Criteria 1 – Program Management**

|  |
| --- |
| Please provide details regarding your organisations expertise and capacity to manage Douglas Safe Places, with consideration of experience and past success in delivering services to vulnerable people and/or victims of violent crime. |
| [Click once and start typing] |

**Selection Criteria 2 – Appropriate Services**

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| --- |
| Please describe how your organisation’s structure, purpose, vision and values, objectives and/or strategies for service delivery reflect a practice that is rights based, client-centred, trauma-informed, culturally competent, has gender expertise, demonstrates expertise and understanding of DFV, and is sensitive to the needs, safety, dignity and privacy of clients. |
| [Click once and start typing] |

**Selection Criteria 3 – Partnerships and Working Collaboratively**

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| --- |
| Please provide details regarding partnerships, collaborative arrangements and/or experience engaging in an integrated service response, with particular reference to established relationships in the Far North Queensland community and DFV service delivery environment. |
| [Click once and start typing] |

**Executed by the Applicant**

By signing this declaration on behalf of the Respondent, the authorised representative declares that they have full authority to execute it and have obtained any necessary consents and approvals to do so.

|  |  |
| --- | --- |
| Name: | [RESPONDENT TO INSERT NAME OF SIGNATORY] |
| Position: | [RESPONDENT TO INSERT POSITION OF SIGNATORY] |
| Signature: | [RESPONDENT TO SIGN] |
| Date: | [RESPONDENT TO INSERT DATE] |

**Additional information**

|  |
| --- |
| [Click once and start typing] |

To assist you in ensuring you have fully completed the Expression of Interest Application Form, please use the following EOI Checklist.

**EOI Checklist:**

Organisational Contact Details

Nominated Contact

Incorporated Association details

Current Public Liability certificate attached

Business/Strategic Plan attached

Incorporation or similar status attached

Human Services Quality Framework certification attached

Primary purpose of organisation

Selection Criteria 1

Selection Criteria 2

Selection Criteria 3

Additional Page 1