

Family Preservation - Families Together tender briefing

Briana Jurgeit, Director, Family
Preservation & Child Protection

18 June 2025

Acknowledgment of Country



'Family Meeting Dreaming' - Danial Kelly (Wodi wodi/Yuin Nation)

We acknowledge Aboriginal people as the First Nations Peoples of NSW and pay our respects to Elders past, present, and future.

We also acknowledge that family is the cornerstone of Aboriginal culture, spirituality and identity.

Through our work we will strive to ensure Aboriginal children and young people grow up safe and cared for in family, community and culture.

Introduction



- This is a briefing session on Family Preservation – *Families Together* open tender.
- This session will be recorded for internal audit and documentation purposes only. For attendee confidentiality and privacy reasons, this recording will not be published on our microsite or Procurement Central.
- If you do not consent to this recording, you may leave the session now.
- You may use the ‘hand raise’ function to ask questions during this session, alternatively, you may also use the chat function.
- Tender-specific questions, including those raised into today’s session, will be managed through Procurement Central to ensure all tenderers have access to the same information at all times. Service providers must be registered in Procurement Central to access this information, as this will not be communicated through the Family Preservation mailbox or microsite.
- This presentation pack will be made available on our microsite, and in Procurement Central.

We are aware of new AI tools being used by some organisations that can be integrated with Microsoft Teams and enable features such as meeting recording. Please be mindful of these features being automatically enabled. Family Preservation’s protocol is to remove AI bots from the meeting.

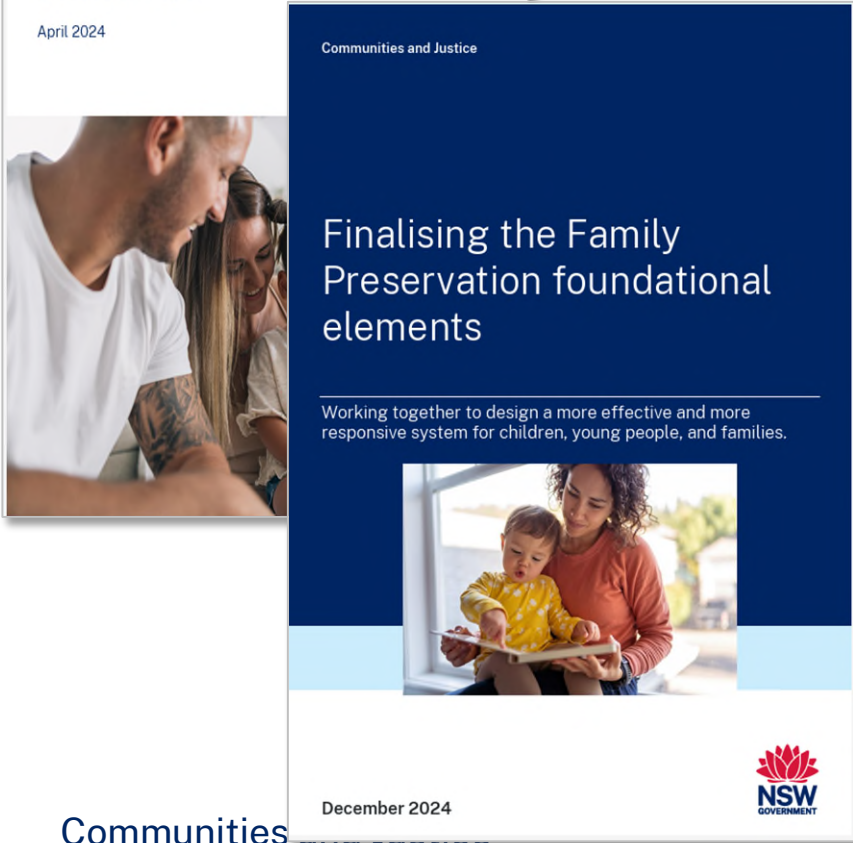
Today's Forum

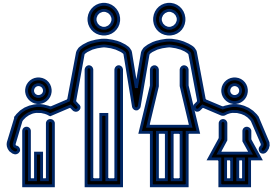
Item	Agenda
1	<i>Families Together</i> framework background and overview
2	<i>Families Together</i> obligations on providers
3	<i>Families Together</i> tender package overview
	Questions
4	Procurement Central overview
	Questions

1. *Families Together* background and overview

Briana Jurgeit

Redesigning Family Preservation

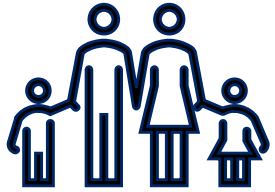




What is the objective?

Family Preservation is to **keep children safe at home with their families**, and prevent removal, placement in out-of-home care (OOHC), and future contact with the child protection system.

Family Preservation also aims to support children, young people and families to achieve wider social benefits, including better educational attainment and improved health and wellbeing indicators.



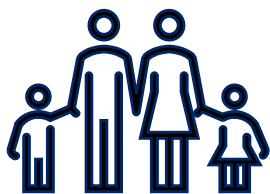
Who are the clients?

Families with a child or young person in the home who is 0- 17 who is suspected to be at, or determined to be at, **risk of significant harm (ROSH)** using the same definition of that provided by s 23 of the Children and Young Persons (Care and Protection) Act 1998 (the Care Act).

Families who are referred to the Family Preservation Program will be experiencing common risks or needs such as mental health issues, problematic drug and alcohol use, or domestic and family violence. All service providers delivering Family Preservation services will be expected, as a standard rule, to support families with these needs.

Families will access Family Preservation through the following pathways:

- 90% of referrals will be from DCJ (either triage or off an allocated case)
- 10% will be from community

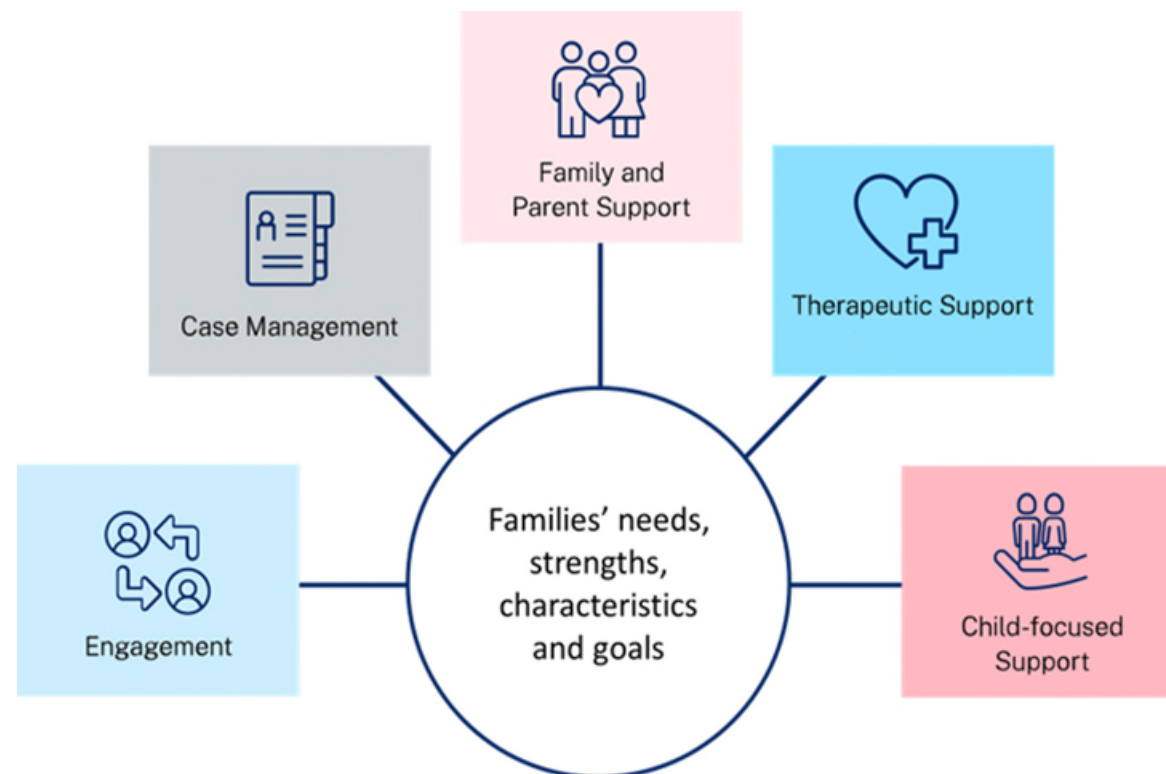


What service is provided?

Standard place: \$41,810 (incl up to \$4,883 brokerage)

CALD place: \$49,035 (incl up to \$4,883 brokerage)

- Core Components, including,
 - Required service activities, and
 - Optional service activities depending on the strengths, needs, and characteristics of the family and the professional judgment of the service provider
- 12 months average service duration
- Services between 6am and 8pm, Monday to Friday.
- May or may not have a DCJ caseworker
- Providers may access the statewide CALD service to support CALD clients.
- Aspects of service delivery may be subcontracted with permission form DCJ (more information later).



Core Component: Engagement

Required activities

- Developing an understanding of family dynamics and assessing and addressing barriers to engagement.
- Visiting the family at home.
- Undertaking ecological mapping to identify family members and support networks.
- Developing trust-based, dignity-driven and respectful relationships between the service provider and the family.
- Ensuring the family is supported by practitioners who are culturally competent.
- Supporting and facilitating family-led decision making with the family.
- Developing/adapting/identifying and delivering learning resources for the family that are culturally safe, engaging and tailored to their needs.

Optional activities

- Undertaking family finding with and for the family – identifying who the family is, who the safe people are, the network around the child.
- Undertaking cultural mapping with and for the family – detailed planning around how to connect the child & family with culture, ensuring the family finding is culturally safe, true and correct.
- Providing transport to access services.
- Providing out of hours support/24-hour access for crisis support.
- Providing mentors and/or cultural mentors.
- Meeting the family in locations and at times that meet their needs and facilitate their engagement.
- Offering the family a choice of practitioner, where possible (e.g. preference of gender, cultural background or language).
- Delivering culturally appropriate activities.

Core Component: Case Management

Required activities

- Understanding the family's strengths and needs, using strengths-based, child-centred and trauma-informed approaches, and culturally safe tools and techniques.
- Developing a case plan with the family tailored to their needs and characteristics.
- Ongoing monitoring and discussion with family members, including children, about their safety, wellbeing, and progress.
- Advocating with the family (with housing, education and health services, and within the family) and helping them to understand and action their rights.
- Working with the family to set goals and build skills to foster sustainable long-term change.
- Supporting family-led, collaborative goal-setting and decision making and actively involving the family and community members in the process of change.
- Supporting staff through individual and group supervision to debrief, assess, and share knowledge and expertise.
- Supporting staff through continuous professional development.

Optional activities

- Consulting, collaborating with and providing referrals to other agencies and services, e.g. NDIS, Centrelink, AOD, DFV, mental health, housing, financial counselling, emergency relief, skills development for employment, legal services.
- Developing a safety plan with the family.
- Developing a 'moving on' plan for after program completion (family network with skills and action plans to navigate challenges).
- Providing onward referrals to complementary and/or interdependent supports such as restoration or Targeted Earlier Intervention (TEI).
- Developing collaborative, intentional, sequenced and coordinated strategies.
- Providing responsive supports, with more or less intensity, through each phase of service delivery.
- Decreasing or increasing service intensity or staffing as required by the family.
- Cultural support and, or mentor roles to support non-Aboriginal staff working with Aboriginal families

Core Component: Family and Parent Support



Required activities

- Supporting health and safety in the home.
- Harnessing natural protections and providing modelling, coaching, training and feedback to strengthen parental capacity, communication and problem-solving skills.

Optional activities

- Providing specific supports if the family is experiencing domestic and family violence.
- Empowering parents to be involved in children's education and enhancing connection with school.
- Building and/or strengthening supportive relationships and interactions between parents/carers/extended family members and children.
- Using brokerage to reduce stress, enhance situational stability and meet immediate basic needs of the family, e.g. purchasing essential household items, covering respite and childcare-related costs.
- Helping the family put learnings into practice, e.g. through tasks and exercises for families to complete in their own time.
- Building and/or strengthening social networks, community engagement and enduring social support, e.g. by linking the family to men's groups, women's groups, cultural groups, peer support groups.
- Enhancing Aboriginal families' connection to kin, culture, community and Country
- Providing help in the home and in developing household routines with the family.
- Delivering or referring the family to evidence-based parenting programs.
- Responding to environmental disaster.
- Staff training for implementing "Safe and Together" (domestic and family violence response) model in service delivery.

Core Component: Therapeutic Support



Therapeutic Support includes various forms of supports such as counselling and structured treatment programs to help address issues and/or trauma children, parents, and families are experiencing. This core component recognises different forms of therapeutic support, including Western psychological approaches which target the individual/family, as well as Aboriginal holistic approaches which recognise the trauma inflicted by colonisation at a collective level, and seeks to improve individual and community social and emotional wellbeing.

Required activities

Note: While there are no specific required activities for this core component, the delivery of at least one activity under this core component is required.

Optional activities

- Referring or delivering family members to individual or whole-of-family therapeutic supports, e.g. mental health, trauma treatment, counselling, alcohol and other drug treatment, etc.
- Engaging family members in emotional and physical activities to support their healing and social and community participation.

Core Component: Child-Focused Support

Required activities

- Sharing information with children and young people in a way that is age-appropriate.
- Ensuring children and young people have a voice and can participate in decision-making.
- Considering the needs of the individual child or young person and sibling group.
- Implementing child safe standards / a child-centred approach across the service.

Optional activities

- Providing or referring children and young people to wraparound and early intervention supports as required, e.g. health, mental health, young substance abuse, mentoring, youth/child behaviour change, child disability, etc.
- Working with the school and family to improve children's and young people's school attendance and positive engagement with the school.
- Providing referrals for parents to pre-natal supports.
- Supporting the family to secure early childhood education and care, out-of-school hours care and Additional Child Care Subsidy.
- Identifying opportunities for children and young people to participate in social and community activities.
- Providing children and young people with learning and development supports.
- Developing children's and young people's mental resilience through physical exercise.
- Building and strengthening children's and young people's aspirations.
- Employing child specialist workers to assist children affected by trauma.

2. *Families Together* obligations on providers

Briana Jurgeit



The contracting instrument

5 Year + 3 months contract term, block funded

Contracting instrument

Agreement for
Funding of
Services

Standard Terms



DCJ Schedule



Program Specifications



Operations Manual

Specific to each model/framework

Subcontracting terms are included in the Agreement, which includes entering a joint venture, partnership or agency relationship.

Service providers cannot subcontract without prior written consent.

DCJ has discretion to approve or not approve subcontracting arrangements, or impose any conditions we consider appropriate.



Key deliverables

For tender applications:

- A draft Establishment Plan with milestones, activities, responsibilities and timeframes
- A Budget

During the contract period:

- Within 15 months, a *Families Together* program logic specific to the provider's service model, that outlines information about the service model, specific program components and activities linked to desired outcomes at client and program levels. DCJ has developed a Family Preservation program logic and will develop a *Families Together* program logic.
- By the end of the 12 month establishment period, delivering services in line with the previous slides:
 - To the quantity of families at a point in time as specified
 - To the cost specified
 - In the locality specified
 - Achieving the outcomes specified
- Throughout, engage in implementation activity
- Throughout, engage in evaluation activity



Reporting and accountability

Reporting requirement	Data to be reported
Quarterly data entry into infoShare <i>Due one month after the end of the quarter. Best practice is to collect and enter data on an ongoing basis as services are delivered.</i>	Client-level, family demographics, outcomes and service delivery (including core components, client-level service activities, brokerage, travel).
Vacancy reporting <i>Format and frequency as required by DCJ (district-based weekly/fortnightly).</i>	Current vacancies and capacity, reasons for vacancies or reduced capacity against contracted volume.
Regular (minimum quarterly) contract meetings	<ul style="list-style-type: none">• Core components, practice and system-level service activities• Implementation activities• Staffing, referrals, vacancies, utilisation, practice
Annual accountability	Declaration of achieving program and contractual obligations including governance and performance. Acquittals of program funding, managing any unspent funds.



Program implementation

DCJ support

DCJ will support the sector through a phased approach over the contract period. This will include:

- Developing operational material and supporting resources;
- Developing practice approaches in consultation with the sector;
- Establishing Communities of Practice and Working Groups to foster collaboration and drive information sharing, joint troubleshooting, and shared decision-making; and
- Supporting workforce development, including training, to support implementation of the new approach and effective service delivery for families.

Expectations on providers

Service providers will be expected to participate in the implementation of the Family Preservation Program. This may include requirements that service providers participate in sector-wide training and learning initiatives, collaborative sector-wide continuous improvement activities, and interagency working groups or Communities of Practice.

Program implementation activities will be communicated to service providers prior to contract commencement. DCJ will engage with service providers to develop continuous improvement activities throughout the contract period.

3. *Families Together* tender package overview



What's included in the tender package?



Tender Package Overview



Conditions of Tendering



Family Preservation Program Specifications - *which continue to be in draft and iterated until the new contracts with service providers start on 1 April 2026. DCJ may amend the Program Specifications through the life of the program.*



Qualification Envelope (in Procurement Central)



Technical Envelope (in Procurement Central)



Tender package attachments

Attachment	Description
Tender Package Overview	Overview document of tender package, including tender process details, package list, and contract values.
Budget Template	A template for tenderers to include annual budget. The budget should be based on the total of packages applied for.
Conditions of Tendering	To be read and reviewed by tenderers.
Program Specification	Family Preservation Program Specifications V1.1 (Draft) which set out the objectives, target groups, services to be delivered and program outcomes of the Family Preservation Program.
Families Together Package Selection Form	Form to be used by tenderers to indicate the package(s) they wish to apply for.
Conflict of Interest form	To be completed - details of any actual or perceived conflicts of interest your organisation and your employees may have associated to this tender.
Standard Agreement	Agreement for Funding of Services - standard terms. To be read and reviewed by tenderers.
Draft HSA Schedule	Agreement for Funding of Services – Schedule. To be read in conjunction with above Standard Terms. Reviewed and signed by tenderers.
Aboriginal Case Study	Case study scenarios to demonstrate how your organisation delivers culturally responsive service to families. Respondents should respond to either scenario depending on the package they are applying for.
CALD Family Case Study	



Contract value across locations

- *Appendix A* in the *Families Together* Tender Package (rfx_1285) outlines the available packages (made up of the number of places) and the corresponding service delivery locations.
- Package volumes are not negotiable. These will vary in size from 14 places to 35 places.
- Package values (price/cost) are not negotiable. The value set as the number of places by the unit cost outlined on previous slides, including where there are specified CALD places.
- Service providers may choose to tender for more than one package (via the Technical Envelope in Procurement Central) but must only select package(s) and locations that is closest to their demonstrated current capacity and/or where they can demonstrate they have the capacity to increase from their current service capacity.

For example, if you currently have capacity to provide 14 places but would like to scale up and increase to 21 places, you should apply for both packages, a 14-place package, and a 21-place package. This should also be applied for location-based scaling.



Sample from Tender Package Overview (Appendix A)

Appendix A: List of Families Together packages

Package Ref.	Annual no. of places	Contract value FY 25/26 (ex. GST)	Unit cost FY 25/26 (ex. GST) assumes 2.5% Indexation	Location (LGA)	Location (CSC)
FT01	14	\$585,340	\$41,810	Balranald, Broken Hill, Central Darling, Wentworth, Unincorporated	Broken Hill, Dareton and Wilcannia
FT02	21	\$878,010	\$41,810	City of Albury, Federation Council, Greater Hume Shire	Albury
FT03	14	\$585,340	\$41,810	Cootamundra-Gundagai Regional, Temora Shire, Hilltops, Snow Valley	Cootamundra, Tumut
FT04	25 3*	\$1,192,355	\$41,810 \$49,035*	City of Griffith, Edward River, Murray River and Murrumbidgee, Berrigan, Bland, Carrathool, Hay, Leeton, Narrandera	Deniliquin, Griffith, Leeton

* Indicates the number of package places and the unit cost within the package allocated to CALD families.

Note: All the places within packages FT33 and FT34 are for CALD families.



Eligibility to submit a tender response



- We are inviting interested Aboriginal Community Controlled Organisations (ACCOs), and non-government organisations (including Culturally and Linguistically Diverse (CALD) organisations, and Aboriginal and Torres Strait Islander organisations (other than an ACCO)) and to submit a Response to this tender via Procurement Central.
- We encourage both currently Department-funded Family Preservation service providers and interested service providers (who are not currently funded by the Department to deliver Family Preservation services) to respond to this tender.
- All legal entities with capacity to contract are eligible to participate in this tender. Please complete and submit the **Qualification Envelope** and **Technical Envelope** via Procurement Central.



ACCO tender support

AbSec have engaged Aboriginal and non-Aboriginal consultants to provide external and independent tender writing support to any ACCO tendering for Family Preservation. Support is available to all ACCOs at no cost. ACCOs do not need to be a member of AbSec to access support. ACCOs can access one of three tiers:

- **Tier 1:** Basic information and advice (comprising 4 hours of online support)
- **Tier 2:** Editorial support - coaching, editing, Q&A time, helping integrate your draft responses and the supporting documents required (comprising 8 hours of online support)
- **Tier 3:** More intensive 1:1 support - drafting some tender material including some answers and supporting documentation (comprising 13 hours of online support)

The consultants available are:

- Nama Jalu Consulting
- Lumenia
- Nyernda Yakuwa – Anita Mobourne Consulting

Please go to the [AbSec website](#) to find out how you can access this support.

NOTES: DCJ has adopted the definition of an ACCO set out in Clause 44 of the [National Agreement on Closing the Gap](#), which will be used for Family Preservation procurement. The same definition will be used for ACCOs accessing this support.



Preparing to respond to tender



The Family Preservation microsite includes up to date information on the Family Preservation redesign. Service providers should review published documents:

- ☐ Finalising the Family Preservation foundational elements paper
- ☐ Family Preservation Program Specifications
- ☐ Family Preservation Funding Approach
- ☐ Family Preservation Frequently Asked Questions (FAQs)

Ensure you are registered in Procurement Central and review all tender package documentation.

Be careful to submit a conforming Response. This means it meets the response is:

- Submitted on time
- Via Procurement Central
- All parts of the tender are answered
- All answers are in the correct format

A non-conforming response may not be considered.



Submitting a response to tender

- You must submit Responses via Procurement Central
<https://justice.bravosolution.com/web/login.html>
- Closing date and time is 3.00pm AEDT on Wednesday 6 August 2025.
- Tender submissions via email or another website, including hard copy, are not accepted.
- The Department does not administer Procurement Central. You must contact Jaggaer Customer Support for any access issues or difficulties.
- For any technical difficulties when submitting your tender, please contact Jaggaer Customer Support directly (Monday to Friday):

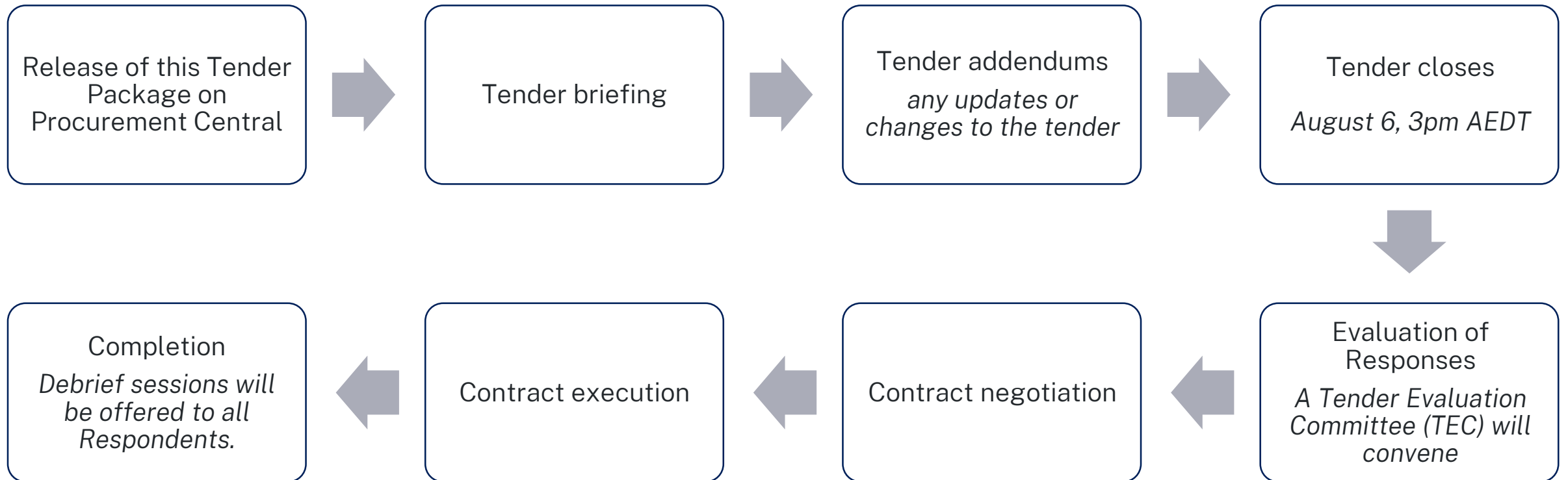
Speak to a Live Agent via Chat:

<https://jaggaer.my.site.com/suppliersupportrequestmessaging>

Phone: 02 8074 8627



Phases of tender





Evaluation of Responses

Once the tender closes, a Tender Evaluation Committee (TEC) will evaluate responses and identify the Preferred Respondent/s to be issued a contract. The evaluation process includes the following steps:

- Conformance check – review Responses and confirm they meet eligibility requirements and address all evaluation criteria in the Tender Package.
- Evaluation – assess each Response against the evaluation criteria.
- Respondent(s) may be called upon to make a presentation of their Response to the TEC. The TEC may also request the Respondent(s) to grant them access to their premises as part of the evaluation process.
- The Department may issue a Request for Clarification (RFC) to the Respondent(s). The RFC will include a timeframe and format for the response

Technical Criteria	Weighting (100%)
Capability: Governance and staff recruitment and training	20%
Demonstrated excellence in service delivery	15%
Culturally Responsive Service Delivery	15%
Using data to drive practice and continuous improvement	5%
Establishment plan	10%
Budget	10%
Information security	15%
Small to medium enterprise (SME)	10%



Questions about the tender and addendums



During the tender you can send questions to the Department by using the messaging function within Procurement Central. All questions must be logged using this method.

Questions received through other channels (e.g. Family Preservation mailbox) will not be responded to.

Review the **Family Preservation Frequently Asked Questions (FAQs)** on our microsite for previously asked questions about the redesign.

The Department may answer by publishing an addendum on Procurement Central. The last day to send a question is **Thursday 24 July 2025**.

The Department will make any updates or changes to the tender by publishing an addendum to the Tender on Procurement Central. Changes may include:

- responses to questions about the Tender; or
- updates to the Tender Package.

Updates to tender will not be published on the Family Preservation microsite, nor communicated via the Family Preservation mailing list. Service providers can only access this information via Procurement Central.

Questions?



Procurement

Information Session

Sibel Kara

Overview of Procurement

Tender Structure and Documentation

- Accessing Material
- Supporting Documentation
- Tender Structure and Submission Instructions

Tender Administrative Requirements

- Communication with Suppliers

Tender Evaluation Process and Criteria

System Support

Important Dates

Questions

Accessing Tender Document and Messages

The screenshot shows a 'Main Dashboard' with a grid of widgets. Two blue callout boxes with arrows provide instructions:

- Access the RFx:** An arrow points from this box to the '2' in the 'RFQ' row of the 'RFX OPEN TO ALL SUPPLIERS' table.
- Check for incoming Messages:** An arrow points from this box to the 'My RFIs' link in the 'QUICK LINKS' section.

Main Dashboard

RECEIVED ACTION COLLABORATIONS

No Actions to display

RFX OPEN TO ALL SUPPLIERS

	CURRENTLY OPEN	NEXT CLOSING DATE
RFI	5	24/07/2023 10:30
RFQ	2	24/07/2023 10:30

MY RFQS WITH PENDING RESPONSES

No RFQs to display

MY ACTIONS

No Action found

NEW MESSAGES (LAST 30 DAYS)

No Unread Messages

QUICK LINKS

STANDARD LINKS

- My Contracts
- Projects
- My RFIs
- My RFQs
- Organisation Profile
- My Categories
- Published Opportunities

CUSTOM LINKS

MY RUNNING SURVEYS

No Scorecards to display

MY RFIS WITH PENDING RESPONSES

No RFIs to display

RFx Structure



(A) “RFQ details” - you will see “Buyer Attachments” tab where you can find the tender documents – downloading and reading these will greatly assist in preparing a strong and informed tender response.

(B) “My Response” – Supplier’s response template

Tender Structure and Submissions

Instructions


...

Decline To Respond

Intend To Respond

The Response template consists of two (2) sections:

1. **Qualification Response** – includes mandatory and compliance criteria questions. Failure to meet Mandatory Requirements may result in the automatic exclusion.
2. **Technical Response** – includes specific questions and criteria regarding this Tender. A Tender Evaluation Committee (TEC) will score responses in the Technical Envelope, with each answer allocated a weighting.

Click the  button to start entering your answers in each section. You must answer all the mandatory questions (marked with “*”). Read carefully and follow the instructions on the guide notes (e.g. page limit) to ensure compliance to the Tender.



/ submission lodged outside of Procurement Central will NOT be considered



Communication with Suppliers

Addenda will be issued via Procurement Central Message Board (shown below)

A notice will appear on your dashboard

You will receive an email notification from justice@bravosolutions that there is a new message

Procurement Central – how to post questions

RFQ Details

Messages (Unread 0)

Create Message

Received Messages

Sent Messages

Draft Messages

Send Message

Save as Draft

Cancel

Message

Message Classification

(unclassified)

Subject

Message

Attachments

Attachments

Attachment Name	Attachment Description	Comments on Attachment
No Attachments		

Evaluation criteria

Technical Criteria	Weighting 100%
Capability: Governance and staff recruitment and training	20%
Demonstrated excellence in service delivery	15%
Culturally Responsive Service Delivery	15%
Using data to drive practice and continuous improvement	5%
Establishment plan	10%
Budget	10%
Information security	15%
Small to medium enterprise (SME)	10%

Procurement Central – Technical Assistance

NSW GOVERNMENT Communities and Justice

Login

Username

Password

[Click here to register as a supplier](#)

[I cannot access my account](#)

ENTER

Welcome to the NSW Department of Communities and Justice Procurement Central Portal

This portal provides a suite of simple and secure online procurement tools for Communities and Justice's business partners.

These tools are designed to reduce red tape and make it easier to do business with the NSW Department of Communities and Justice.

If you are an internal NSW Department of Communities and Justice employee please log in through the intranet or through the [Portal](#)

Opportunities

[Current Opportunities](#)

Helpdesk

Need help?

If you are in Australia please call:
02 8074 8627

If you are outside of Australia, please [click here](#) for overseas phone numbers

[Log a support ticket here](#)

Do not proceed if you are not an Authorised User. This application is protected by appropriate security measures. Access to and use is restricted to Authorised Users only. It is strictly forbidden to attempt to access this system using any third party's logon identity. Anyone using this system consents to

It is strongly recommended that any error message generated by the system be captured with a screenshot and sent to the helpdesk so they can quickly and efficiently resolve your issues.

Important Dates

24 July 2025

- Last day to submit clarification requests

28 July 2025

- Last day DCJ replies to clarification requests

6 August
2025

- Tender Closes

Suggestions and Tips

Complete and submit the Response Schedules

Answer the question asked, and provide the information that has been requested with validation

There is **ONE** point of contact. If you have a question, send a message via Procurement Central message board

Clarification answers which may impact on responses from other respondents will be released to all potential respondents via an addendum to the RFT

Do not rely on what you think you heard today. Send a message via Procurement Central message board if anything is unclear

The Procurement Central system does not have an automatic save function. Please save your work regularly by clicking the 'Save and continue' on the top right corner of screen to save your work as your progress, or "Save and Exit" if you wish to stop momentarily, you will be able to resume completing your Response at a later time.



Questions?