

# 2022-25 Community Services Triennial Grant Guidelines

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# 1 Introduction

The City of Boroondara ("Council") is seeking applications, as part of its Community Strengthening Grants Program, from incorporated, not-for-profit, community-based organisations to provide services for low income residents who face personal adversity and that respond to the changing needs of children, young people, families and vulnerable members of the community in Boroondara to strengthen community wellbeing and improve social capital.

The term of the Agreement is three years and is expected to commence on or about 1 July 2022.

Provider responsibilities are outlined in Attachment A of these Guidelines.

## 1.1 Purpose

The purpose of the Community Services Triennial Grant is to provide funding to not-for-profit community based organisations to deliver Information and Wellbeing Support Services for the Boroondara community. The scope of services encompasses three main areas including:

- the provision of information, advice and referral services;
- support and wellbeing services through individual, family and community support; and
- In-Home parenting support and parenting skills groups (targeting parentswith infants up to 12 months of age).

# 2 Background

At a population level, the residents in the City of Boroondara enjoy higher levels of health and wellbeing compared to those across Greater Melbourne. Despite this, there are members of the Boroondara community who face additional challenges due to financial disadvantage, living conditions, changing life circumstances or lack of social connections.

The funding will provide support for vulnerable Boroondara residents who face additional barriers in coping with different life events e.g. grief, separation and loss, or the birth of a child, for whom private providers are cost prohibitive. The services funded as part of this Grant aim to address the service gap in providing support for vulnerable individuals or families rather than to replicate those available for the whole community including building community resilience and capacity to live safely with COVID, and supporting recovery.

The funding provided under this Funding Deed is not to be used to cross-subsidise any Australian and/or Victorian State Government funded program. The service outputs provided include:

## 2.1 Information, advice and referral services

Information and advice services is provided to individuals or families seeking information and advice on a range of social issues, such as housing affordability options, financial or tax pressures, family violence; or for those needing advice on advocacy and legal services. Individuals and families who present with more complex needs will be referred to other more specialist services according to their needs.

Volunteer staff will play an important role in the provision of these services. Trained volunteer community support workers will be responsible for assisting those with information about community services, resources, facilities, and link people to the appropriate agencies and supports.

These services will be offered 52 weeks per year during normal business hours.

## 2.2 Wellbeing and Support Services

This service is for clients who have more complex needs than those requiring information, advice or referral. The complexity of clients using this service may vary, and thus the number of sessions required to ascertain an understanding of the client's needs will be adjusted accordingly. Wellbeing support is intended to act as a bridging service through the identification

of an individual's/families' needs to then provide support and referral to appropriate services. Workers delivering this service will source appropriate services and undertake referral processes to those services to maintain continuity of care.

Priority access for this service is for individuals or families experiencing financial disadvantage and/or social exclusion.

The Organisation will develop and implement strategies to build resilience as they work with individuals, families and the community, responding to and recovering from the negative impacts of COVID-19.

### **2.3 In-Home Parenting Support and Parenting Skills Groups**

This service supports parents experiencing difficulties adjusting to the challenges of parenting, and for those requiring additional support with infant attachment and sleep settling.

Council through its Maternal and Child Health (MCH) service understands that many parents of children experience significant challenges in their parenting role. These challenges may include behaviour management, bonding and attachment, boundary setting, discipline, development of routines and gaining access to both universal and specialist services. The level of intervention required may vary depending on the client needs.

Group based programs are an effective way of assisting parents to further develop their parenting capacity and establish new networks. The Parenting Skills Group will target parents with high anxiety or who are at risk of post-natal depression.

## **3 Boroondara Community Plan 2021-31**

The Boroondara Community Plan 2021-31 (the Plan) sets out the 10 year vision for the City of Boroondara based on the aspirations of our community and the priorities they told us were important. The Plan guides Council's decision making and directly informs the Council Plan 2021-25, budget processes and all of Council's strategies, policies, plans and actions including the Boroondara Community Strengthening Grants Policy.

The Plan is Council's key strategic document that outlines how we will deliver the community's aspirations and includes a commitment to enhancing the wellbeing of people who live, work, study or recreate in the municipality. Council strives to ensure equitable access to resources so that all community members have the same opportunities to achieve good health and wellbeing.

### **3.1 Strategic Objectives**

The Boroondara Community Plan is structured around seven priority themes and responds to what the community told us we should focus on over the next 10 years. The priority themes are:

- Community, Services & Facilities
- Parks & Green Spaces
- The Environment
- Neighbourhood Character & Heritage
- Moving Around
- Local Economy
- Leadership & Governance

The seven themes together provide the foundation for what residents told us makes a healthy, happy community.

Theme 1 is of particular relevance to the services specified as part of the Community Services Triennial Grant, as outlined below.

## **Community, Services & Facilities**

Strategic objective 1: Community services and facilities are high quality, inclusive and strengthen resilience.

Our strategies for how we will achieve this:

**Strategy 1.1:** Neighbourhoods and community spaces facilitate social connections and belonging by providing, maintaining and activating places for people to meet, organise activities and celebrate events.

**Strategy 1.2:** Health and wellbeing is improved through delivering, facilitating and advocating for services and programs that are accessible and affordable.

**Strategy 1.3:** Arts and culture are showcased by increasing opportunities to participate in artistic and cultural programming.

**Strategy 1.4:** Facilities and sports precincts encourage equal access through social planning, delivery, asset maintenance and renewal activities.

**Strategy 1.5:** Life-long learning is supported by delivering and working with our community and partners to meet the broad range of interests within the community.

**Strategy 1.6:** Residents and visitors feel safe in public spaces through encouraging local activity and creating and maintaining civic areas.

**Strategy 1.7:** Community resilience, safety and public health are improved by working in partnership with community and government organisations.

## **3.2 Health Priorities**

The Boroondara Community Plan outlines Council's four-year Municipal Public Health and Wellbeing Plan and identifies the following health priorities:

- **Improving mental wellbeing and social connection**  
People feel connected to others, have a sense of belonging, can cope with the usual stresses of life, and have opportunities and capacity to contribute to community life.
- **Tackling climate change and its impacts on health**  
Communities are resilient and safe through adapting to and preventing the health impacts of climate change.
- **Preventing all forms of violence**  
People feel safe, respected and live their lives free from violence.
- **Reducing harmful alcohol use**  
People are supported and encouraged to make healthy choices to reduce harmful alcohol use.
- **Increasing healthy eating**  
Nutritious food is accessible to all with healthy choices supported and encouraged.
- **Increasing active living**  
Physical activity is encouraged, supported and easily incorporated into daily life.
- **Addressing health and wellbeing inequities**  
Focus actions on the health inequities which are apparent in the wellbeing outcomes for particular population groups. Research conducted on disadvantage has identified these groups as including, but not limited to: older people living alone, sole-parent families, Aboriginal and Torres Strait Islander peoples, people with a disability, carers, young people who are disengaged from the workforce and learning, LGBTQIA+ community members, people with limited proficiency in English, people who are homeless and social housing tenants.

## **4 Funding Agreement**

### **4.1 Service Funding Agreement**

The successful Applicant will be required to sign a Funding Agreement “Agreement” with Council for the provision of Information and Wellbeing Support Services within the community.

The purpose of the Agreement is to document the terms and conditions by which Council and the approved Organisation will interact. The Agreement is informed by the Boroondara Community Plan 2021-31. It will include a quarterly and annual reporting template to be completed by the Applicant.

## **5 Operational Guidelines**

The following guidelines should be taken into consideration. The successful Applicant will:

- provide services in accordance with the Agreement to commence no later than 1 July, 2022 and continue for a period of three years
- maintain records of all service provision in strict confidence
- submit copies of its audited annual financial statements as soon as practicable after the end of the financial year but no later than 31 October
- provide quarterly and annual reporting as required by the Agreement
- maintain an up to date Risk Management Plan
- ensure compliance with all relevant Acts of Parliament, Regulations, Rules, Codes, Orders or Industry Awards and/or Agreements, By-Laws, Local Laws and other legislative requirements including obtaining all necessary licences and meeting all guidelines of State and Federal government authorities with respect to the activities being undertaken, without limitation and respect to Occupational Health and Safety
- ensure all employees, volunteers, agents and contractors engaged by the Organisation are appropriately skilled, trained and qualified to undertake their duties
- maintain appropriate levels of insurance and indemnification as prescribed in the Agreement

## **6 Applications**

### **6.1 Timetable**

Applications for the Community Services Triennial Grant will open at 9am Friday 26 November 2021 and close at 4.00pm Friday 24 December 2021.

### **6.2 Addenda**

Applicants that have registered their interest for this grant will receive a notification sent to their registered email address when any addenda are provided.

### **6.3 Contact Officer**

All enquiries regarding the Community Services Triennial Grant must be addressed to Council's Contact Officer, Wendy Smith, Social Policy Consultant, by email: [wendy.smith@boroondara.vic.gov.au](mailto:wendy.smith@boroondara.vic.gov.au)

Any enquiries regarding the Community Services Triennial Grant should be submitted to the Contact Officer at least one week prior to the grant round closing.

Enquiries received less than one (1) week prior to this date may not be answered.

Applicants are not under any circumstances to directly contact any member of the Council's staff, or Councillors without the prior approval of the Contact Officer.

## 6.4 Application

Applicants are required to complete all sections of the application form in full and upload all requested supporting documents online through SmartyGrants.

To receive the SmartyGrants link to the application form, please email Council's Contact Officer, Wendy Smith, [wendy.smith@boroondara.vic.gov.au](mailto:wendy.smith@boroondara.vic.gov.au).

If you have not already registered for an account in SmartyGrants, you will find instructions here: <https://applicanthelp.smartygrants.com.au/help-guide-for-applicants/>

### 6.4.1 Additional Terms

Each Applicant must clearly identify in its application the principal terms set out in the Community Services Triennial Grant application are acceptable or identify any amended or additional terms or conditions sought.

### 6.4.2 Non-conforming application

Council reserves the right to accept or reject any non-conforming Community Services Triennial Grant application.

Any Community Services Triennial Grant application failing to comply with any requirement specified in this application form, or which contains any qualification, condition or other indication that the Applicant is not willing to perform the Contract in strict accordance with the Community Services Triennial Grant documents, shall be considered to be non-conforming and may be rejected at the discretion of Council.

Council will not consider any requests to amend the Community Services Triennial Grant documents following submission of a Community Services Triennial Grant application. Details of amendments requested are to be stated in Section C - Compliance with Community Services Triennial Grant Required Services, and have been satisfactorily negotiated with Council prior to award.

## 6.5 Variations

Council is under no obligation to:

- provide an Applicant with a further opportunity to respond to this Community Services Triennial Grant round, or
- allow an Applicant to vary their submission, once that submission has been lodged.

## 6.6 Lodging an application

Applications for the Community Services Triennial Grant will be received electronically through SmartyGrants. Applications will open at 9 am on Friday 26 November 2021 and close at 4pm Friday 24 December 2021.

Applicants are encouraged to submit the application as early as possible to ensure that this deadline is met, as late applications will not be accepted.

Applicants are advised to allow an appropriate amount of time to upload their submission. Council will not be responsible for any network or system (gateway) constriction in the moments before the closing time for submissions. Should difficulties arise in relation to the use of SmartyGrants, please contact the Council Officer whose details are in Section 6.3.

Please note that for probity purposes, Council staff will not be able to access any submission until after the closing time.

## 7 Evaluation of Applications

### 7.1 Request for additional information

Council may require an Applicant to submit additional information concerning its submission or to personally discuss its submission during the Community Services Triennial Grant evaluation. If an Applicant fails to submit the additional information, or attend personally to discuss its submission, by the date and time stipulated by Council, its submission may not be further considered by Council.

**Applicants must be prepared to attend an interview during the week of 24-28 January 2022.**

Council may also, at its discretion, utilise information from any other sources including, but not limited to, its own experience with the Applicant, and qualitative and financial reference checks, in the performance of Community Services Triennial Grant evaluation.

### 7.2 Eligibility and Selection Criteria

Applications will be evaluated in accordance with the following eligibility criteria and weighted selection criteria, which are not necessarily listed in order of priority.

#### 7.2.1 Compliance and Eligibility Criteria

To be eligible for consideration, the Applicant must:

##### **Section A - Organisation Details and Eligibility**

- be a not-for-profit organisation, as defined by the Australian Taxation Office
- be an incorporated association, a company limited by guarantee or be prepared to become either
- demonstrate that the Applicant's core business aligns with the Boroondara Community Plan 2021-31, and can meet the needs of the wider Boroondara Community (see Section 3.1)
- be available to commence service provision no later than 1 July, 2022

##### **Section D - Insurances**

- be covered by public liability insurance (\$10 million coverage) and professional indemnity cover (\$5 million coverage) or be prepared to take out such cover

##### **Section E - Occupational Health and Safety**

- demonstrate a commitment to Occupational Health and Safety, safe working practices and Worksafe

##### **Section F - Statutory Compliance**

- demonstrate full statutory compliance including a commitment to Equal Employment Opportunity; Environmental Management; Privacy and Data collection and Child Safe Standards.

Applications that meet the compliance and eligibility criteria will then be assessed by the selection criteria identified in Section 7.2.2.

#### 7.2.2 Selection Criteria

Applicants are required to demonstrate the following:

***Capacity and relevant experience to provide required services and the ability to operate those services within the Boroondara municipality – refer to Section G of the application form***

- Provide evidence of the Organisation's experience and capacity to deliver the required services as outlined in Attachment A of the Guidelines.
- Have a strong track record in providing high quality services.



- Identify any other services available which will be provided to complement the Council funded services.
- Provide two external referees who can comment on the Organisation's capacity to deliver the required services as outlined in Attachment A of the Guidelines.

#### ***Partnerships, affiliations and referral agencies***

- Identify any professional membership affiliations the Applicant holds.
- Identify local networking and partnership groups and any referral protocols utilised by the Applicant.

#### ***Commitment to achieving a strong and engaged community***

- Provide evidence of the Organisation's understanding of the population, social and culture profile of Boroondara municipality.
- Demonstrate the ability to respond to the diversity and inclusion of the community (including cultural, linguistic, ability, age, gender and other diversity).
- Demonstrate an understanding of criteria associated with financial disadvantage or social exclusion.
- Demonstrate commitment to and experience with volunteer engagement and management.
- Demonstrate how the Organisation will engage consumers to provide feedback on service delivery.

#### ***Service Costing (Price)***

- Provide a whole of service costing.
- Provide a schedule of rates.

#### ***Finance and Governance***

- Demonstrate evidence of sound organisational governance.
- Provide evidence of sound financial management and sustainability.
- Provide evidence of risk management, marketing strategies, strategic and business plans, as well as compliance with all.
- Meet statutory and legal requirements for the provision of proposed activities.
- Demonstrate experience and capacity to attract external funding for the Organisation.
- Demonstrate the Organisation's capacity to comply with the new Child Safe Standards to be effective from 1 July 2022.
- Provide evidence of appropriate insurances.
- Provide evidence of appropriate staff qualifications.
- Provide evidence of the Organisation's COVID Safe Plan.

#### ***Other information***

- Describe any innovations or value added services that your Organisation could offer to complement the services identified in this document.
- Provide any other information deemed relevant to support your application.

### **7.3 Completion of evaluation**

On completion of Council's evaluation of applications, Council may decide to:

- negotiate an agreement by private treaty with any one or several Applicants, or
- not proceed with the Community Services Triennial Grant.

## **7.4 No Obligation**

**7.4.1** Council will not be bound to engage any Organisation or review any application that does not conform with the requirements set out in the application form and the Community Services Triennial Grant Guidelines.

**7.4.2** The Applicant acknowledges that Council:

- is not bound to accept any application submitted in response to the Community Services Triennial Grant and
- may terminate this grant process at any time.

**7.4.3** The submission of an application does not give rise to any contract governing, or in any way concerning, the Community Services Triennial Grant process, or any aspect of the Community Services Triennial Grant process. Council expressly disclaims any intention to enter into such a contract.

## **8 Funding Agreement Documentation**

Subject to Section 4, the Applicant acknowledges that, if ultimately successful, it will be required to enter into a Service Funding Agreement containing such terms and conditions (or other special conditions) as Council ordinarily requires for agreements of this nature.

## **9 Privacy and Confidentiality**

The personal information requested in this application is being collected by Council to enable the efficient evaluation of submissions and to facilitate contact between Council and Applicants during the Community Services Triennial Grant round. The personal information will be used solely by Council for that primary purpose or directly related purposes. Council may disclose portions of the information collected to referees, credit bureaus, or related organisations as required to ensure the efficient evaluation of submissions. Applicants may apply to Council for access to and/or amendment of the information. Requests for access and or correction should be made to Council's Privacy Officer.

Council and its consultants will treat all material submitted as confidential and will also require all Applicants to observe confidentiality. Applicants may be required to execute a confidentiality deed.

## **10 Statutory Requirements**

### **10.1 Local Government Act**

Any agreement with Council will be subject to Council complying with its statutory obligations prescribed by the *Local Government Act 2020*.

## **11 No fettering of Council's Powers**

Nothing in this application shall fetter or restrict the power or discretion of the Council to make or impose requirements or conditions in connection with any service provided.

## **12 Costs and Expenses**

Applicants will be responsible for all costs associated with making and submitting their submission.

## **13 Progression of the Application**

It is Council's intention to invite only the shortlisted Applicants for this grant to participate in the next stage of this process.

Council intends to proceed according to the following timeline:

- shortlist Applicants by mid-January 2022 or such other date as notified by Council to all

#### Applicants

- invite shortlisted Applicants to attend an interview during the week 24-28 January 2022
- if Council elects to negotiate privately with all or any of the shortlisted Applicants, Council proposes to appoint a successful Applicant by end March 2022 (or such other date as notified by Council to all shortlisted Respondents)
- the successful Applicant(s) will be expected to commence planning by 1 April 2022 for the commencement of services from 1 July 2022.

## 14 Canvassing

Applicants must not approach, or request any other person to approach any Councillor or member of Council's staff individually to solicit support for their application, or otherwise seek to influence the outcome of the grant process. Council may not consider the submission of any Applicant who engages in conduct prohibited under this clause.

## 15 Probity

The Applicant acknowledges that Council may appoint a probity advisor and/or auditor to oversee this Community Services Triennial Grant process and the Applicant agrees to comply with the reasonable requests of Council's probity advisor/auditor.

## 16 Disclaimer

- 16.1** This application form is intended to provide prospective Applicants with background information to this project. Whilst every care has been taken in the preparation of the information contained in the application form and Guidelines, and it is believed to be accurate, the Council gives no warranty, expressed or implied, as to the accuracy or completeness of any information contained in the application form and Guidelines or which may be provided in association with it, in writing or oral, or whether provided on or before the date of the Community Services Triennial Grant round or in future by the Council, its officers or agents in relation to this grant round or the project.
- 16.2** Neither the Council nor any of its consultants accept any responsibility to any Applicant or other third parties under the law of contract, tort or otherwise for any loss or damage which may arise from anything contained in the application form, any matter deemed to form part of the application form, the supporting information or documents referred to in this application form or any information supplied on behalf of the Council.
- 16.3** All information given to an Applicant and ultimately the successful/ preferred Applicant by the Council or its respective officers or agents will be given on an "all care and no responsibility" basis.
- 16.4** This application form and attachments are not intended to be exhaustive or to replace the need for prospective Applicants to make their own enquiries. It is incumbent on each Applicant and ultimately the successful Applicant to make its own enquiries, examinations, investigation, interpretations, deductions and conclusions and rely on its own information and verification of information provided. The information is provided on the basis that it is not binding on the council.
- 16.5** By making a Community Services Triennial Grant application, each Organisation shall, without qualifications, be deemed to have acknowledged acceptance of and shall be bound by the provisions of this clause 16.
- 16.6** The Council reserves the right not to proceed with the grant and to decline to discuss the grant further with any parties. No reimbursement of costs will be paid

to persons or organisations preparing submissions in relation to the Community Services Triennial Grant.

- 16.7** No unsuccessful Organisation will be entitled to any redress against the Council or in the event that the Council permits any amendments or additions to any submissions or enters into any agreement in relation to the project with any other person whether an organisation or not.

## **Attachment A**

### **THE FUNDED ACTIVITIES**

#### **PART A. PREAMBLE**

1. The Organisation and Council acknowledge their joint commitment to developing and supporting services that respond to the changing needs of children, young people, families and members of the community in Boroondara to strengthen the community wellbeing.
2. Council and the Organisation acknowledge the significant impact COVID has had on the community and in particular vulnerable groups, and the important role community services will play in building community resilience and capacity to live safely with COVID, and supporting recovery.
3. Council through the funding detailed in this Community Services Triennial Grant acknowledges the Organisation's role as a non-government provider of community services in Boroondara. In this context Council expects the organisation to play a leadership role in relation to:
  - a. participation in and contribution to local service networks, with a particular focus on building resilience and supporting recovery;
  - b. identifying and advising Council on current and emerging community needs;
  - c. applying a resilience and recovery lens in the development and delivery of services, including adapting and pivoting service delivery in response to changing conditions;
  - d. providing Information and Wellbeing Support Services through the provision of individual, family and community support on behalf of Council, together with a range of other services funded by other key funding bodies, including case management and integrated service delivery; and
  - e. ensuring access to Wellbeing Support Services for individuals, families and community support is prioritised for those members of the Boroondara community who are experiencing financial disadvantage, social exclusion, and/or negatively impacted by enduring COVID-19 lockdowns.
4. Council has determined that it will provide funding to the Organisation across the following key areas:
  - a. the provision of information, advice and referral services;
  - b. support and wellbeing services through individual, family and community support;
  - c. in-home parenting support; and
  - d. parenting skills group.
5. The funding provided under this Community Services Triennial Grant is not to be used to cross-subsidise any Australian and/or Victorian State Government funded-programs.
6. The Organisation through its role in the provision of information and wellbeing support services, and funding received from Council, is well placed to contribute to Council's planning for emergency response and recovery services. Council expects

the Organisation will, in response to a request made by Council and/or any of Council's emergency response partners, provide wellbeing support services to individuals/ families who are affected by an emergency event in Boroondara.

7. It is noted that due to the Funding provided by Council as part of this Community Services Triennial Grant, the Organisation is not eligible to apply for additional funding through Council's Community Strengthening Grants Program.

The following table summarises the Funded Activities detailed in subsequent sections of this schedule for which Funding is provided under this Deed.

Activities	Funding provided for	Reporting
Information, Advice and Referral	<p>Management of the volunteer program that provides the information, advice and referral service to the community 52 weeks of the year. The Organisation will need to be available during normal business hours by phone and in person. Should an emergency event occur, the Organisation must be available by phone to support those impacted.</p> <p>This is to:</p> <ul style="list-style-type: none"> <li>provide support services and programs to community members, and</li> <li>facilitate community participation opportunities for members of the community who choose to volunteer with the Organisation.</li> </ul>	Quarterly and Annually
Wellbeing Services	<p>General support for the Boroondara community</p> <p>In-home parenting support</p> <p>Parenting skills programs</p>	Quarterly and Annually

### Year one costing

	Amount
Funding payable per annum	\$
+ GST	\$
Total Amount Payable – YearOne	\$

### Years Two and Three costing

<p>Year Two and Three, base payment of Year One and subject to annual indexation of CPI as determined through Council's budgetary process</p>	<p>Consumer Price Index (CPI) ABS Catalogue 6401.0, All Groups Index Table 1 Melbourne.</p> <p>The formula used is as follows:</p> <p><b><math>P_{NEW} = P_{OLD} \times (1 + CPI/100)</math></b> where:</p> <p><math>P_{NEW}</math> = new Schedule of Rates price</p> <p><math>P_{OLD}</math> = old Schedule of Rates price</p> <p>CPI = % movement in the Consumer Price Index (CPI) ABS Catalogue 6401.0, All Groups Index Table 1 Melbourne for the previous 12 month period</p> <p>CPI base date will be July 2022</p>
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## **PART B. SERVICE DESCRIPTION AND PERFORMANCE TARGETS**

### **KEY AREA 1: INFORMATION, ADVICE AND REFERRAL**

- 1.1 This service is available to residents 52 weeks of the year, during normal business hours, and provides a central point of contact for people who require assistance in navigating the service system.
- 1.2 The Organisation will recruit and manage volunteers who will play an important role in the provision of information, advice and referral, as well as the initial screening of community members who make contact with the Organisation without identifying the need for a specific service/programs.
- 1.3 The Organisation will participate in events such as the Boroondara Volunteer Expo, Skilled Volunteer Meet and utilise the Boroondara Volunteer Resource Centre's volunteer portal to recruit volunteers.

<b>PERFORMANCE TARGETS</b>	
1	Provide information, advice and referral services from a minimum of one Organisation office located in Boroondara for 52 weeks a year. The Organisation will need to be available during normal business hours by phone and in person. Should an emergency event occur, the Organisation must be available by phone to support those impacted.
2	Achieve a minimum of 10,000 contacts per year.
3	Recruit and maintain a minimum of 30 volunteers acting as Community Support Workers who will provide a range of information support services to the Boroondara community.
4	Recruit and support a bank of volunteers and pro bono wellbeing support services staff to support a range of the organisation's programs and initiatives aimed at building the capacity of individuals and families.
5.	The Organisation's volunteer manager will attend a minimum of one Volunteer Leader Network meeting annually, and one workshop delivered by the Boroondara Volunteer Resource Centre.

### **KEY AREA 2: WELLBEING AND SUPPORT SERVICES**

- 2.1. Council has identified a need for Wellbeing and Support services for individuals and families within the Boroondara community.
- 2.2. The Organisation is expected to provide the following:
  - 2.2.1 Recruitment, training and supervision of Wellbeing Services staff, paid and unpaid pro bono staff;
  - 2.2.2 A case plan for each individual/family outlining the support to be provided in locations most conducive to engagement. This support may include providing support and referrals to other specialist services and/or community support networks
  - 2.2.3 Support for young people in the context of their family, acknowledging that there a number of international students living and/or studying within Boroondara who have significant needs;
  - 2.2.4 A clear point of referral for primary schools to an agency/s best able to meet the presenting need of child and family;

2.2.5 Culturally competent service delivery through establishing and maintaining effective linkages to other community services that are relevant to the cultural needs of individuals and families, including interpreting and translation services and other culturally specific services;

2.2.7 A transparent and robust feedback system, which enables feedback through a variety of channels, and demonstrates how feedback is used to continually improve services delivery; and

2.2.8 Participate in strategic and operational planning for individual, family and community support and related services with Council and relevant stakeholders.

<b>PERFORMANCE TARGETS</b>	
1.	Provide support through direct contact of 5 x 1 hourly sessions per individual/family to a minimum of 300 clients per annum, with allowance for an additional 30 clients if needed.  There should be an allowance for indirect contact time (for travel, note taking etc.) with some inbuilt flexibility should the individual/family require more/less contact than prescribed.
2.	Develop an agreed case plan with each client within one month of commencing with the service.
3.	Priority access (minimum 90% targets) for Wellbeing and Support Services are individuals, families or community members who are experiencing financial disadvantage, social exclusion, and/or negatively impacted by enduring COVID-19 lockdowns

### **KEY AREA 3: IN-HOME PARENTING SUPPORT**

1. Council through its Maternal and Child Health (MCH) Service identifies there is a significant need for new parents who are experiencing difficulties adjusting to parenthood and therefore require additional support.
2. Referral for this service is made through the Boroondara MCH Service through an agreed referral protocol.
3. The level of intervention required may vary from a one-off visit to a maximum of 10 x 2 hourly sessions, depending on the outcomes of the initial assessment and identified objectives of the intervention.
4. The in-home parenting support service will have the capacity to provide a variety of interventions based on the initial assessment. This may include but is not limited to:
  - a. assisting the parents bonding with their child;
  - b. establishing routines, such as sleeping and other household routines - e.g. planning family activities; and
  - c. referring to other specialist and universal services.
5. For families referred by MCH, the Organisation must provide MCH with regular service updates, as well as a summary of the outcomes of the referral and services provided at the closure of the case to the MCH Coordinator and referring MCH Centre.

### **PERFORMANCE TARGETS**



1.	<p>Provide support through direct contact of up to 10 x 2 hourly sessions per family to a minimum of 70 families annually.</p> <p>An allowance for indirect contact time (for travel, note taking etc) with some in-built flexibility should the family require more/less contact time than prescribed.</p>
2.	Develop an agreed plan for each family within 1 month of commencement of the service
3.	Priority access (minimum 90%) for In-Home Parenting Support service will be for families experiencing financial disadvantage and/or social exclusion.

#### KEY AREA 4: PARENTING SKILLS GROUP

1. Council through its own services understands that many parents experience significant challenges in their parenting role. These challenges may include understanding and managing their child's behaviour, bonding and attachment, boundary setting, discipline, development of routines, and gaining access to both universal and specialist services.

Council is aware that group based programs are an effective method of assisting parents to further develop their capacity, and they also play an important role in providing opportunities for participants to establish social connections. These programs may include a variety of approaches aimed at enhancing the capacity of families to undertake their parenting role.

2. The Parenting Skills Group will target parents with high anxiety or who are at risk of post-natal depression. It is envisaged that some groups will be co-delivered in partnership with other key stakeholders targeting the respective cohort. Each group program will be comprised of 10 x 2 hourly sessions of direct contact.

PERFORMANCE TARGETS	
1	Provide a minimum of 2 group programs over 12 months over the course of the financial year.
2	Ensure 10 parents participate in each group, dependent on demand at the time of running the group.
3	Include families with high anxiety or who are at risk of post-natal depression across the municipality.

## PART C - SERVICE DELIVERY AND QUALITY REQUIREMENTS

The Organisation will adhere to service delivery and quality standards to ensure the delivery of safe, effective, connected and person-centred services for the Boroondara community. The Organisation must comply with the following service delivery and quality requirements outlined below.

SERVICE DELIVERY AND QUALITY REQUIREMENTS	
1	All paid staff, volunteers and pro bono wellbeing services staff are subject to a Police Records Check, and hold a valid Working With Children Check.
2	All volunteers and pro bono wellbeing services staff comply with confidentiality and privacy requirements.
3	The Organisation complies with Child Safe Standards, and is implementing necessary changes to comply with the new Child Safe Standards effective from 1 July 2022.
4	The Organisation demonstrates compliance with the National Standards for Volunteers as determined by Volunteering Australia.
5	The Organisation provide the details of and implement a volunteer recruitment policy and procedure.
6	All paid and relevant pro bono staff are appropriately trained, and qualified, receive professional supervision at least once each month and that an individual staff training and development plan is in place and implemented for all staff members.
7	All paid and relevant pro bono staff have professional registration or accreditation with relevant professional governing body.
8	All volunteers and pro bono wellbeing services staff participate in an induction program, are suitably qualified to perform the duties they have been engaged for, and that all Community Support Workers undertake an accredited TAFE training program (or the equivalent).
9	All volunteers and pro bono wellbeing services staff who are engaged in service delivery and community strengthening activities, are supervised by a paid professionally trained staff member at least once per month and have access to debriefing support as required.
10	All volunteers and pro bono wellbeing services staff have are able to access training delivered by the Boroondara Volunteer Resource Centre
11	Position descriptions, policies and procedures for all paid staff members, volunteers and pro bono wellbeing services staff providing wellbeing services are clearly developed and implemented.
12	Position descriptions for all volunteer and pro bono wellbeing support services roles are updated on an annual basis, and at any other time when new roles are created.
13	All volunteers and pro bono wellbeing support service staff have an annual performance review and training plan.

14	Supporting policies and procedures for wellbeing support services are in place and reviewed ongoing to manage risk.
15	Policies and procedures are in place to ensure that wellbeing services clients have appropriate access to the records of service provided to them.
16	A clear staff grievance policy and performance management policies and procedures are in place to effectively manage issues.
17	The Organisation will establish and manage referral protocols with external stakeholders as appropriate and when required.

<b>SERVICE DELIVERY AND QUALITY REQUIREMENTS-</b>	
18	The Organisation will develop and implement strategies to increase the Organisation's capacity to respond to the demand for individual, family and community support across the City of Boroondara.
19	The Organisation will develop and implement strategies to build resilience as they work with individuals, families and the community, responding to and recovering from the negative impacts of COVID-19.
19	The Organisation will implement strategies for continuous improvement to enhance service delivery, as well as monitor and review service quality and responsiveness.
20	The Organisation will brief Council as soon as practicable after it has identified any substantive trends and observations on any of the above matters which may require immediate action.
21	The Organisation will operate and maintain a consumer feedback system and report to Council quarterly and annually on any key feedback received, including the satisfaction with funded activities.
22	The Organisation will submit reports to Council as outlined in the Community Services Triennial Grant, and in addition provide evidence of insurance coverage, compliance with relevant licencing requirements and annual reports as requested.

## PART D: Partnerships and Networks

Council recognises the benefits of building strong partnerships and participating in local and regional networks for ensuring a sustainable and high service model that can provide high quality supports and services to the Boroondara community. Networks will provide an important opportunity to share information on how organisations can work together to build resilience in terms of service delivery and community capacity, and to support recovery from COVID 19.

1. It is the expectation that senior management of the Organisation will lead, facilitate or participate in a number of local and regional professional and service networks, as well as advisory groups or committees. The Organisation will provide Council with relevant information on issues and matters discussed in these forums to Council to assist strategic planning and coordination functions. This should include learnings from working with the community recovering from the impact of COVID 19.
2. The Organisation will provide information during quarterly meetings with Council and advisory groups on local emerging community needs, service gaps, service overlap, opportunities for improved service coordination, and increasing the capacity of existing services.

PARTNERSHIPS AND NETWORKS REQUIREMENTS	
1	The Organisation must provide Council with an updated list of networks, peak bodies, and advisory committees that it is involved with on a quarterly and annual basis, including significant outcomes of these meetings.
2	Undertake a leadership role in networks, where required, and share information with Council and other Council partners requirements outlined in Part D section 2.
3	Attend scheduled meetings of the networks and advisory committees as agreed with Council.
4	Coordinate quarterly meetings of community support agencies (including the Salvation Army, Boroondara Community Outreach and other agencies providing emergency food and relief) to share information, understand demand for services from vulnerable members of the community, identify emerging issues and discuss appropriate referral pathways. Working with a resilience development model to ensure during critical times (e.g. future COVID-19 outbreaks and/or introduction of COVID-19 restrictions), coordination of community support agencies will enable rapid responses and sufficient resources to meet changing demands
5	Establish partnerships with other agencies in the region to develop referral protocols for services - e.g. with primary schools and other community organisations.
6	Establish partnerships with other agencies and referral protocols and advise Council of these partnerships and referral protocols during quarterly meetings.



## **PART E: REPORTING**

The Organisation must provide Council with reports on all services on a quarterly and annual basis, and at any time a request is made by Council to the Organisation.

### **1. Service Reporting**

A reporting template covering a range of measures for all Funded Activities will be provided to the successful applicant. The scope of reporting will focus on quantitative and qualitative to determine the impact of the Funded Activities.

Reports must be provided to Council on the fifteenth day of the month following the end of the quarter. The annual report on Funded Activities will need to be submitted no later than the 31 October.

It is also expected the Organisation will maintain a consumer feedback system. The system will encompass a variety of feedback mechanisms designed specifically for ease of use by service participants. Feedback received will assist in implementing required changes to services, administrative systems, policies, procedures or other organisation processes.

### **2. Financial Reporting**

The Organisation must submit to Council as soon as reasonably practicable after the end of the financial year, but no later than the 31 October the following:

- a. a copy of its audited annual financial statements, comprising a statement of income and expenditure, and a balance sheet for the Financial Year in which the Funding was received. If required the Organisation should establish a separate line item in its accounts for receipt and expenditure of the funding;
- b. a written report providing details of grant funding applications made by the Organisation to organisations other than Council (including other levels of government) for the provision of services to the Boroondara community.

## **PART F. ADDITIONAL REQUIREMENTS**

Council recognises that good governance is fundamental to ensuring a sustainable and high quality service model that can provide high quality supports and services to the Boroondara Community.

### **1. Governance: Quarterly and Annual Meetings**

The Organisation will meet with Council following the end of each quarter and financial year to report on Funded Activities. The aims of these meetings are as follows:

- 1.1 to discuss the quarterly/annual reports to Council provided by the Organisation; for the parties to communicate effectively and provide feedback to each other about the Funded Activities and the operation of the Deed;
- 1.2 to identify and resolve issues as they arise and to anticipate potential problems in order to minimise their incidence and severity;
- 1.3 to consider emerging community needs, service gaps, service overlap, opportunities for improved service coordination and for attracting new services and increasing the capacity of existing services; and
- 1.4 report back on activities to build resilience both on a client and network basis to assist recovery from the COVID-19 pandemic.