# Response and Certification

**Consumer Affairs Victoria (CAV) - Rental Stress Support Package 2023-24**

* Carefully read all Expression of Interest (EOI) documentation before responding, including the EOI, Conditions of Participation and this Response and Certification form.
* Complete Schedules 1 – 6. Keep answers concise and do not exceed word or page limits. There is no need to repeat the same information in different Schedules (if appropriate, cross reference to earlier answers).
* The Respondent’s chief executive officer or other authorised representative must complete the Certification after reviewing the completed Response.
* Email your Response to CAV in accordance with the Response submission requirements specified in the EOI

## Schedule 1 – Respondent Details

|  |
| --- |
| **Respondent Details** |
| Respondent organisation’s name |  |
| Trading name |  |
| ABN |  |
| Address |  |
| **Contact details for Respondent’s authorised representative** |
| Name |  |
| Position |  |
| Contact number |  |
| Email |  |
| **Respondent’s history and service delivery focus** |
| Provide a summary of the Respondent organisation’s history, mission and service delivery focus (limit to 500 words) |  |

## Schedule 2 – Proposal Details

Provide details of the Respondent’s proposal (Proposal) and how it will deliver legal assistance, financial information and advice, and /or advocacy services for Victorian renters, including the following information:

1. A summary of the Proposal including-
	1. service delivery locations including address (if available)
	2. the type of service channel/s proposed (whether face-to-face; telephone; video-conferencing web-based or a combination thereof)
	3. the type of services to be delivered (whether it involves delivery of one, all or a combination of legal assistance, financial information and advice, and advocacy services for Victorian renters)
	4. how the Proposal provides innovative service responses and will be integrated with other services or programs (if applicable)
	5. whether the Respondent proposes to deliver services on its own or within a partnership (if in partnership, only one NFP organisation may submit the application)
	6. how the Proposal will increase the availability of legal assistance, financial information and advice, and / or advocacy services for Victorian renters
	7. any target renter groups, and how the status of a renter will be determined.

(limit answer (a) to 400 words)

1. An indicative budget for the Proposal on a GST exclusive basis (i.e. showing net costs after any GST refund) and proposed contributions in the following format (cost items are indicative only):

|  |  |  |
| --- | --- | --- |
| **Cost items** | **Amount (ex GST)** | % |
| Core service salaries |  |  |  |
| Communications and marketing |  |  |
| Consumer engagement |  |  |
| Technology (i.e., telephone, internet)  |  |   |
| Travel (if relevant) |  |  |
| Printing and stationary  |  |  |
| Website and CRM maintenance (if relevant) |  |  |
| Professional fees |  |  |
| Contingency  |  |  |
| Other costs |  |  |
| **Subtotal**  |  | $ |
|  |  |  |
| **Total**  |  | $ |
|  |  |  |
| **Proposed Contributions** |  |   |
| VPF funding (*amount sought*) |  | $ | % |
| Respondent’s contribution (cash reserves) if any |  | $ | % |
| Other financial contributions (*specify by whom*) if any |  | $ | % |
| **Total**  |  | $ | 100% |

1. Have you applied for other Government (local, State or Commonwealth) funding for the Proposal? If Yes, explain which Government department or agency provides or may provide this funding and the name and purpose of the funding program/s.
2. Provide a Gantt chart detailing the major stages and timing of the Proposal, including where applicable:
	1. Project preparation (relevant documentation i.e., intake procedure documentation and service delivery data collection documentation, preparation of staff, notification to relevant stakeholders of service delivery)
	2. Project implementation (service delivery)
	3. Launch phase (review and refine service delivery as required, record service data, conduct stakeholder engagement)
	4. Evaluation (evaluation report, service delivery data and expenditure)

(Note: Projects must commence service delivery in 2024.)

1. Indicative cash flow requirements regarding funding sought from the Victorian Property Fund:

| Financial year | 2023-24 | 2024-25 | 2025-26 | Total |
| --- | --- | --- | --- | --- |
| Amount required  |  |  |  |  |

1. Describe the principal risks to the success of the Proposal and how you propose to mitigate them.

(limit answer (f) to 300 words)

**No more than 4 pages**

## Schedule 3 – Financial Capacity and Accountability Requirements

The Respondent should provide the following information:

1. Summary financial information for the past two financial years in the form of the table below. For responses submitted through a partnership detail submitting agency information.

| **Summary Financial Data**  | **Financial Year ended June 2023** | **Financial Year ended June 2022** |
| --- | --- | --- |
| Revenue/income |  |  |
| Interest paid/payable |  |  |
| Earnings before interest and tax |  |  |
| Operating profit before abnormal and tax |  |  |
| Net profit after tax |  |  |
| Total assets |  |  |
| Interest bearing debt |  |  |
| Current assets |  |  |
| Current liabilities |  |  |
| Net assets |  |  |

1. With reference to the Respondent’s governance arrangements, policies, processes or service delivery model, describe how the Respondent will ensure that monies paid under a VPF grant will be used for the approved purpose to meet the Program Objective (i.e. what are the organisation’s oversight and accountability processes and mechanisms that will ensure funds are applied for the approved purpose).

(Limit answer (b) to 400 words)

## Schedule 4 – Service delivery experience

The Respondent is required to demonstrate its previous experience in successful delivery of services or initiatives to the Victorian community, including of legal assistance, information and advice, and/or advocacy services, by providing case study details for up to three existing or completed service streams/programs. If possible, include examples of services or programs undertaken with or for government departments.

For each case study, please complete the table below, limiting your response for each to no more than 300 words.

| **Item** | **[Name of service/program 1]** |
| --- | --- |
| Description of the existing or completed service stream/program, including type of services delivered, type and number of clients supported  |  |
| Financial summary of services/program  |  |
| Timetable program summary, including commencement and completion dates (if applicable) |  |
| Describe your organisation’s role in the program or service delivery model |  |
| Outline any challenges that arose and briefly describe how they were managed |  |

## Schedule 5 – Respondent Capability and Capacity

1. Demonstrated capability and capacity in the delivery and management of services including legal assistance, information and advice, and/or advocacy services.

Describe the Respondent’s skills, capability and capacity to deliver the proposal. For example, you may wish to describe the Respondent’s:

* + internal resources
	+ management/staff skills and qualifications
	+ experience establishing and delivering programs
	+ experience working with other service delivery organisations to provide integrated services
	+ experience in the development of innovative service responses

(No more than 400 words)

1. Readiness to commence and ability to commence the Proposal within required timeframe:

Describe the Respondent’s current state of readiness to commence the Proposal in 2024. For example, how a suitable workforce will be engaged and trained? Has a program model been developed? Are any referral pathways confirmed? Are there commitments from supporting service agencies in place? Are there supporting information resources available for staff to access?

(No more than 300 words)

## Schedule 6 – Value for Money

The Respondent should provide the following information:

1. **Value for Money – extent the proposal will deliver quantitative benefits:** Describe the scale and reach of anticipated service delivery under the Proposal and include any relevant dependencies or assumptions.

(No more than 500 words)

1. **Value for Money – Qualitative Benefits:** Explain how the Proposal will deliver value for money benefits in qualitative terms, including: integration with other support services and innovative responses (e.g., maintaining safe housing for renters; how clients presenting with multiple issues will be supported; how risk of homelessness will be prevented).

(No more than 800 words)

## Certification and authority

*This Certification must be signed by the Respondent’s chief executive officer or a duly appointed officer on their behalf. The Certification should be signed* ***after*** *Schedules 1-6 are completed.*

I, the undersigned, acknowledge and certify that:

1. I am the chief executive officer of the Respondent (or a duly appointed officer on their behalf).
2. I am authorised to make this Certification on behalf of the Respondent in respect of its Response to the Expressions of Interest issued by Consumer Affairs Victoria for the Rental Stress Support Package 2023-24 (the Program).
3. I have read and understood:
	* the Expressions of Interest (EOI)
	* the Conditions of Participation, and
	* the completed Response and Certification form being submitted on behalf of the Respondent, including completed Schedules 1-6 and any additional attachments provided (the Response).
4. The information contained in the Response is true and correct.
5. I am not aware of any actual, potential or perceived conflict of interest between the interests of the State and the Respondent’s interests in the context of the Response and the Program.
6. The Respondent commits to notify Consumer Affairs Victoria in the event:
	* of any significant change that renders the information provided in the Response incorrect or incomplete, or
	* of becoming aware of any actual, potential or perceived conflict of interest between the interests of the State and the Respondent’s interests in the context of the Response and the Program.
	* The Respondent authorises Consumer Affairs Victoria to seek, and other government departments to provide, information relating to any other matter contained in this Response which CAV reasonably considers necessary to verify.

|  |  |
| --- | --- |
| Signature |  |
| Full namePlease print. |  |
| Position/TitlePlease print. |  |
| Datedd/mm/yyyy |  |