

Specification

TENDER DETAILS	
RFT Number	1200939/OFWP/2012
Title	Consultancy - NSW Domestic and Family Violence (DFV) Framework

SPECIFICATION DETAILS
<p>The purpose of this project is to develop a comprehensive NSW Domestic and Family Violence (DFV) Framework. The project will be overseen by the Department of Family and Community Services, Office For Women's Policy.</p> <p>The Framework will include both policy and practice elements to respond to DFV. It will incorporate a number of connected and discreet projects (see further information at Section 3).</p>

1. BUSINESS OBJECTIVES

The development of a Framework will improve the NSW response to DFV via better integration by mainstream service providers and better coordination between government and non government agencies. NSW aims to improve responses to victims (including children) of domestic and family violence and achieve a significant and sustained reduction in domestic and family violence in NSW.

The Framework will be underpinned by the following objectives:

1. Demonstrably holding perpetrators to account to change their behaviours and deter others from offending;
2. Reforming service delivery systems to deliver a coordinated response, underpinned by assertive outreach to identify those experiencing violence at the earliest possible stage;
3. Changing attitudes and perceptions that support violence in the general community through universal awareness campaigns to address the underlying causes of DFV, including innovative primary prevention campaigns targeting boys and men.

2. BACKGROUND

Family and Community Services (FACS) play a lead role in coordinating the NSW response to domestic and family violence. FACS houses the [Office for Women's Policy](#) where the Violence Prevention Coordination Unit works with other government agencies and the domestic violence sector to address the issue.

In 2010, NSW Police responded to over 126,000 incidents involving [domestic and family violence](#). Domestic and family violence is present in 50 per cent of households where children are abused, and contributes to nearly 20 per cent of homelessness. Australian studies indicate that domestic and family violence contributes to death, ill health and disability amongst women under 45 years of age more than any other single factor, including smoking or obesity. Domestic and family violence is estimated to cost the NSW economy more than \$4.5 billion annually.

Other population groups also more vulnerable include women from culturally and linguistically diverse backgrounds, refugee women, pregnant women, women with a disability, older women, and young women. Some immigrant and refugee women face particular barriers related to their circumstances, and are less likely to seek and access assistance when attempting to leave a violent relationship.

In a 2011 [Performance Audit](#), the NSW Auditor General recognised that domestic and family violence requires a coordinated response, particularly from the NSW Police Force (Police), Department of Family and Community Services (FACS), NSW Ministry of Health and the Department of Attorney General and Justice (DAGJ).

The Audit highlighted shortcomings in the current NSW DFV response. These include a history of fragmentation, lack of a consistent approach and the lack of a whole of government response.

Both Government and non-government agencies play a vital role in responding to domestic and family violence. Interaction between agencies is critical to providing timely and effective responses that increase safety and support to victims and their children. The type of service responses provided by government agencies include, legal protection afforded by Police and Local Courts, Health services within Hospitals and community health facilities, Housing including dwellings, housing assistance products (for example Start Safely) and support for families by Community Services. Government agencies (both State and Federal) provide funding for the provision of domestic and family services by non-government agencies. NSW has a number of key domestic and family violence programs, including:

1. Domestic Violence Pro-Active Support Services
2. Staying Home Leaving Violence
3. Integrated Domestic and Family Violence Services Program
4. Women's Domestic Violence Court Advocacy Program
5. Domestic Violence Intervention Court Model
6. Domestic Violence Line
7. Specialist Homeless Services (crisis accommodation)
8. Start Safely Housing Assistance

NSW Police houses nine Domestic Violence Regional Coordinators (RDVCs). The RDVCs' role includes ensuring that links between local domestic violence service responses and state-wide strategic priorities are developed and maintained, and promoting change to ensure regional criminal justice and human service responses are delivered in an integrated manner. The RDVCs maintain a strong regional focus and work alongside the NSW Police Force domestic violence police specialists. They are located in Newcastle, Coffs Harbour, Dubbo, Tamworth, Wollongong, Wagga Wagga, Surry Hills, Bankstown, and Parramatta.

Most NSW localities have an active Domestic Violence Interagency/Network where local agencies meet together to share information and resources and discuss local issues relating to domestic and family violence. The leadership and structure of these groups varies according to locality, however activities generally include events during the International 16 days of activism against violence against women and other awareness raising activities relating to the issue.

A number of varied definitions of domestic and family violence are applied across jurisdictions. Agreement on and clarity of a NSW definition of domestic and family violence will assist in this State developing a common approach to the issue. Engagement of key stakeholders in this process is critical to the success of the Framework, this may include stakeholder mapping exercises with a range of partners. Other jurisdictions where a DFV Framework applies have experienced improvements in the response to victims and children. Examples include Victoria and Tasmania. In these jurisdictions, reforms were lead by government agencies.

The results of a current Parliamentary Inquiry into DFV expected in June 2012 will also influence requirements of this project to develop a NSW Domestic and Family Violence (DFV) Framework.

3. DELIVERABLES

There are two key deliverables:

1. The development of a framework that delivers an integrated, whole of state government response to domestic and family violence, focused on primary prevention, offender accountability and the long term reduction of DFV; and
2. The implementation strategy and approach to deliver the operational change required to support the framework.

The key components required for these deliverables include:

- a robust governance structure
- effective sector consultation
- a prevention plan
- a system performance accountability framework
- clearly articulated service system roles and responsibilities
- referral pathways
- information exchange protocols
- minimum practice standards (including justice agencies)
- early identification of domestic and family violence
- risk assessment and management tools
- a strategy for implementing the operational change required to deliver the framework within agencies.

All documentation required as a result of the specification is to be provided in any version of Microsoft Word format. Additionally, ten (10) printed copies and one softcopy (Microsoft Word format) must be provided on submission.

4. DETAILED DESCRIPTION / SCOPE OF ACTIVITIES

The scope of activities relating to management of this project includes, but is not exclusive to:

- development of a comprehensive project plan with clear timeframes and deliverables
- development of a risk matrix and liaison with OFWP for the management of identified risks
- keeping abreast of current trends and developments in the field of domestic violence, both local, interstate and international
- review of existing public documents relating to the NSW experience of addressing DFV, including the pending Parliamentary Inquiry into DFV
- early engagement of government agencies in a stakeholder mapping exercise to identify roles and responsibilities of agencies in overseeing the project, as well as their engagement with OFWP and the Framework
- interaction with the comprehensive service mapping and gap analysis planned by OFWP
- development and implementation of an effective sector consultation plan

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- negotiation and close liaison with Dept. Attorney General and Justice regarding the DFV Justice Framework
 - taking an action-based approach to allow flexibility and ensure results from sector consultations help shape the development of the Framework
 - development of an implementation strategy and approach

4.1 Collaboration with other partners

Some of the key deliverables are currently being progressed by other organisations. It is a requirement of this contract that close liaison with these partners is required in order to avoid a fragmentation of the elements. This may require joint meetings as directed by the Office for Women's Policy.

4.2 Meeting and reporting arrangements

The following meetings and reporting requirements are a minimum however not exclusive to:

- initial weekly meetings with OFWP to finalise planning and commence execution phase
- attendance at weekly project management meetings
- attendance and presentation to Steering Committee meetings as required
- monthly detailed expense reporting
- ad hoc reports as required

5. PERFORMANCE MEASURES AND MONITORING

5.1 Key Performance Indicators

Key performance indicators will include as a minimum the following:

- Progress reports (visual, written and oral) are completed on time
- Submission of satisfactory draft framework documentation, sector consultation plan and implementation plan in a timely manner
- Accuracy and usability of the final submitted framework documentation, sector consultation plan and implementation plan in a timely manner
- Effective collaboration with other partners through a cooperative approach, commitment and ability to resolve issues
- Management & suitability of assigned personnel
- Effective use of resources and tools where appropriate to increase efficiency and reduce costs
- Strong customer service approach, including;
 - o Timely responses to phone calls and e-mail communication from OFWP
 - o Feedback from all stakeholders being incorporated into the various elements of the framework deliverables
 - o Attendance at, and participation in meetings with stakeholders

Additional indicators identified and proposed by the provider will be included and negotiated to form the final performance measures.

5.2 Project plan

An agreed detailed project plan to monitor progress will be the basis for ensuring the milestones are met and delivered on time. Monitoring the plan progress will be undertaken by the Office for Women's Policy

Activities within each of the elements of the Framework will form performance measures for the project.

The development of a DFV Framework will be overseen by a Steering Committee comprising representatives of the following government agencies.

- Department Attorney General and Justice
- NSW Police Force
- Department Education and Communities (Aboriginal Affairs and Education)
- Children's Commissioner
- Department of Premier and Cabinet
- Family and Community Services

The Steering Committee will:

- Participate in the procurement process, via a representative
- Approve project plans
- Make recommendations regarding progress of the Framework development on behalf of their agency
- Approve of final definition of domestic and family violence
- Ensure the project is making timely progress and providing value for money
- Provide advice on behalf of their agency.

The Steering Committee will report to the Justice and Human Services Chief Executive Officers' Forum.

The contactor will provide monthly reports and presentations to the Steering Committee and provide a structure for receiving effective feedback, advice and guidance.

5.3 Consultation Plan

A comprehensive consultation plan will secure effective engagement of a range of stakeholders including government agencies, domestic violence service providers and leaders with expertise in domestic violence. A sound methodology for engaging stakeholders including consultation strategies that enable feedback from local and regional agencies to be fed back to the Steering Committee on a regular basis is required.

Given the centrality of non-government organisations in the delivery of DFV services, engagement and consultation with them, including co-design where required, will be a critical success factor.

5.4 Timeline for framework development

The performance of the provider will be measured by satisfactory completion, within identified timeframes, of the framework development activities listed below.

Framework Development Activity	Timeframe from signing of contract	Payment %
Commencement fee on signing contract	Commencement	40%
Methodology and consultation plan	Within 3 months	20%
Practice components	Within 8 months	20%
Final framework including implementation strategy and approach	Within 12 months	20%

6. PRICING APPROACH

This contract is a lump sum fixed price contract inclusive of GST. No variation to the final negotiated price will be entered into. A proposed progressive payment schedule as detailed in 5. Performance Measures and Monitoring table is dependant on satisfactory completion of each activity within the stated timeframe.

7. CONTRACT

7.1 Duration

The anticipated completion of a draft Framework and Implementation Plan is March 2013. The draft will then be released for public comment, with a view for finalisation by June 2013.

7.2 Extension

The successful tenderer will firstly develop the NSW Domestic and Family Violence (DFV) Framework and implementation plan (Stage 1) and, the successful tenderer may also have the opportunity to implement this framework (Stage 2), following a separate contractual arrangement. The scope of this Request for Tender is for Stage 1 of the project only, with the progression of Stage 2 being dependant on subsequent funding and approved strategic direction of the Steering Committee.

8. INCENTIVES AND SPECIAL REQUIREMENTS

There are no relevant incentives or special requirements for this tender.