

7. Supplier's Personnel

The Supplier must, in providing the Supplies:

- (a) engage only persons who have the skills, training and expertise appropriate for the Supplies; and
- (b) comply with all reasonable requirements notified by the Territory regarding suitability and fitness of persons engaged for the provision of the Supplies.

8. Non-disclosure of Territory Information

The Supplier must:

- (a) use Territory Information held in connection with this Contract only for the purposes of fulfilling its obligations under this Contract;
- (b) not transfer Territory Information held in connection with this Contract outside the Territory, or allow any person (other than its authorised personnel) outside the Territory to have access to it, without prior written approval of the Territory;
- (c) notify the Territory immediately if the Supplier becomes aware that a disclosure of Territory Information may be required by law or any unauthorised disclosure of Territory Information has occurred; and
- (d) in respect of any Personal Information held in connection with this Contract:
 - (i) comply with the TPPs and any applicable TPP Code and must not (and procure that any subcontractor engaged by the Supplier does not) act or engage in a practice that breaches a TPP or a TPP Code; and
 - (ii) co-operate with any reasonable requests or directions of the Territory arising directly from, or in connection with, the exercise of the functions of the Information Privacy Commissioner under the Information Privacy Act.

9. Confidential Text under the Procurement Act

- 9.1 In giving effect to the principles of open and accountable government, the Territory may disclose documents and information unless it has otherwise agreed, or is otherwise required under law, to keep the information confidential.
- 9.2 Except as provided in this Contract, the Territory must not disclose confidential text specified in the Contract to any person without the prior written consent of the Supplier (which consent will not be unreasonably withheld) except to the extent that the confidential text:
 - (a) is required or authorised to be disclosed under law;
 - (b) is reasonably necessary for the enforcement of the criminal law;

- (c) is disclosed to the Territory's solicitors, auditors, insurers or advisers;
- (d) is generally available to the public;
- (e) is in the possession of the Territory without restriction in relation to disclosure before the date of receipt from the Supplier;
- (f) is disclosed by the responsible Minister in reporting to the Legislative Assembly or its committees; or
- (g) is disclosed to the ombudsman or for a purpose in relation to the protection of public revenue.

10. Indemnity

The Supplier indemnifies the Territory, its employees and agents against all liability in respect of all claims, costs and expenses in relation to all loss, damage, injury or death to persons or property caused by the Supplier, in connection with the provision of the Supplies, except to the extent that the Territory caused the relevant loss, damage or injury.

11. Termination

The Territory may terminate this Contract in part or whole, at any time by notice to the Supplier, if the Supplier:

- (a) enters, or in the Territory's absolute opinion, is likely to enter, into any form of external administration or makes any arrangement with its creditors or takes advantage of any statute for the relief of insolvent debtors;
- (b) fails to provide the Supplies within, or to meet any other, timeframes or milestones specified in this Contract; or
- (c) is otherwise in breach of a provision of this Contract, where that breach:
 - (i) if capable of being remedied, is not remedied within the period specified in a notice by the Territory, or
 - (ii) is not capable of being remedied.

12. Conduct in Territory Premises

The Supplier must, when using Territory premises or facilities, comply with all reasonable directions of the Territory.

13. Notices

Any notice or communication under this Contract will be effective if it is in writing, and delivered to the other party. A notice will be deemed to have been delivered:

- (a) if delivered by hand, on delivery;
- (b) if sent by prepaid mail, on the expiration of two business days;
- (c) if sent by facsimile, on the sender's facsimile machine recording that the facsimile has been successfully and properly transmitted to the recipient's address; or
- (d) if sent by electronic mail, on the other party's acknowledgement of receipt by any means.

14. Assignment and Subcontracting

The Supplier must not assign or subcontract any of its rights or obligations under this Contract without the prior written consent of the Territory. If the Territory gives its consent, the Territory may impose any conditions.

15. Survival

Clauses 6, 7 and 8 of this Contract survive the termination or expiration of this Contract.

16. Applicable Law

The laws of the Australian Capital Territory apply to this Contract.

17. Variation

This Contract may be varied only by the written agreement of the parties prior to the expiration of the Contract.

18. Entire Agreement

This Contract constitutes the entire agreement of the parties in relation to the provision of the Supplies and all other agreements, warranties and representations are excluded.

19. Definitions and Interpretation

“**Contract Material**” means all material created, written or otherwise brought into existence as part of, or for the purpose of providing the Supplies including all reports (whether in draft or final form), documents, information and data stored by any means.

“**Information Privacy Act**” means the *Information Privacy Act 2014* (ACT).

“**Invoice**” means an invoice that:

- (a) if GST is payable in respect of the provision of the Supplies, is a valid tax invoice for the purposes of the *A New Tax System (Goods and Services Tax) Act 1999* (Cth);
- (b) clearly sets out details of the Supplies provided and of the amount that is due for payment, is correctly calculated and is in respect of Supplies provided in accordance with this Contract;
- (c) is accompanied by any other details or reports required under this Contract; and
- (d) is rendered at the time/s specified in clause 2.2.

“**Personal Information**” is information or an opinion about an identified individual or an individual who is reasonably identifiable:

- (a) whether the information is true or not; and
- (b) whether the information or opinion is recorded in a material form or not,

but does not include personal health information (as defined in the *Health Records (Privacy and Access) Act 1997* (ACT) about the individual.

“**Reference Number**” means the relevant, purchase order number, quote number or contract number for the provision of the Supplies.

“**Supplies**” means the goods and/ or services the subject of this Contract.

“**Support Material**” means the material specified as support material in the Contract (if any).

“**Territory Information**” means the kind of information that:

- (a) is or relates to documents, submissions, consultations, policies, strategies, practices and procedures of the Territory which are by their nature confidential;
 - (b) is notified (whether in writing or not) by the Territory to the Supplier as being confidential; or
 - (c) is Personal Information,
- but does not include information that:
- (d) is or becomes public knowledge other than by breach of this Contract;
 - (e) has been independently developed or acquired by the Supplier; or
 - (f) has been notified by the Territory to the Supplier as not being confidential.

“**Territory Material**” means any material provided by the Territory to the Supplier for the purposes of this Contract including documents, equipment, information and data stored by any means.

“**TPPs**” means the Territory Privacy Principles provided for in section 13 and set out in Schedule 1 of the Information Privacy Act.

“**TPP Code**” means a code of practice about information privacy which, having regard to section 21(1) and (3) of the Information Privacy Act, binds an agency that engages the Supplier in the provision of the Supplies.

SPECIAL CONDITIONS

Option A

Not used.

Option B

The following Special Conditions apply to this Contract and will prevail to the extent of any inconsistency with any other provision of this Contract.

INSERT SPECIAL CONDITIONS

NOTE: Insert any Special Conditions required. Obtain advice if required.

A. Specified Personnel:

The Specified Personnel, as set out in Attachment A – Supplier’s Quotation, must provide the Supplies. The Supplier must provide replacement personnel acceptable to the Territory at no additional charge and at the earliest opportunity if the Specified Personnel are unable to provide any of the Supplies.

OR

The following Specified Personnel are to provide the Supplies:

Name	Position	Role

B. Hazardous substances

If the Supplies contain hazardous substances, the Supplier must provide material safety data sheets for those hazardous substances.

Notification to update the ACT Government Contracts Register

(All contracts over \$25,000 (including GST) are considered notifiable contracts under the *Government Procurement Act 2001* and must be published on the ACT Government Contracts Register within 21 days.)

You must provide both a **SIGNED** and **UNSIGNED** copy of the contract document/s to be publish on the ACT Government Contracts Register.

Type of Notification	Select Type of Notification
Procurement Type	Select Procurement Type
Contract Number	Enter Contract Number
Contract Name	Enter Contract Name
Contract Description	Enter Contract Description
Directorate or Agency	Select Directorate or Agency
Has a Panel Contract been utilised?	Yes <input type="checkbox"/> <i>Please provide details below:</i> Panel Name: Enter Panel Name Panel Number: Enter Panel Number No <input type="checkbox"/>
Tender or RFQ Number	Enter Tender Number
Procurement Type	Select Procurement Type
Procurement Methodology	Select Procurement Methodology
Reason for Exemption	Select Reason
Comments	Insert Comments
Supplier's Legal Name	Enter Supplier's Name
Supplier's ABN or ACN	Enter Supplier's ABN or ACN
Contract Amount (GST inclusive)	\$Enter Whole-of-Life Contract Value (GST inclusive)
Start Date	Click here to enter a date
Execution Date	Click here to enter a date
Expiry Date	Click here to enter a date
UNSPSC Code	Select appropriate UNSPSC code from list
Confidential Text?	Select Yes or No
Social Procurement?	Select Yes or No
Regional Small to Medium Enterprise?	Select Yes or No

Requesting Officer	
Name:	Enter your Name
Position:	Enter your Position
Directorate:	Select Directorate or Agency
Business Unit:	Enter Business Unit
Telephone number:	Enter Telephone Number

Please forward the complete form and signed and unsigned copies of the contracts to GoodsandServices@act.gov.au.

If you are unsure about anything on this form please contact the Goods and Services Procurement team on 02 6205 9797 or via email at GoodsandServices@act.gov.au.

Pond, Aleks (Health)

From: Kelly, Chris (Health)
Sent: Thursday, 15 November 2018 10:47 AM
To: [REDACTED]
Subject: Request for Quote - Hoarding Advocacy Support Services (HASS) [DLM=For-Official-Use-Only]
Attachments: Request-for-Quote-Services HASS Final.docx

As discussed by phone today, please find attached RFQ for HASS. Quote submissions are due by c.o.b 3 December 2018.

Please feel free to contact me to discuss the RFQ as required.

Kind regards

Chris

Chris Kelly | A/g Manager

Environmental Health Policy and Projects

Health Protection Service | Public Health Protection and Regulation | ACT Health

Ph: (02) 6205 1701

Mob: [REDACTED]

E: chris.kelly@act.gov.au

Goods and Services

REQUEST FOR QUOTE (Services) under \$200,000

REQUEST FOR QUOTE INFORMATION

The Territory as represented by the Select your directorate would like to invite insert supplier's name to respond to this request for quotation (RFQ).

This RFQ comprises:

- Schedule 1 – Statement of Requirement
- Schedule 2 – Supplier Quotation
- Schedule 3 – Special Conditions (if any)
- Attachment A – RFQ Definitions
- The Territory's Standard Terms and Conditions of Quotation located on the Tenders ACT website.

SCHEDULE 1 – STATEMENT OF REQUIREMENT

RFQ Title:	Hording Advocacy Support Services (HASS)	RFQ Number (if applicable)	2018 5418
Directorate:	Health	Section/Business Unit:	Environmental Health Policy and Projects (EHPP)
Date Issued:	15/11/2018	Closing Date:	03/12/2018
Referees Requested:	No	Closing Time:	15:30
Territory Contact Officer:	For all matters relating to this RFQ contact: Christopher Kelly (02) 62051701 chris.kelly@act.gov.au	Services Required to Commence by:	21/01/2019
Lodgement method:	Quotations should be lodged with Christopher Kelly A/g Manager EHPP in PDF format by the closing time and closing date specified above. Please note: due to system restrictions responses cannot exceed one file and 3MB.		
Questions	Any questions relating to this RFQ should be address to Christopher Kelly and emailed to chris.kelly@act.gov.au		

The Requirement

Item	Details
Description of Requirement:	<p>Provision of time limited, hoarding advocacy support services (HASS) to clients experiencing severe complex hoarding and squalor issues. The HASS would support and complement the existing ACT Government management of severe and complex cases of hoarding and squalor in the ACT community, currently overseen by the multi-agency Hoarding Case Management Group (HCMG).</p> <p>The key focus of the provision of targeted HASS case management is working with, and advocating for, clients to improve their particular hoarding circumstance and to provide effective liaison between the individuals, government regulators, government support services and community support services.</p>

Item	Details
	<p>The HASS would be delivered to severe and complex hoarding cases managed by the HCMG during the first half of 2019 (from January to June). As of October 2018, there were six such cases being managed by the HCMG.</p> <p>HASS would include, but not be limited to:</p> <ol style="list-style-type: none"> 1. building relationships with severe hoarding clients; 2. acting as a case manager for severe hoarding clients managed by the HCMG (in collaboration with the relevant lead government agency); 3. providing targeted counselling, social and advocacy support to clients; 4. facilitating the provision of domestic services (such as the sub-contracting of cleaners or gardeners); 5. assisting the client access and navigate existing supports, such as mental health teams and My Aged Care; and 6. providing primary day-to-day liaison between the hoarder and the regulator. <p>The provision of HASS case management would align with the ACT Government commitment to better homes, better communities and better suburbs, by seeking to improve living conditions and urban amenity for those affected by severe and complex hoarding and squalor. The provision of HASS case management would also align with the ACT Government commitment to build inclusion, equality and fairness in our community, by supporting the equal and fair treatment of those affected by hoarding and their neighbours, in the ACT Government’s response to, and management of, hoarding.</p> <p>It is anticipated that HASS would make ongoing investments in regulatory interventions more cost effective due to improved outcomes and ongoing support to minimise relapse.</p> <p>Evaluation</p> <p>The efficacy of the HASS case management model will be self-evaluated by the provider and by the HCMG. Evaluation would include the presentation of evidence that the delivery of HASS has, on balance, directly or indirectly contributed to:</p> <ul style="list-style-type: none"> • increased client amenity, wellbeing and community engagement; • decreased hoarding activity by the client (a measurable reduction in squalor, public health and public safety risks); • decreased interventions required by the regulator; and • decreased number of related complaints received from the public. <p>It is possible that longer term HASS services will be sought by the ACT Government, pending positive evaluation of this initial HASS period (see delivery information).</p>
<p>Background Information:</p>	<p>The ACT Government is called upon to address a small number of cases of severe hoarding and squalor in the ACT. Severe hoarding and squalor has profound impacts on the responsible individual, such as posing public health and safety risks. It also impacts on neighbours, including diminishing urban amenity and enjoyment of their home and property.</p> <p>Numerous ACT Government directorates have legislative levers available to engage with hoarding and domestic squalor issues. In 2015, HCMG was established to enhance the whole-of-government approach to the management of severe and complex hoarding and domestic squalor cases.</p> <p>The HCMG acknowledges that each case of severe hoarding is different and there is no single regulatory approach that will effectively resolve all cases. Severe and complex cases require the ongoing involvement of several agencies at any given time. An individual living with a severe hoarding or squalor circumstance often has competing health and social issues which require multidisciplinary interventions and a cross-sector approach to achieve optimal stability and better outcomes, including connecting with their community.</p> <p>Individuals can be unreceptive to support offered by the government, who are seen primarily in the role of regulator. Optimal resolution of complex hoarding cases may require regulatory action in conjunction with non-government support and case management. Ongoing HASS may also decrease the frequency of regulatory action. It is anticipated that HASS case management provided by a non-government organisation (NGO) would positively</p>

Item	Details
	contribute to improved partnership outcomes in the management of severe cases of hoarding and squalor in the ACT.
Delivery Information:	In developing and delivering the HASS the provider will: <ul style="list-style-type: none"> • Be cognisant of relevant ACT legislation. • Maintain regular communication with the nominated contact officer on HASS case management progress and key milestones. • Report to the HCMG regularly and attend HCMG meetings as indicated. • Provide a written report to the HCMG at the end of HASS period (by 30 July 2019). The report will include a description of the HASS provided and the operational challenges faced. The report should also address the evaluation dot points described in the Description of Requirement section above and include operational recommendations for future provision of HASS for HCMG consideration.
Standards and Best Practice:	The ACT Government's regulatory services portfolio are informed by legislation and the development and implementation of strategic and operational plans. HCMG activities involve legislation and statutory arrangements relevant to the management of severe and complex hoarding and squalor in the ACT. These include: <ul style="list-style-type: none"> • <i>Planning and Development Act 2007 (ACT)</i> • <i>Building Act 2004 (ACT)</i> • <i>Work Health and Safety Act 2011 (ACT)</i> • <i>Public Health Act 1997 (ACT)</i> • <i>Mental Health Act 2015 (ACT)</i> • <i>ACT Emergencies Act 2004 (ACT)</i> • <i>Waste Management and Resource Recovery Act 2016 (ACT)</i> • <i>Litter Act 2004 (ACT)</i> • <i>Public Trustee and Guardian Act 1985 (ACT)</i> • <i>Human Rights Act 2004 (ACT)</i> • <i>Housing Assistance Act 2007 (ACT)</i> • <i>Residential Tenancies Act 1997 (ACT)</i>

SCHEDULE 2 – QUOTATION

Respondent's Details

Full legal name:	Insert your full legal or company name.
Registered office or postal address:	Insert your registered office address or postal address.
ACN/ARBN (if applicable):	Insert your ACN or ARBN if applicable.
ABN (if applicable):	Insert your ABN if applicable.

Contact Officer

For all matters relating to this RFQ, including any notices, the Respondent's contact officer will be:

Name or position title:	Insert the name or position title of the contact officer.
Work:	Insert the work contact number for the contact officer.
Mobile:	Insert a contact mobile number if applicable.
Email:	Insert an email address for the contact officer.

IMPORTANT: The ACT Government has implemented the Canberra Region Local Industry Participation Policy (LIPP) to ensure competitive local businesses are given every opportunity to compete to bid for government contracts. Please indicate if your business is an SME or a local business to assist the purchasing officer fulfil their requirements. Definitions are available in Attachment A. This is not part of the Assessment Criteria.

Is your business a Small to Medium Enterprise?	Choose an item.
Is your business a local business; i.e. located in the Canberra Region?	Choose an item.

This Request for Quotation will be assessed against the following Assessment Criteria.

1. Evidence that the provider can deliver effective Hoarding Advocacy Support Services (HASS) case management within the specified timeframe.
2. Evidence that all the nominated personnel are available to undertake the requirements of the RFQ.
3. The capability of the provider to fulfil the requirement including: technical and management competence, financial viability and relevant experience; the relevant skills, experience and availability of key personnel; quality assurance requirements; and the risks or constraints associated with your offer.
4. Evidence that the provider is capable of undertaking effective evaluation of HASS.
5. Evidence that the proposed program offers value for money.

Evaluation of your quote will be based on value for money (e.g. capacity, capability and budget/costs). When completing this RFQ ensure your response covers these areas.

Insert your description of how you will meet the Territory's requirements as set out in Schedule 1. Include details of products/services and your capacity to deliver against the requirements.

Prices for Services

Make sure you include the following for each service requirement:

- Task
- Milestone deliverable (if applicable)
- Milestone delivery date (if applicable)
- Payment schedule excluding GST
- Payment schedule GST component
- Payment schedule including GST

Also include the total costs broken down into:

- Total GST Exclusive
- Total GST
- Total GST inclusive

Insurance Details

The Supplier must effect and maintain, for the Term, all insurances required to be effected by it by law and the following insurances:

- Public liability insurance in the amount of \$10 million in the aggregate
- Product liability insurance in the amount of \$10 million in the aggregate
- Professional indemnity insurance in the amount of \$10 million in the aggregate

If required by the Territory, the Supplier must provide evidence of the above insurance.

Specified Personnel (delete if not applicable)

Note: Rate's must be in Australian dollars, and include any duty payable.

Make sure you include the following information for each specified personnel:

- Name
- Position or Role
- Rate excluding GST
- Rate including GST
- Anticipated time
- Total of person
- Current level of security clearance

Also include the total costs for all personnel broken down into:

- Total GST Exclusive
- Total GST
- Total GST inclusive

Subcontractors (delete if not applicable)

Make sure you include the following information for each subcontractor:

- Legal name and ABN/ACN
- Scope of work to be subcontracted and technical specifications
- Fees and associated expenses excluding GST
- Fees and associated expenses including GST

Referees (delete if not applicable)

If referees have been requested in Schedule 1 make sure you provide the following information for each referee:

- Name
- Position/Company
- Phone Number
- Email Address

SCHEDULE 3 – SPECIAL CONDITIONS OF QUOTATION

i For many requirements it will not be necessary to specify any special conditions. However, some directorates have developed a range of special conditions (e.g. directorate specific security requirements).

Insert any additional information here if applicable.

RESPONDENT DECLARATION

i I/We quote to provide the Supplies described in the RFQ at the GST inclusive prices specified in the Quotation.

I/We undertake to provide evidence of insurance policies if selected as the preferred Respondent prior to entering into a contract with the Territory.

I/We declare I/We have sighted and agree to the Territory's Standard Terms and Conditions of Quotation (located on the Tenders ACT website), and any Special Conditions of RFQ at Schedule 3.

I/We declare that all information required by the General Conditions of RFQ has been included in our Quotation.

Prior to signing ensure you have the legal authority to be a signatory for this quote.

NB: physical signatures are not required for this document. Complete the information and return electronically to the email address provided in Schedule 1.

Signatory's Full Printed Name:	Insert your full name.	Signatory's Title/Position:	Insert your position or title.
Signatory's Phone Number:	Insert your phone number, including area code.	Signatory's email address:	Insert your email address.
Date:	Click here to enter a date.		

ATTACHMENT A - DEFINITIONS

The following definitions apply to this RFQ:

Assessment Criteria	the criteria by which a quotation will be evaluated, set out in Schedule 2 – Quotation.
Quotation	means a quotation lodged by a respondent in response to an RFQ.
Respondent	means the legal entity that submits a quotation.
Supplies	means the goods, services or goods and services specified in Schedule 1 of this RFQ, and includes all incidental goods and services that are reasonably necessary to allow the Territory to use and understand the supplies to their full benefit.
Territory	when used in a geographical sense, means the Australia Capital Territory, when used in any other sense, the body politic established under the <i>Australian Capital Territory (Self-Government) Act 1988</i> (Cth).
Small to Medium Enterprise (SME)	means a business that has fewer than 200 full time employees or equivalent (FTEs). This is different to ACT Government's old definition of a Regional SME, which was a combination of an SME and a business located in the Canberra Region.
Local Business	means a business located within the Canberra Region is a business that is registered or has an office in the ACT or a set of surrounding NSW Shire Councils including; Bega Valley, Eurobodalla, Goulburn Mulwaree, Hilltops, Queanbeyan-Palerang, Snowy Monaro, Upper Lachlan, Yass Valley, (refer to CBRJO).

Pond, Aleks (Health)

From: Kelly, Chris (Health)
Sent: Thursday, 15 November 2018 10:47 AM
To: [REDACTED]
Subject: Request for Quote - Hoarding Advocacy Support Services (HASS) [DLM=For-Official-Use-Only]
Attachments: Request-for-Quote-Services HASS Final.docx

As discussed by phone today, please find attached RFQ for HASS. Quote submissions are due by c.o.b 3 December 2018.

Please feel free to contact me to discuss the RFQ as required.

Kind regards

Chris
Chris Kelly | A/g Manager
Environmental Health Policy and Projects
Health Protection Service | Public Health Protection and Regulation | ACT Health
Ph: (02) 6205 1701
Mob: [REDACTED]
E: chris.kelly@act.gov.au

Pond, Aleks (Health)

From: Kelly, Chris (Health)
Sent: Thursday, 15 November 2018 10:46 AM
To: [REDACTED]
Subject: Request for Quote - Hoarding Advocacy Support Services (HASS) [DLM=For-Official-Use-Only]
Attachments: Request-for-Quote-Services HASS Final.docx

As discussed by phone today, please find attached RFQ for HASS. Quote submissions are due by c.o.b 3 December 2018.

Please feel free to contact me to discuss the RFQ as required.

Kind regards

Chris
Chris Kelly | A/g Manager
Environmental Health Policy and Projects
Health Protection Service | Public Health Protection and Regulation | ACT Health
Ph: (02) 6205 1701
Mob [REDACTED]
E: chris.kelly@act.gov.au

Pond, Aleks (Health)

From: Kelly, Chris (Health)
Sent: Friday, 16 November 2018 2:29 PM
To: ED-HPS-Support; Stefanovic, Vojkan (Health)
Subject: RE: RETURNED FOR FURTHER ACTION - min18/1477 - [REDACTED]
 [DLM=For-Official-Use-Only]
Attachments: Advisory Brief for Minister for Health and Wellbeing - Insanitary Conditions and WCS - November 2018 2.docx

Hi Bec,

Please find new advisory note cleared by Vojkan.

I have left the Min number intact as I assume this relates to the original ministerial in September and left the GCB # blank for it to be added in Trim.

I hope this helps an apologies for being 20 minutes late.

Regards

Chris

-----Original Message-----

From: ED-HPS-Support
Sent: Thursday, 15 November 2018 12:39 PM
To: Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>
Cc: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>; Duffy, Adam (Health) <Adam.Duffy@act.gov.au>; Barr, Conrad (Health) <Conrad.Barr@act.gov.au>
Subject: FW: RETURNED FOR FURTHER ACTION - min18/1477 - [REDACTED] [DLM=For-Official-Use-Only]
Importance: High

Hi Vojkan

Another Advisory Note is requested.

Could I please have by 2pm Friday 16 Nov (PLEASE LET ME KNOW IF THIS IS NOT POSSIBLE SO I CAN PUSH BACK - if that's the case, tell me WHEN you can have it to me by)

Ministers comment " \$941K is significant funding - is it solely for hoarding ? And if so , please explain difference between \$941K and \$250K "

Thank you – Bec 😊

Rebecca Moroney | Personal Assistant to Director Health Protection Service | Public Health, Protection and Regulation | ACT Health PH 6205 4402 | FAX 6205 1705
 25 Mulley Street, HOLDER ACT 2611 | Locked Bag 5005, Weston Creek, ACT, 2611 E ED-HPS-Support@act.gov.au W health.act.gov.au

-----Original Message-----

From: Owen, Kimberly (Health)
Sent: Thursday, 15 November 2018 11:51 AM
To: ED-HPS-Support <ED-HPS-support@act.gov.au>
Cc: Pearce, Claire (Health) <Claire.Pearce@act.gov.au>
Subject: FW: RETURNED FOR FURTHER ACTION - min18/1477 - [REDACTED] [DLM=For-Official-Use-Only]
Importance: High

Hi Bec

RFA from the Minister see comment on advisory note.

Due back to OCHO by COB Friday 16 November 2018. (Tomorrow)

Regards

Kimberly

-----Original Message-----

From: DDGHSPR
Sent: Thursday, 15 November 2018 11:44 AM
To: Pearce, Claire (Health) <Claire.Pearce@act.gov.au>; Owen, Kimberly (Health) <Kimberly.Owen@act.gov.au>
Subject: FW: RETURNED FOR FURTHER ACTION - min18/1477 - [REDACTED] [DLM=For-Official-Use-Only]
Importance: High

Hi there,

Advisory Note requested addressing the Minister's comment for your action please.

Due to MAGS 21/11/2018

Due to DDG 19/11/2018

Thanks,
Diego

-----Original Message-----

From: Felding, Jasna (Health) On Behalf Of Health Ministerial Liaison Officer
Sent: Thursday, 15 November 2018 11:02
To: DDGHSPR <DDGHSPR@act.gov.au>
Cc: Webster, Elizabeth (Health) <Elizabeth.Webster@act.gov.au>
Subject: RETURNED FOR FURTHER ACTION - min18/1477 - [REDACTED] [DLM=For-Official-Use-Only]
Importance: High

Hi

The above ministerial has been returned from the Minister's Office for further action - please see attached.

Please provide a further Advisory Note addressing the Minister's comment.

Due to MAGS on 21/11/18 (at 2.25pm).

Cheers

Jasna Felding | Ministerial Liaison Officer, Ministerial and Government Services | ACT Health Directorate | ACT Government Level 5, 6 Bowes St ACT 2606 | GPO Box 825 Canberra ACT 2601
Ph: (02) 6205 0844 | Email: jasna.felding@act.gov.au Work Days: Monday - Thursday

Care ??Excellence ??Collaboration ??Integrity

-----< HPE Content Manager record Information >-----

Record Number:COR18/25242

Title:RFA - Signed Advisory note - [REDACTED]

ADVISORY NOTE

Minister for Health and Wellbeing

<p>TRIM Ref: MIN18/1477 GCB18/</p>	<p>Insanitary Condition at [REDACTED] Options for a whole-of-government approach to manage all types of hoarding in the ACT.</p>
<p>Critical Date</p>	<p>Not applicable</p>
<p>Interim Director-General</p>	<p>Michael De'Ath /...../.....</p>

Minister’s question/s:

On 5 November the Minister asked if funding figures provided (GCB18/567) for the Woden Community Service (WCS) were solely for hoarding (services), and if so, to please explain the difference between the ACT Health funding currently provided to WCS and the additional \$250,000 forecast as required for dedicated NGO hoarding services.

ACT Health’s response:

Woden Community Service (WCS)

WCS participated on the Hoarding Case Management Group (HCMG) from the group’s inception in 2015. The WCS initially participated as part of their existing role in providing Supportive Tenancy Services (STS) to the community. STS is funded with support of various sources including the Federal Government and the ACT Government, Community Services Directorate (CSD). STS are provided by WCS to assist people whose tenancy is at risk or who are facing barriers in establishing a private tenancy. The WCS provided limited case management support to hoarding cases managed by the HCMG. However, in February 2018 the WCS formally advised they would withdraw from the HCMG as they considered their ongoing participation was unsustainable.

Current ACT Health Funding of WCS

ACT Health has a two current Service Funding Agreements (SFA) with the WCS, both administered by the Policy, Partnerships and Programs Division. The SFA’s include:

1. A Community Assistance and Support Program (CASP), with total funding in 2018-2019 \$248,659.00 GST exclusive; and
2. Adult Step Up / Step Down Intensive Transitional Outreach Support (SUSD), with total funding in 2018-2019 of \$941,536.00 GST exclusive.

The CASP provides a range of basic, low intensity home and community based services for people aged under 65 who have a condition that affects their ability to carry out activities of daily living.

UNCLASSIFIED

The SUSD provides short term (three months) intensive outreach for people aged 18-64 suffering sub-acute mental illness and is a partnership program with Mental Health, Justice Health, Alcohol and Drug Clinical Services. The program also offers users after hour's case management.

While individual severe hoarding cases may seek out (or be offered) services from the STS, CASP or SUSD programs, the WCS is not currently funded by any agency for the dedicated management of hoarding cases.

Hoarding Advocacy Support Services – Ongoing Funding

The ACT Health Directorate has secured internal funding for NGO Hoarding Advocacy Support Service (HASS) until the end of the 2018-2019 financial year to support the management of severe hoarding and squalor cases in the ACT. A procurement process for HASS is currently underway.

The continuation of this funding is dependent on success of a budget bid for 2019/2020 which will seek ongoing funding for this purpose. The HPS has developed a budget bid on behalf of the HCMG to ensure ongoing NGO support services and a Whole of Government approach to hoarding.

Noted / Please Discuss

.....

**Meegan Fitzharris MLA
Minister for Health and Wellbeing**

.../.../....

Signatory Name:	Dr Paul Kelly Chief Health Officer, Public Health, Protection and Regulation	Phone:	6205 0883
Action Officer:	Conrad Barr, Director, Health Protection Service	Phone:	6205 1722

Pond, Aleks (Health)

From: Kelly, Chris (Health)
Sent: Monday, 19 November 2018 3:58 PM
To: Chris Redmond
Subject: Re: Request for Quote

Hi Chris,

I'm out of the office today. I tried to call your number just now but no answer.

200k is the ceiling amount for the RFQ form, (e.g up to 200k use this form) it is not the amount available for this project. The amount available is not disclosed. Bidders need to quote their best price. Quotes are then evaluated by a panel based on the evaluation criteria described in the RFQ.

The 1st page describes the proposed time line. Services to be delivered Jan-June 2019 (5 months) then review and possible new procurement process for HASS pending successful evaluation and securing ongoing funding for the project.

I should be back in the office tomorrow. Happy to call you then to discuss / clarify as required.

Regards

Chris

On 19 Nov 2018, at 11:42 am, Chris Redmond <[REDACTED]> wrote:

Hi Chris

I have a quick question about the Request for Quote for the Hoarding advocacy service. It doesn't specify a time period – is the \$200,000 for a one year or more? If it's \$200,000 for one year with a review of service delivery towards the end of the year to determine if the service should continue?

Regards

Chris

Chris Redmond

Chief Executive Officer

Woden Community Service | 26 Corinna St | Woden ACT 2606

P: (02) [REDACTED] | M: [REDACTED] | W: wcs.org.au

<image001.png>

Woden Community Service acknowledges the Ngunnawal people as the traditional owners of this land and their continuing connection to land and community. We also acknowledge Aboriginal and Torres Strait Islander peoples who have come from other nations to live on Ngunnawal land. We pay our respects to their cultures, ancestors and elders past, present and future.



ACT
Government

To: Australian Capital Territory

(represented by the Health Directorate Attention: Project Manager Chris Kelly)

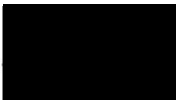
CONFIDENTIALITY AND CONFLICT OF INTEREST UNDERTAKING

1. This undertaking is made by Adam Duffy of Health Protection Service, ACT Health
print section/agency/directorate
1. I am a "public employee" of the Australian Capital Territory (**Territory**).
2. I am involved in meetings, consultations, the Request for Quotation process and/or other activities (**Activities**) associated with the Hoarding Advocacy Support Service (**Project**) that the Territory is conducting.
3. I acknowledge that by virtue of my involvement in the Activities (both present and future), I will be party to a range of discussions and have access to a range of material and information concerning the Project (**Information**). This includes, but is not limited to, electronic copies of Information stored on any device from which images, sounds, messages or writing can be produced or reproduced (such as a USB flash drive) ("Device").
4. I undertake that:
 - (a) I will maintain strict confidentiality regarding the Information, including any extract, report, examination, analysis or assessment of the Information;
 - (b) I will maintain security of all Information in my possession and I will not remove any Information from any premises where the Information is located;
 - (c) I will maintain security of all Devices in my possession containing Information on the Project, and return any Devices to a Procurement and Capital Works Officer upon completion of the Project; and
 - (d) I will not, without the prior written approval of either Conrad Barr, Director HPS or the Director General of the Health Directorate, make a copy of, or disclose the Project Information or any summary, analysis or assessment of the Information, or give or allow access to Devices containing Project Information to any person other than to duly authorised persons involved in the Project.
5. I understand that a list of Organisations which have lodged a submission in response to the Request for Quotation relating to the Project or

Organisations associated with them (**Organisations**), is attached to this Undertaking and/or will be notified to me on a date following my execution of this Undertaking.

6. I acknowledge that during the normal course of my duties as an employee of the Territory, I may come into contact with one or more of the Organisations, and persons associated with or acting for them.
7. Except as notified in writing by me to Conrad Barr, Director HPS or the Director General, I warrant to the Territory that, to the extent to which any Organisations' names are known to me as at the date of this Undertaking, no conflict of interest exists or is likely to arise during the course of my involvement with the Project, including by virtue of any of the following circumstances:
- (a) during the past 12 months neither I nor any member of my immediate family has:
 - (i) been an officer of, or employed by, or engaged to provide services to, or received any payment from, any Organisation; or
 - (ii) received any gifts or benefits from any Organisation.
 - (b) neither I, nor any member of my immediate family:
 - (i) has, or has had, any ownership interest in any Organisation; or
 - (ii) is a debtor or creditor of any Organisation.
8. If any circumstance which I have set out above changes, including in respect of any Organisations notified to me after my execution of this Undertaking, I will immediately notify the project manager or the Director General of the Health Directorate and I will comply with any direction in relation to those circumstances.
9. I understand that my disclosure under **clauses 7 or 8** may result in a direction to me that I no longer participate in the Activities or the Project, or that I restrict my participation according to any direction by Chris Kelly or the Director General of the Health Directorate. I will comply with any such direction.

Dated: 19 November 2018

Signature 

Action Memo

Memo To <i>Conrad Bar</i>	File on /
From <i>Chris Kelly</i>	Refer Folio

Tick Appropriate Box

- For Action
- For Information
- For Comments
- For Approval
- Approval Please
- For Signature
- Prepare Reply
- Prepare Draft Reply
- Reply
- Discuss
- Note and Retain
- Please Speak/Phone
- Circulate and Consolidate Reply

Further Comments

*Please find attach
Talking points as
discussed re-
HASS procurement
Chris*

URGENT

	<i>23/11</i>	
<i>Signature</i>	<i>Date</i>	<i>Tel Extn</i>

Ed Brown 27/4/19

MEDIA DOT POINTS

SUBJECT: Procurement of Hoarding Advocacy Support Services (HASS)

ISSUE: ACT Health is currently undertaking a procurement process seeking quotes from non-government organisations for the provision of time limited, hoarding advocacy support services (HASS) to clients experiencing severe complex hoarding and squalor issues.

It is proposed that the HASS would be delivered to a limited number of severe and complex hoarding cases managed during the first half of 2019 (from January to June).

- Severe hoarding and squalor has profound impacts on the responsible individual, such as posing public health and safety risks. It also impacts on neighbours, including diminishing urban amenity and enjoyment of their home and property.
- The ACT Government is called upon to address a small number of cases of severe hoarding and squalor in the ACT through the Hoarding Case Management Group (HCMG).
- The HCMG was formed in 2015 and comprises representatives from government and non-government agencies that have a range of legislative functions, services and resources to manage cases involving hoarding-like behaviour.
- The management of these cases is complex as it often occurs on private property and involves multiple parties and agencies.
- Regulation can be effective in the short to medium term for managing acute issues such as insanitary or hazardous conditions, however clean-up efforts can often be negated by a subsequent relapse of hoarding behaviour.
- It is envisaged that non-government provision of HASS would both support and complement the existing management of severe and complex cases of hoarding and squalor in the ACT community.
- ACT Health is currently undertaking a procurement process for the implementation of a trial of HASS case management. ACT Health is seeking quotes from suitably placed non-government agencies on behalf of the HCMG.
- Members of the HCMG who have client based functions including Mental Health, Justice Health and Alcohol and Drug Services, the Community Services Directorate, and the Human Rights Commission were consulted on the development of the RFQ and asked to nominate suitable NGOs to provide quotes.
- The HASS RFQ is not related to the current ACT Government Public Housing Renewal Program replacing multiunit public housing complexes across the ACT. The vast majority of severe hoarding cases managed by the HCMG occur on privately owned residences.
- Additionally, the summer months can often see an exacerbation of hoarding conditions and associated decrease in amenity of neighbours. It is anticipated that the implementation of HASS during the 2019 summer may somewhat negate this adverse seasonal occurrence.
- The ACT Government remains committed to better homes, better communities and better suburbs by seeking to improve the living conditions and urban amenity for those affected by severe and complex hoarding and squalor.

Mad's are able to engage with hoarders and provide support

in a way that government agencies who do not have regulatory roles cannot. Being non-government they are able to fund their own support of better

- The HASS procurement process is seeking to establish effective community partnerships between the individuals, government regulators, government support services and community support services to tackle a complex social issue.
-

Dr Kerryn Coleman,
A/g Chief Health Officer,
Public Health Protection and Regulation
6205 0883

behaviour checker

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Dr Kerryn Coleman,
A/g Chief Health Officer,
Public Health Protection and Regulation
6205 0883

Clean

27/11/18
* 1 edit

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It is proposed that the HASS would be delivered to a limited number of severe and complex hoarding cases managed during the first half of 2019 (from January to June).

- Hoarding is a complex social issue which has many potential causes. ✓
- People who hoard items of little value to the point where their homes become a health and/or safety risk may suffer from a range of problems. These can include the effects of psychiatric illness, physical disorders, trauma or dementia.
- Hoarding can have a significant impact on individuals who display this behaviour through social isolation and withdrawal. They may fear eviction or suffer health problems associated with their living conditions.
- Severe hoarding also has the potential to impact the quality of life of people living near affected premises through the accumulation of sometimes unsightly or unsanitary material. *
- Where a person's hoarding behaviour has become problematic, we try to manage it. It is important to balance the interests of all stakeholders people effectively effected in a and compassionate way in managing a person whose hoarding behaviour has become problematic. Regulation can be effective in the short to medium term for managing acute issues such as insanitary or hazardous conditions, however clean-up efforts can often be negated by a subsequent relapse of hoarding behaviour. ✓ *in RFR*
- The ACT Government manages a small number of cases of severe hoarding and squalor in the ACT (six cases at present) through the Hoarding Case Management Group (HCMG).
- The HCMG was formed in 2015 and comprises representatives from government and non-government agencies that have a range of legislative functions, services and resources to manage cases involving hoarding-like behaviour.
- As the summer months can often see an exacerbation of hoarding conditions, ACT Health is currently in the process of establishing a Hoarding Advocacy Support Services (HASS) trial. ✓
- The HASS trial will be provided by a non-government organisation (NGO) who will use a case management approach to engage with individuals and help to connect them with the levels of support they need. These support services may include mental health and aged care support and facilitating the provision of domestic services (i.e. cleaners, gardeners). ✓
- It is envisaged that an -NGO provision of HASS would both support and complement the existing management of severe and complex cases of hoarding and squalor in the ACT community that is facilitated through the HCMG. ✓
- NGOs are often able to engage with individuals and provide levels of support in a way that government agencies operating in a regulatory environment cannot.
- ACT Health is currently procuring for the trial, which is expected to commence in January 2019. As part of this, ACT Health is currently undertaking a procurement process for the implementation

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- *If asked, if the HASS trial is related to the Public Housing Renewal Program:*
- ~~Members of the HCMG who have client based functions relevant to forming a multidisciplinary Government team to manage the complexities of hoarding were consulted on the development of the RFQ and asked to nominate suitable NGOs to provide quotes.~~
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If asked, how many hoarding cases are public housing:

- ~~The ACT Government manages a small number of cases (six cases at present) of severe hoarding and squalor in the ACT, with the vast majority of these being privately owned residences.~~
- ~~To protect the privacy of public housing tenants, we are not able to disclose this.~~
- ~~The ACT Government has well established property management processes in place with public housing tenants.~~
- ~~The ACT Government remains committed to better homes, better communities and better suburbs by seeking to improve the living conditions and urban amenity for those affected by severe and complex hoarding and squalor.~~
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Dr Kerryn Coleman,
A/g Chief Health Officer,
Public Health Protection and Regulation
6205 0883

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Media release

26 November 2018

Hoarding Advocacy Support Services

ACT A/g Chief Health Officer Dr Kerry Coleman has

“,” Dr Coleman said.

“

For more information about

Statement ends

Media contact/s:

Health media M 0403 344 080 E healthmedia @act.gov.au

ACT Government | ACT Health



GPO Box 158, Canberra ACT 2601



0403 344 080



www.health.act.gov.au

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Dr Kerryn Coleman,
A/g Chief Health Officer,
Public Health Protection and Regulation
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Dr Kerryn Coleman,
A/g Chief Health Officer,
Public Health Protection and Regulation
6205 0883

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Pond, Aleks (Health)

From: Kelly, Chris (Health)
Sent: Monday, 26 November 2018 2:09 PM
To: Pulli, Tracey (Health)
Cc: Barr, Conrad (Health); Stefanovic, Vojkan (Health)
Subject: CT enquiry HASS [DLM=For-Official-Use-Only]
Attachments: [REDACTED] (16 seconds) Voice Mail.mp3; Request-for-Quote-Services HASS Final.docx

Hi Tracey,

As discussed, please find attached voicemail from [REDACTED] Canberra Times [REDACTED] and the RFQ in question.

Background

- The RFQ was is seeking quotes for the NGO provision of time limited, hoarding advocacy support services (HASS) to clients experiencing severe complex hoarding and squalor issues. The HASS would support and complement the existing ACT Government management of severe and complex cases of hoarding and squalor in the ACT community, currently overseen by the multi-agency Hoarding Case Management Group (HCMG). The HCMG is chaired by HPS and has representation across government.
- The HCMG acknowledges that each case of severe hoarding is different and there is no single regulatory approach that will effectively resolve all cases.
- Severe and complex cases require the ongoing involvement of several agencies at any given time. An individual living with a severe hoarding or squalor circumstance often has competing health and social issues which require multidisciplinary interventions and a cross-sector approach to achieve optimal stability and better outcomes, including connecting with their community.
- Individuals can be unreceptive to support offered by the government, who are seen primarily in the role of regulator. Optimal resolution of complex hoarding cases may require regulatory action in conjunction with non-government support and case management. Ongoing HASS may also decrease the frequency of regulatory action.

The RFQ was provided by email (with DLM=For-Official-Use-Only) on 15 November to:

- Woden Community Services (WCS)
- [REDACTED]
- [REDACTED]

I have had subsequent correspondence with reps from WCS and [REDACTED] Both appeared keen to provide a quote. The RFQ closes on 3 December 2018

Additional Background WCS

- WCS participated on HCMG from the group's inception in 2015. The WCS initially participated as part of their existing role in providing Supportive Tenancy Services (STS) to the community. STS are provided by WCS to assist people whose tenancy is at risk or who are facing barriers in establishing a private tenancy. The WCS provided limited case management support to hoarding cases managed by the HCMG. However, in February 2018 the WCS formally advised they would withdraw from the HCMG as they considered their ongoing participation was unsustainable.

Please advise if you require any additional information.

Regards

Chris

Chris Kelly | A/g Manager

Environmental Health Policy and Projects

Health Protection Service | Public Health Protection and Regulation | ACT Health

Ph: (02) 51249059

Mob: [REDACTED]

E: chris.kelly@act.gov.au

From: Microsoft Outlook On Behalf Of [REDACTED]

Sent: Monday, 26 November 2018 1:01 PM

To: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>

Subject: Voice Mail from [REDACTED] (16 seconds)

You received a voice mail from [REDACTED]

Caller-Id: [REDACTED]

Pond, Aleks (Health)

From: Kelly, Chris (Health)
Sent: Tuesday, 27 November 2018 1:18 PM
To: Pulli, Tracey (Health)
Cc: Pengilley, Andrew (Health); Barr, Conrad (Health)
Subject: FW: CT enquiry HASS [DLM=For-Official-Use-Only]

Hi Tracey,

Andrew is currently editing one dot point. The TPs should be cleared and provided to you in 5 minutes. Apologies I can't subvert this process.

Chris

From: Kelly, Chris (Health)
Sent: Tuesday, 27 November 2018 11:53 AM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Cc: Barr, Conrad (Health) <Conrad.Barr@act.gov.au>; Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>
Subject: Re: CT enquiry HASS [DLM=For-Official-Use-Only]

Hi Tracey,

TPs are with A/g CHO for clearance.

Chris

On 27 Nov 2018, at 11:16 am, Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au> wrote:

Hi all

Can I follow up on the TPs? I need to start working on this one as the journalist has chased up with me.

Cheers
 Tracey

From: Kelly, Chris (Health)
Sent: Monday, 26 November 2018 6:24 PM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Cc: Barr, Conrad (Health) <Conrad.Barr@act.gov.au>; Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>
Subject: RE: CT enquiry HASS [DLM=For-Official-Use-Only]

Hi Tracy,

I have drafted TPs as discussed. It took a little longer than I anticipated due to competing priorities.

Should be cleared early tomorrow.

Regards

Chris

Chris Kelly | A/g Manager
Environmental Health Policy and Projects
Health Protection Service | Public Health Protection and Regulation | ACT Health
Ph: (02) 51249059
Mob: [REDACTED]
E: chris.kelly@act.gov.au

Pond, Aleks (Health)

From: ED-HPS-Support
Sent: Tuesday, 27 November 2018 11:56 AM
To: Owen, Kimberly (Health)
Cc: McNeill, Laura (Health); Kelly, Chris (Health)
Subject: PRIORITY - FW: HASS Procurement Talking Points [DLM=For-Official-Use-Only]
Attachments: Media Talking Points - HASS.doc

Importance: High

Hi Kimberly / Laura

Media talking points for Kerryns priority approval please , then to go to Tracey Pulli who is chasing them 😊
 They have been cleared by Conrad.

Thank you – Bec 😊

Rebecca Moroney | Personal Assistant to Director
Health Protection Service | Public Health, Protection and Regulation | ACT Health
 PH 6205 4402 | FAX 6205 1705
 25 Mulley Street, HOLDER ACT 2611 | Locked Bag 5005, Weston Creek, ACT, 2611
 E ED-HPS-Support@act.gov.au W health.act.gov.au

From: Kelly, Chris (Health)
Sent: Tuesday, 27 November 2018 11:08 AM
To: ED-HPS-Support <ED-HPS-support@act.gov.au>
Cc: Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>
Subject: HASS Procurement Talking Points [DLM=For-Official-Use-Only]

Hi Bec,

I have included Conrad's requested edit highlighted in yellow in the attached word document.

Note: when cleared by Kerryn it needs to go to Tracey Pulli asap.

Regards

Chris
Chris Kelly | A/g Manager
Environmental Health Policy and Projects
Health Protection Service | Public Health Protection and Regulation | ACT Health
 Ph: (02) 51249059
 Mob: [REDACTED]
 E: chris.kelly@act.gov.au

MEDIA DOT POINTS

SUBJECT: Procurement of Hoarding Advocacy Support Services (HASS)

ISSUE: ACT Health is currently undertaking a procurement process seeking quotes from non-government organisations (NGOs) for the provision of time limited, hoarding advocacy support services (HASS) to clients experiencing severe complex hoarding and squalor issues.

It is proposed that the HASS would be delivered to a limited number of severe and complex hoarding cases managed during the first half of 2019 (from January to June).

-
- Severe hoarding and squalor has profound impacts on the responsible individual, such as posing public health and safety risks. It also impacts on neighbours, including diminishing urban amenity and enjoyment of their home and property.
 - The ACT Government is called upon to address a small number of cases of severe hoarding and squalor in the ACT through the Hoarding Case Management Group (HCMG).
 - The HCMG was formed in 2015 and comprises representatives from government and non-government agencies that have a range of legislative functions, services and resources to manage cases involving hoarding-like behaviour.
 - The management of these cases is complex as it often occurs on private property and involves multiple parties and agencies.
 - Regulation can be effective in the short to medium term for managing acute issues such as insanitary or hazardous conditions, however clean-up efforts can often be negated by a subsequent relapse of hoarding behaviour.
 - It is envisaged that NGO provision of HASS would both support and complement the existing management of severe and complex cases of hoarding and squalor in the ACT community.
 - NGOs are often able to engage with individuals and provide levels of support in a way that government agencies operating in a regulatory environment cannot.
 - ACT Health is currently undertaking a procurement process for the implementation of a trial of HASS case management. ACT Health is seeking quotes from suitably placed NGOs on behalf of the HCMG.
 - Members of the HCMG who have client based functions including Mental Health, Justice Health and Alcohol and Drug Services, the Community Services Directorate, and the Human Rights Commission were consulted on the development of the RFQ and asked to nominate suitable NGOs to provide quotes.
 - The HASS RFQ is not related to the current ACT Government Public Housing Renewal Program replacing multiunit public housing complexes across the ACT. The vast majority of severe hoarding cases managed by the HCMG occur on privately owned residences.
 - Additionally, the summer months can often see an exacerbation of hoarding conditions and associated decrease in amenity of neighbours. It is anticipated that the implementation of HASS during the 2019 summer may somewhat negate this adverse seasonal occurrence.
 - The ACT Government remains committed to better homes, better communities and better suburbs by seeking to improve the living conditions and urban amenity for those affected by severe and complex hoarding and squalor.

- The HASS procurement process is seeking to establish effective community partnerships between the individuals, government regulators, government support services and community support services to tackle a complex social issue.
-

Dr Kerryn Coleman,
A/g Chief Health Officer,
Public Health Protection and Regulation
6205 0883

Pond, Aleks (Health)

From: Coleman, Kerryn (Health)
Sent: Tuesday, 27 November 2018 1:06 PM
To: Pengilley, Andrew (Health); Kelly, Chris (Health)
Cc: Barr, Conrad (Health)
Subject: FW: Revised talking points [SEC=UNCLASSIFIED]
Attachments: Media Talking Points - HASS.doc

As discussed with Conrad, thanks all – just a quick refresh of a dot point about the membership of the CMWH – Andrew to call Chris please

K

From: Pengilley, Andrew (Health)
Sent: Tuesday, 27 November 2018 12:43 PM
To: Coleman, Kerryn (Health) <Kerryn.Coleman@act.gov.au>
Subject: Revised talking points

Hello,

Wording adapted from,

<https://www.cityofsydney.nsw.gov.au/live/report-local-issues/squalor-and-hoarding>

Regards,
Andrew

MEDIA DOT POINTS

SUBJECT: Procurement of Hoarding Advocacy Support Services (HASS)

ISSUE: ACT Health is currently undertaking a procurement process seeking quotes from non-government organisations (NGOs) for the provision of time limited, hoarding advocacy support services (HASS) to clients experiencing severe complex hoarding and squalor issues.

It is proposed that the HASS would be delivered to a limited number of severe and complex hoarding cases managed during the first half of 2019 (from January to June).

-
- Hoarding is a complex social issue which has many potential causes. People who hoard items of little value to the point where their homes become a health and/or safety risk many suffer from a range of problems. These can include the effects of psychiatric illness, physical disorders, trauma or dementia.
 - Hoarding can have a significant impact on individuals who display this behaviour through social isolation and withdrawal. They may fear eviction or suffer health problems associated with their living conditions.
 - Severe hoarding also has the potential to impact the quality of life of people living near affected premises through the accumulation of sometimes unsightly or unsanitary material.
 - It is important to balance the interests of all stakeholders effectively and compassionately in managing a person whose hoarding behaviour has become problematic. Regulation can be effective in the short to medium term for managing acute issues such as insanitary or hazardous conditions, however clean-up efforts can often be negated by a subsequent relapse of hoarding behaviour.
 - ~~Severe hoarding and squalor has profound impacts on the responsible individual, such as posing public health and safety risks. It also impacts on neighbours, including diminishing urban amenity and enjoyment of their home and property.~~
 - ~~The ACT Government is called upon to address~~manages a small number of cases of severe hoarding and squalor in the ACT through the Hoarding Case Management Group (HCMG).
 - The HCMG was formed in 2015 and comprises representatives from government and non-government agencies that have a range of legislative functions, services and resources to manage cases involving hoarding-like behaviour.
 - ~~The management of these cases is complex as it often occurs on private property and involves multiple parties and agencies.~~
 - ~~Regulation can be effective in the short to medium term for managing acute issues such as insanitary or hazardous conditions, however clean up efforts can often be negated by a subsequent relapse of hoarding behaviour.~~
 - It is envisaged that NGO provision of HASS would both support and complement the existing management of severe and complex cases of hoarding and squalor in the ACT community.
 - NGOs are often able to engage with individuals and provide levels of support in a way that government agencies operating in a regulatory environment cannot.
 - ACT Health is currently undertaking a procurement process for the implementation of a trial of HASS case management. ACT Health is seeking quotes from suitably placed NGOs on behalf of the HCMG.

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- Members of the HCMG who have client based functions including Mental Health, Justice Health and Alcohol and Drug Services, the Community Services Directorate, and the Human Rights Commission were consulted on the development of the RFQ and asked to nominate suitable NGOs to provide quotes.
- The HASS RFQ is not related to the current ACT Government Public Housing Renewal Program replacing multiunit public housing complexes across the ACT. The vast majority of severe hoarding cases managed by the HCMG occur on privately owned residences.
- Additionally, the summer months can often see an exacerbation of hoarding conditions and associated decrease in amenity of neighbours. It is anticipated that the implementation of HASS during the 2019 summer may somewhat ~~negate~~ minimise this adverse seasonal occurrence.
- The ACT Government remains committed to better homes, better communities and better suburbs by seeking to improve the living conditions and urban amenity for those affected by severe and complex hoarding and squalor.
-
- The HASS procurement process is seeking to establish effective community partnerships between the individuals, government regulators, government support services and community support services to tackle a complex social issue.

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Dr Kerryn Coleman,
A/g Chief Health Officer,
Public Health Protection and Regulation
6205 0883

Pond, Aleks (Health)

From: Pulli, Tracey (Health)
Sent: Tuesday, 27 November 2018 3:45 PM
To: Kelly, Chris (Health); McNeill, Laura (Health)
Cc: SupportHPS; Stefanovic, Vojkan (Health)
Subject: RE: MEDIA ENQUIRY :: Public Housing Renewal Program relocation [SEC=UNCLASSIFIED]

Many thanks Chris and Vojkan! 😊

From: Kelly, Chris (Health)
Sent: Tuesday, 27 November 2018 3:43 PM
To: McNeill, Laura (Health) <Laura.McNeill@act.gov.au>
Cc: ED-HPS-Support <ED-HPS-support@act.gov.au>; Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Subject: FW: MEDIA ENQUIRY :: Public Housing Renewal Program relocation [SEC=UNCLASSIFIED]

Importance: High

Hi Laura,

Vojkan and I have reviewed. Conrad is currently in a meeting and asked we forward on to you so as not to delay the process.

We have one suggested edit in track change format as attached. Happy with the remainder of Tracey's edits.

Regards

Chris

Chris Kelly | A/g Manager

Environmental Health Policy and Projects

Health Protection Service | Public Health Protection and Regulation | ACT Health

Ph: (02) 51249059

Mob: [REDACTED]

E: chris.kelly@act.gov.au

From: Pulli, Tracey (Health)
Sent: Tuesday, 27 November 2018 3:20 PM
To: McNeill, Laura (Health) <Laura.McNeill@act.gov.au>; Kelly, Chris (Health) <Chris.Kelly@act.gov.au>
Cc: DDGHSPR <DDGHSPR@act.gov.au>; Webster, Elizabeth (Health) <Elizabeth.Webster@act.gov.au>; Barr, Conrad (Health) <Conrad.Barr@act.gov.au>
Subject: FW: MEDIA ENQUIRY :: Public Housing Renewal Program relocation [SEC=UNCLASSIFIED]

Importance: High

Hi Laura and Chris

Please see email below we have received from CSD with a media enquiry around Hoarding.

A Canberra Times journalist contacted HPS and left a voicemail with Chris Kelly on the Hoarding Advocacy Support Services we are currently procuring. I subsequently spoke to the journalist to get some further information. It looks like the journalist called WCS about their budget submission (which recommended a program) and they sent through the tender docs to the journalist.

In speaking with the journalist, he was asking whether there was a connection between ACT Health procuring Hoarding Advocacy Support Services and the ACT Government Public Housing Renewal Program. I have verbally told the journalist that this is not the case. I have also advised CSD of the conversation.

Please see below the statement I have drafted to go back to the journalist with from ACT Health about the trial. As see attached the media dot points which I have edited and added to (in track), to support follow-up media on this issue. Also, can I please confirm who will be a spokesperson for this issue?

Response due back to the journalist by 4.30pm ideally. Once cleared, I will provide to MO for review and to CSD for their information.

Attributable to an ACT Health spokesperson:

- Hoarding is a complex social issue which has many potential causes.

- People who hoard items to the point where their homes can become a health and safety risk may suffer from a range of issues. These can include the effects of psychiatric illness, physical disorders, trauma or dementia.
- Hoarding can have a significant impact on individuals who display this behaviour through social isolation and withdrawal. Severe hoarding also has the potential to impact the quality of life of people living near affected premises through the accumulation of sometimes unsightly or unsanitary material.
- The ACT Government manages a small number of cases of severe hoarding and squalor in the ACT (six cases at present). We do this through a cross government Hoarding Case Management Group, which has been in place since 2015.
- As the summer months can often see an exacerbation of hoarding conditions, ACT Health is currently in the process of establishing a Hoarding Advocacy Support Services (HASS) trial. The trial is not related to other Government programs like the Public Housing Renewal Program, with the vast majority of severe hoarding cases occurring on privately owned residences.
- The HASS trial will be provided by a non-government organisation who will use a case management approach to engage with individuals and help to connect them with the levels of support they need. These support services may include mental health and aged care support and facilitating the provision of domestic services (i.e. cleaners, gardeners).
- ACT Health is currently procuring for the trial, which is expected to commence in January 2019.

ENDS

Cheers
Tracey

From: Lyon, Anna On Behalf Of CSD Media
Sent: Tuesday, 27 November 2018 1:01:09 PM (UTC+10:00) Canberra, Melbourne, Sydney
To: Health Media
Cc: CSD Media
Subject: FW: MEDIA ENQUIRY :: Public Housing Renewal Program relocation [SEC=UNCLASSIFIED]

Hi there,

Please below questions come in from [REDACTED] at the Canberra Times. We will respond to question one, I understand question 2 may be for Health.

I spoke to [REDACTED] who said the story is about the ACT Government funding a mental health response service for those living with hoarding.

[REDACTED]
 Thanks
 Anna

Anna Lyon | Senior Media and Communications Officer (Mon-Thurs)

T: 02 6205 0619 | F: 02 6205 0279

Media and Communications | Community Services Directorate | **ACT Government**

Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | www.communityservices.act.gov.au



@CSD_ACT



Community Services Directorate

From: CSD Housing ACT ESU

Sent: Tuesday, 27 November 2018 12:53 PM

To: CSD Media <CSD.Media@act.gov.au>

Cc: Petroni, Kylie-Ann <Kylie-Ann.Petroni@act.gov.au>; CSD Housing ACT ESU <CSDHousingACTESU@act.gov.au>;

Lianos, Tracey <Tracey.Lianos@act.gov.au>

Subject: RE: MEDIA ENQUIRY :: Public Housing Renewal Program relocation [SEC=UNCLASSIFIED]

Importance: High

Hi Anna

Thanks for the phone call about this, appreciate the heads up. I have had a discussion with the line area who can provide input for the relocation numbers. However can you please redirect the hoarding question to ACT Health for response.

Thanks
 Kim

From: Lyon, Anna **On Behalf Of** CSD Media
Sent: Tuesday, 27 November 2018 12:49 PM
To: CSD Housing ACT ESU <CSDHousingACTESU@act.gov.au>
Cc: CSD Media <CSD.Media@act.gov.au>; Petroni, Kylie-Ann <Kylie-Ann.Petroni@act.gov.au>
Subject: RE: MEDIA ENQUIRY :: Public Housing Renewal Program relocation [SEC=UNCLASSIFIED]
Importance: High

Hi there,

See below. Came into EPSDD, but is one for us. Noting the deadline, we will need this information back by 3pm. Spoke to the journo who said the story was about the ACT Government funding a mental health response service for those living with hoarding.

Many thanks

Anna

Anna Lyon | Senior Media and Communications Officer (Mon-Thurs)

T: 02 6205 0619 | F: 02 6205 0279

Media and Communications | Community Services Directorate | **ACT Government**

Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | www.communityservices.act.gov.au



@CSD_ACT



Community Services Directorate

From: Needham, Nicole
Sent: Tuesday, 27 November 2018 12:22 PM
To: Petroni, Kylie-Ann <Kylie-Ann.Petroni@act.gov.au>
Cc: CSD Media <CSD.Media@act.gov.au>
Subject: MEDIA ENQUIRY :: Public Housing Renewal Program relocation
Importance: High

Hi Kylie-Ann,

We have received a media enquiry from Canberra Times [REDACTED] asking how many people have been 'relocated' as part of the public housing renewal program since inception.

The journalist has also asked about any hoarding cases that have been identified during the program.

Could you please help us respond to this? Unfortunately the deadline is 4pm today.

If you have any questions, please feel free to give me a call!

Cheers, Nic (78174)

MEDIA DOT POINTS

SUBJECT: Procurement of Hoarding Advocacy Support Services (HASS)

ISSUE: ACT Health is currently undertaking a procurement process seeking quotes from non-government organisations (NGOs) for the provision of time limited, hoarding advocacy support services (HASS) to clients experiencing severe complex hoarding and squalor issues.

It is proposed that the HASS would be delivered to a limited number of severe and complex hoarding cases managed during the first half of 2019 (from January to June).

-
- Hoarding is a complex social issue which has many potential causes.
 - People who hoard items of little value to the point where their homes become a health and/or safety risk may suffer from a range of problems. These can include the effects of psychiatric illness, physical disorders, trauma or dementia.
 - Hoarding can have a significant impact on individuals who display this behaviour through social isolation and withdrawal. They may fear eviction or suffer health problems associated with their living conditions.
 - Severe hoarding also has the potential to impact the quality of life of people living near affected premises through the accumulation of sometimes unsightly or unsanitary material.
 - Where a person's hoarding behaviour has become problematic, we try to manage it to balance the interests of all stakeholders. It is important to balance the interests of all stakeholders people effectively effected in a and compassionate way in managing a person whose hoarding behaviour has become problematic. Regulation can be effective in the short to medium term for managing acute issues such as insanitary or hazardous conditions, however clean-up efforts can often be negated by a subsequent relapse of hoarding behaviour.
 - The ACT Government manages a small number of cases of severe hoarding and squalor in the ACT (six cases at present) through the Hoarding Case Management Group (HCMG).
 - The HCMG was formed in 2015 and comprises representatives from government and non-government agencies that have a range of legislative functions, services and resources to manage cases involving hoarding-like behaviour.
 - As the summer months can often see an exacerbation of hoarding conditions, ACT Health is currently in the process of establishing a Hoarding Advocacy Support Services (HASS) trial.
 - The HASS trial will be provided by a non-government organisation (NGO) who will use a case management approach to engage with individuals and help to connect them with the levels of support they need. These support services may include mental health and aged care support and facilitating the provision of domestic services (i.e. cleaners, gardeners).
 - It is envisaged that an -NGO provision of HASS would both support and complement the existing management of severe and complex cases of hoarding and squalor in the ACT community that is facilitated through the HCMG.
 - NGOs are often able to engage with individuals and provide levels of support in a way that government agencies operating in a regulatory environment cannot.
 - ACT Health is currently procuring for the trial, which is expected to commence in January 2019. As part of this, ACT Health is currently undertaking a procurement process for the implementation

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of a trial of HASS case management. ACT Health is seeking quotes from suitably placed NGOs on behalf of the HCMG.

- If asked, if the HASS trial is related to the Public Housing Renewal Program;
- Members of the HCMG who have client based functions relevant to forming a multidisciplinary Government team to manage the complexities of hoarding were consulted on the development of the RFQ and asked to nominate suitable NGOs to provide quotes.
- The HASS RFQ trial is not related to the current ACT Government Public Housing Renewal Program and replacement of multiunit public housing complexes across the ACT.
- -The vast majority of severe hoarding cases managed by the HCMG occur on privately owned residences.
- Additionally, the summer months can often see an exacerbation of hoarding conditions and associated decrease in amenity of neighbours.
- -It is anticipated that the implementation of HASS during the 2019 summer may somewhat minimise this adverse seasonal occurrence.

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If asked, how many hoarding cases are public housing;

- The ACT Government manages a small number of cases (six cases at present) of severe hoarding and squalor in the ACT, with the vast majority of these being privately owned residences.
- To protect the privacy of public housing tenants, we are not able to disclose this.
- The ACT Government has well established property management processes in place with public housing tenants.
- The ACT Government remains committed to better homes, better communities and better suburbs by seeking to improve the living conditions and urban amenity for those affected by severe and complex hoarding and squalor.
- The HASS procurement process is seeking to establish effective community partnerships between the individuals, government regulators, government support services and community support services to tackle a complex social issue.

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Dr Kerryn Coleman,
A/g Chief Health Officer,
Public Health Protection and Regulation
6205 0883

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Pond, Aleks (Health)

From: Barr, Conrad (Health)
Sent: Wednesday, 28 November 2018 9:18 AM
To: Kelly, Chris (Health)
Cc: SupportHPS
Subject: Re: ACT Health Daily Media Report - Tuesday 27 November 2018
 [SEC=UNCLASSIFIED]

Chris

Excellent thanks very much. Haven't heard anything back from DDG yet.

Cheers

Conrad

On 28 Nov 2018, at 9:15 am, Kelly, Chris (Health) <Chris.Kelly@act.gov.au> wrote:

I sought this information from Policy, Partnerships and Programs two weeks ago. A summary of their advice that was included in an updated Ministerial Advisory note (Min18/1477) is below:

Current ACT Health Funding of WCS

ACT Health has a two current Service Funding Agreements (SFA) with the WCS, both administered by the Policy, Partnerships and Programs Division. The SFA's include:

1. A Community Assistance and Support Program (CASP), with total funding in 2018-2019 \$248,659.00 GST exclusive; and
2. Adult Step Up / Step Down Intensive Transitional Outreach Support (SUSD), with total funding in 2018-2019 of \$941,536.00 GST exclusive.

The CASP provides a range of basic, low intensity home and community based services for people aged under 65 who have a condition that affects their ability to carry out activities of daily living.

The SUSD provides short term (three months) intensive outreach for people aged 18-64 suffering sub-acute mental illness and is a partnership program with Mental Health, Justice Health, Alcohol and Drug Clinical Services. The program also offers users after hour's case management.

While individual severe hoarding cases may seek out (or be offered) services from CASP or SUSD programs, the WCS is not currently funded by any agency for the dedicated management of hoarding cases.

Full text of advice received from Policy, Partnerships and Programs contract team is below.

Woden Community Services and the ACT Health Directorate have two Service Funding Agreements as detailed below:

- Community Assistance and Support Program (CASP), has a total funding in 2018-2019 is \$248,659.00 GST exclusive (SFA 2015.27438.410).
- CASP provides home and community based services to the Target Group, that respond to the needs of the individual in a holistic manner and take into account the overall priority of service provision within a limited budget. Examples of support may include:
 - Client assessment and care coordination
 - Counselling/support, information and advocacy for the client or their carer/family
 - Domestic assistance
 - Personal care
 - Goods and equipment
 - Home maintenance and minor modifications, for example hand rails
 - Meal services
 - Social support
 - Formal linen services

- Medical transport
- Adult Step Up / Step Down Intensive Transitional Outreach Support (SUSD), has a total funding in 2018-2019 is \$941,536.00 GST exclusive (SFA 2015.27504.560).
- The SUSD program provides short term (three months) for intensive outreach for mental health consumers suffering sub-acute mental illness and is a partnership program with Mental Health, Justice Health, Alcohol and Drug Clinical Services. The program offers users after hours case management to people aged 18-64 years old who are suffering from mental illness."

Chris

Christopher Kelly

Health Emergency Management Unit | Population Health Protection and Prevention | ACT Health | ACT Government

25 Mulley Street, Holder ACT 2611 | health.act.gov.au/hps

Ph: (02) 6205 1701

Mob: [REDACTED]

E: chris.kelly@act.gov.au

From: Barr, Conrad (Health)

Sent: Wednesday, 28 November 2018 6:41 AM

To: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>

Cc: ED-HPS-Support <ED-HPS-support@act.gov.au>; McNeill, Laura (Health)

<Laura.McNeill@act.gov.au>

Subject: Fwd: ACT Health Daily Media Report - Tuesday 27 November 2018 [SEC=UNCLASSIFIED]

FYI

This may need responding to this morning but I know you are across the details.

Cheers

Conrad

Begin forwarded message:

From: "Barr, Conrad (Health)" <Conrad.Barr@act.gov.au>

Date: 28 November 2018 at 6:40:00 am AEDT

To: "McGregor, Leonie (Health)" <Leonie.McGregor@act.gov.au>

Cc: "Pulli, Tracey (Health)" <Tracey.Pulli@act.gov.au>, "De'Ath, Michael (Health)"

<Michael.De'Ath@act.gov.au>, "Dal Molin, Vanessa (Health)"

<Vanessa.DalMolin@act.gov.au>

Subject: Re: ACT Health Daily Media Report - Tuesday 27 November 2018 [SEC=UNCLASSIFIED]

Hi Leonie and Tracey

WCS is currently funded by ACT Government to provide a range of community support services that are unrelated to hoarding.

We can provide specific detail on these arrangements if required.

Regards

Conrad

On 27 Nov 2018, at 9:03 pm, McGregor, Leonie (Health)

<Leonie.McGregor@act.gov.au> wrote:

Hi Tracey - also on hoarding, have we provided information in relation to the support services that we have funded with WCS? I thought that was separate to the trial, but maybe it is the same thing....Conrad can probably confirm/clarify. Thanks L

Sent from my iPad

On 27 Nov 2018, at 6:00 pm, Pulli, Tracey (Health)

<Tracey.Pulli@act.gov.au> wrote:

Good evening

Here is today's ACT Health media report.

Today's media

Issue: Canberra Times (██████████) enquiry on trial of Hoarding Advocacy Support Services – services currently being procured. **Note:** *article expected in tomorrow's paper.*

Action: Statement provided back to the journalist and further media dot points provided to MO. Response also provided to CSD for information with Conrad Barr available as spokesperson for follow-up media tomorrow morning.

Reactive:

Response:

- ? Hoarding is a complex social issue which has many potential causes.
- ? People who hoard items to the point where their homes can become a health and safety risk may suffer from a range of issues. These can include the effects of psychiatric illness, physical disorders, trauma or dementia.
- ? Hoarding can have a significant impact on individuals who display this behaviour through social isolation and withdrawal. Severe hoarding also has the potential to impact the quality of life of people living near affected premises through the accumulation of sometimes unsightly or unsanitary material.
- ? The ACT Government manages a small number of cases of severe hoarding and squalor in the ACT (six cases at present). We do this through a cross government Hoarding Case Management Group, which has been in place since 2015.
- ? ACT Health is currently in the process of establishing a Hoarding Advocacy Support Services (HASS) trial. The trial is not related to other Government programs like the Public Housing Renewal Program. The vast majority of severe hoarding cases occurring on privately owned residences.
- ? In addition, the summer months can often see an exacerbation of hoarding conditions so this trial is aiming to improve outcomes for people who have hoarding behaviours and their neighbours during this time.
- ? The HASS trial will be provided by a non-government organisation who will use a case management approach to engage with individuals and help to connect them with the levels of support they need. These support services may include mental health and aged care support and facilitating the

provision of domestic services (i.e. cleaners, gardeners).

- ? ACT Health is currently procuring for the trial, which is expected to commence in January 2019.

Issue: Media release on health achievements in 2018 issued by Minister Fitzharris.

Action: release fact checked with data provided.

Proactive

Note: release copied below.

Social media

ACT Health Facebook

- ? Post on Health Summit (with video) to be shared from MO once it is out.

Other media of interest

- ? **CityNews - Canberra Liberals formally disapprove Fitzharris**

Canberra Liberals have today (November 27) sought leave to move a motion to censure Health Minister Meegan Fitzharris (pictured). This follows the Canberra Liberals' no-confidence motion against Ms Fitzharris, which failed in the ACT Legislative Assembly in May.

- ? **Canberra Times - ACT Labor, Greens defeat censure motion against Health Minister**

Opposition health spokeswoman Vicki Dunne tabled the motion in the Assembly, arguing Ms Fitzharris had failed users and employees of Canberra's health system on a raft of matters ranging from bullying and cultural problems to growing waiting lists for surgeries.

- ? **Canberra Times - Free meningococcal vaccine extended by one year for 45% of children yet to be protected**

Children aged one to four will be able to receive a free meningococcal vaccination for a further year, after the state government extended its subsidy program.

- ? **ABC Radio Canberra – Increasing reports of mental stress among ACT mental health workers**

ABC Radio Canberra, 07:45 News, 27/11/18, Newsreader

New Government data released under Freedom of Information Laws and seen by the ABC show an increasing trend in reports of mental stress and other injuries among

ACT mental health and drug and alcohol workers across the 12 months from April last year to March. The data shows of the 256 injury reports over the year, 8 required staff to have more than a week off work. Vicki Dunne, Opposition House Spokeswoman, says [the situation] is concerning.

? **PS News - Survey to probe APS mental health**

The Department of Industry, Innovation and Science is conducting a review of the management of mental health in the Australian Public Service (APS).

? **ABC News - Fay Sherret died after being infected with deadly bacteria and global authorities knew the risks**

Eighty-two-year-old Fay Sherret went in for a routine heart valve replacement in 2015. By 2017 she was dead, killed by a slow-growing bacteria that had infected one of the medical devices used in the procedure

Cheers

Tracey

Tracey Pulli

Deputy Director of Media | ACT Health

P | 6205 3708 M | [REDACTED]

E | tracey.pulli@act.gov.au

URL | www.health.act.gov.au

From: ACT Government Executive Media

Sent: Tuesday, 27 November 2018 5:04 PM

Subject: FITZHARRIS MEDIA RELEASE - ACT Health achievements in 2018

Media



Meegan Fitzharris MLA

Minister for Health and Wellbeing

Minister for Higher Education

Minister for Medical and Health Research

Minister for Transport

Minister for Vocational Education and Skills

Member for Yerrabi

ACT Health achievements in 2018

This year has been a big year for ACT Health and Canberra Health Services. We have commitments to provide better healthcare to Canberrans, and made significant gov

and structural changes to future-proof ACT Health and Canberra Health Services so lead our health system and improve health services for our community.

The Canberra Liberals' attempt to denigrate our public health system and the thousands in it should be seen for what it is – more reckless and negative politics from the Canberra Liberals. "If the Canberra Liberals bothered to look at what ACT Health and Canberra Health Services have achieved this year, they might be a little embarrassed by their continued negativity today," said Minister for Health and Wellbeing Meegan Fitzharris.

"Not only did ACT Health and Canberra Health Services achieve accreditation for the first time in 10 years, but we opened a new public hospital, a new Walk-in Centre in Gungahlin, completed the new Calvary Public Hospital Maternity Ward and announced a major expansion of Claremont Hospital. "We have significantly progressed the delivery of truly territory-wide health services, including progressing a new future focussed agreement with Calvary Public Hospital.

"We established Australia's first pill testing trial, funded Meningococcal ACWY vaccination, provided grants to encourage more GPs to bulk bill, funded the Neuromoves program and delivered on our commitment to fund a new building for Winnunga Nimmitjiah.

"We saw a record 13,340 elective surgeries completed last financial year, completed the 2018-19 Annual Review, established an Independent Review into Workplace Culture, and committed to making our services more accessible for Canberra women.

"At Canberra Hospital we renovated one of the wards specifically for elderly patients, completed a homebirth trial, and to date we have delivered 12 publically funded bariatric surgeries across the territory.

"Last financial year, 5,187 babies were born in our public hospitals, our emergency department saw 10,000 presentations and 41,544 people visited one of our three Walk-in Centres.

"As Minister for Medical and Health Research I have had the honour of working with industry, academia and research sectors to further establish Canberra as the Knowledge Capital and a leading research hub in this sector.

"We signed an MoU with the ANU and Peter MacCallum Cancer Institute to create a new cancer research centre in Canberra to benefit patients, clinical researchers and the cancer research community. We held an ACT Health Summit earlier this month, bringing together leaders in the health, education and research sectors to agree on a clear path for working together on shared priorities for the future. And earlier this year, the ACT partnered with the Garvan Institute to take part in the IARC Cancer Therapeutics clinical trials, to provide better treatment for patients with rare cancers.

"When it comes to our staff, we are supporting them by encouraging a culture of respect and safety. All staff are supported when it comes to issues such as occupational violence and workplace safety. We are working with the ANMF to develop a ratios framework, developing a Nurse Safety Strategy and the Canberra Health Services CEO has made addressing the issue of occupational violence a priority. We are establishing and chairing a working group to develop strategies to address occupational violence in our forms.

"These are just some of the achievements we have seen in Health this year, and I'd like to thank the staff within ACT Health and Canberra Health Services for their professionalism and the dedication they show to our community every day of the year.

"I acknowledge there has been a lot of change this year, with the separation of ACT Health and Canberra Health Services and major reforms. But this will help set our health system up for many years to come as we continue to grow and mature.

"While ACT Labor is committed to delivering better healthcare where and when people need it, the Canberra Liberals seem to be incapable of understanding the complexities of our health system and the challenges we face.

"We know Liberal Governments like to cut health services. They like to privatise health services. The Canberra Liberals in government would be no different.

"Two years in and the Canberra Liberals have yet to release one single policy about how to improve our health system. It has been endless politics and negativity. I trust Canberrans will support the Government and Minister Fitzharris.

Statement ends

Media contact/s:

Claire Johnston T (02) 6205 0022 M 0452 597 459 ClaireV.johnston@act.gov.au

ACT Legislative Assembly

Phone (02) 6205 0051 Email: fitzharris@act.gov.au

 [@MeeganFitzMLA](https://twitter.com/MeeganFitzMLA)  [MeeganFitzharrisMLA](https://www.facebook.com/MeeganFitzharrisMLA)

Pond, Aleks (Health)

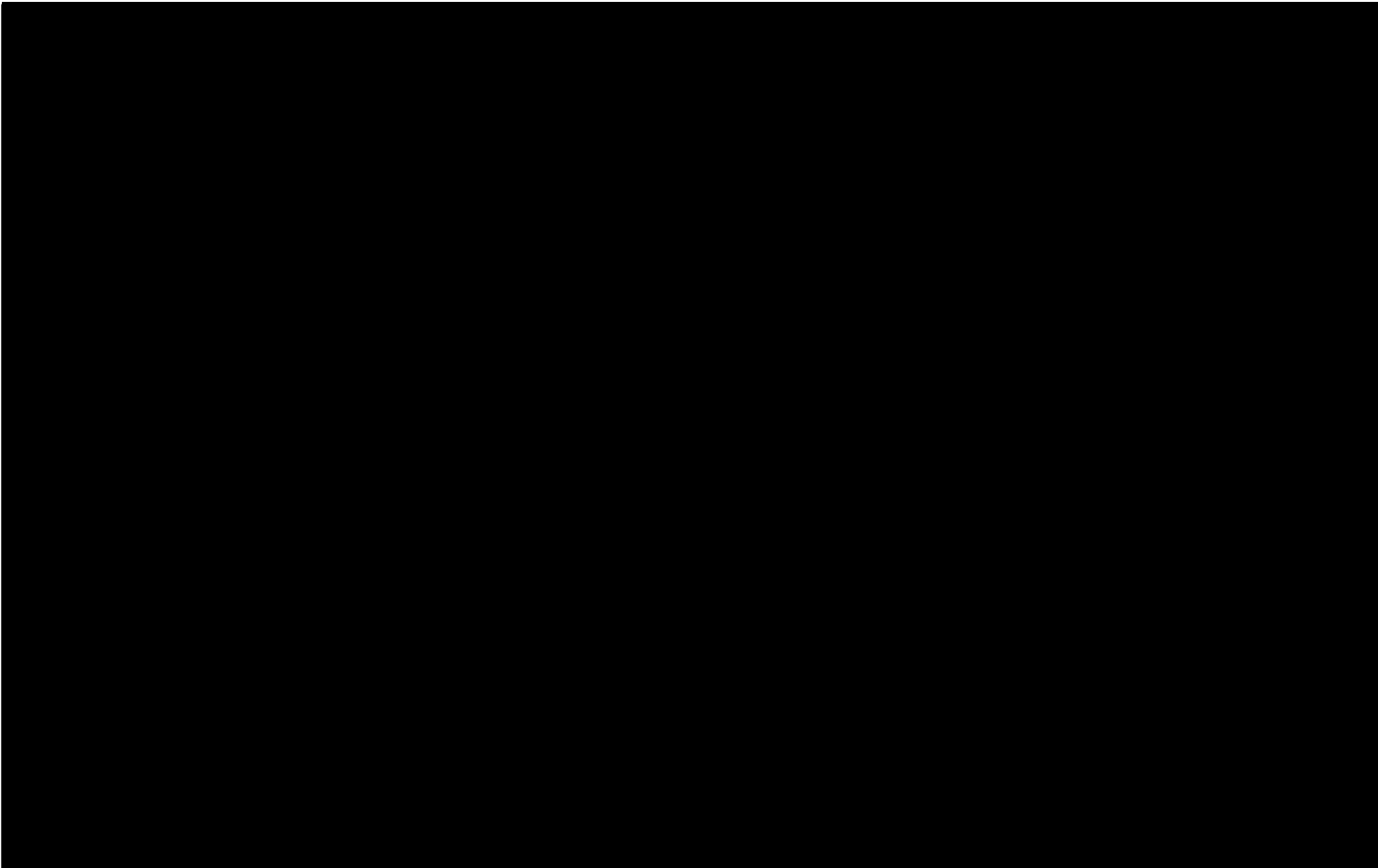
From: Sophie Montgomery <[REDACTED]>
Sent: Friday, 30 November 2018 2:36 PM
To: Kelly, Chris (Health)
Cc: [REDACTED]
Subject: RFG Hoarding Advocacy Support Services - [REDACTED]
Attachments: [REDACTED] RFQ Hoarding Advocacy Support Services 2018 11 30.pdf

Dear Chris –

Thank you for the opportunity to provide a proposal for the Hoarding Advocacy Support Services project, and your time over the phone earlier this week to discuss the Request for Quote. This is a very welcome initiative from the ACT Government.

Please find attached our proposal for consideration. We would be happy to discuss the proposal or provide further detail at your convenience.

Regards,





Goods and Services REQUEST FOR QUOTE (Services) under \$200,000

REQUEST FOR QUOTE INFORMATION

The Territory as represented by the Health would like to invite [REDACTED] to respond to this request for quotation (RFQ).

This RFQ comprises:

- [Schedule 1 – Statement of Requirement](#)
- [Schedule 2 – Supplier Quotation](#)
- [Schedule 3 – Special Conditions](#) (if any)
- [Attachment A – RFQ Definitions](#)
- The [Territory's Standard Terms and Conditions of Quotation](#) located on the [Tenders ACT website](#).

SCHEDULE 1 – STATEMENT OF REQUIREMENT

RFQ Title:	Hoarding Advocacy Support Services (HASS)	RFQ Number (if applicable)	2018 5418
Directorate:	Health	Section/Business Unit:	Environmental Health Policy and Projects (EHPP)
Date Issued:	15/11/2018	Closing Date:	03/12/2018
Referees Requested:	No	Closing Time:	15:30
Territory Contact Officer:	For all matters relating to this RFQ contact: Christopher Kelly (02) 62051701 chris.kelly@act.gov.au	Services Required to Commence by:	21/01/2019
Lodgement method:	Quotations should be lodged with Christopher Kelly A/g Manager EHPP in PDF format by the closing time and closing date specified above. Please note: due to system restrictions responses cannot exceed one file and 3MB.		
Questions	Any questions relating to this RFQ should be address to Christopher Kelly and emailed to chris.kelly@act.gov.au		

The Requirement

Item	Details
Description of Requirement:	<p>Provision of time limited, hoarding advocacy support services (HASS) to clients experiencing severe complex hoarding and squalor issues. The HASS would support and complement the existing ACT Government management of severe and complex cases of hoarding and squalor in the ACT community, currently overseen by the multi-agency Hoarding Case Management Group (HCMG).</p> <p>The key focus of the provision of targeted HASS case management is working with, and advocating for, clients to improve their particular hoarding circumstance and to provide effective liaison between the individuals, government regulators, government support services and community support services.</p> <p>The HASS would be delivered to severe and complex hoarding cases managed by the HCMG during the first half of 2019 (from January to June). As of October 2018, there were six such</p>

Item	Details
	<p>cases being managed by the HCMG.</p> <p>HASS would include, but not be limited to:</p> <ol style="list-style-type: none"> 1. building relationships with severe hoarding clients; 2. acting as a case manager for severe hoarding clients managed by the HCMG (in collaboration with the relevant lead government agency); 3. providing targeted counselling, social and advocacy support to clients; 4. facilitating the provision of domestic services (such as the sub-contracting of cleaners or gardeners); 5. assisting the client access and navigate existing supports, such as mental health teams and My Aged Care; and 6. providing primary day-to-day liaison between the hoarder and the regulator. <p>The provision of HASS case management would align with the ACT Government commitment to better homes, better communities and better suburbs, by seeking to improve living conditions and urban amenity for those affected by severe and complex hoarding and squalor. The provision of HASS case management would also align with the ACT Government commitment to build inclusion, equality and fairness in our community, by supporting the equal and fair treatment of those affected by hoarding and their neighbours, in the ACT Government's response to, and management of, hoarding.</p> <p>It is anticipated that HASS would make ongoing investments in regulatory interventions more cost effective due to improved outcomes and ongoing support to minimise relapse.</p> <p>Evaluation</p> <p>The efficacy of the HASS case management model will be self-evaluated by the provider and by the HCMG. Evaluation would include the presentation of evidence that the delivery of HASS has, on balance, directly or indirectly contributed to:</p> <ul style="list-style-type: none"> • increased client amenity, wellbeing and community engagement; • decreased hoarding activity by the client (a measurable reduction in squalor, public health and public safety risks); • decreased interventions required by the regulator; and • decreased number of related complaints received from the public. <p>It is possible that longer term HASS services will be sought by the ACT Government, pending positive evaluation of this initial HASS period (see delivery information).</p>
Background Information:	<p>The ACT Government is called upon to address a small number of cases of severe hoarding and squalor in the ACT. Severe hoarding and squalor has profound impacts on the responsible individual, such as posing public health and safety risks. It also impacts on neighbours, including diminishing urban amenity and enjoyment of their home and property.</p> <p>Numerous ACT Government directorates have legislative levers available to engage with hoarding and domestic squalor issues. In 2015, HCMG was established to enhance the whole-of-government approach to the management of severe and complex hoarding and domestic squalor cases.</p> <p>The HCMG acknowledges that each case of severe hoarding is different and there is no single regulatory approach that will effectively resolve all cases. Severe and complex cases require the ongoing involvement of several agencies at any given time. An individual living with a severe hoarding or squalor circumstance often has competing health and social issues which require multidisciplinary interventions and a cross-sector approach to achieve optimal stability and better outcomes, including connecting with their community.</p> <p>Individuals can be unreceptive to support offered by the government, who are seen primarily in the role of regulator. Optimal resolution of complex hoarding cases may require regulatory action in conjunction with non-government support and case management. Ongoing HASS may also decrease the frequency of regulatory action. It is anticipated that HASS case management provided by a non-government organisation (NGO) would positively contribute to improved partnership outcomes in the management of severe cases of hoarding and squalor in the ACT.</p>

Item	Details
Delivery Information:	<p>In developing and delivering the HASS the provider will:</p> <ul style="list-style-type: none"> • Be cognisant of relevant ACT legislation. • Maintain regular communication with the nominated contact officer on HASS case management progress and key milestones. • Report to the HCMG regularly and attend HCMG meetings as indicated. • Provide a written report to the HCMG at the end of HASS period (by 30 July 2019). The report will include a description of the HASS provided and the operational challenges faced. The report should also address the evaluation dot points described in the Description of Requirement section above and include operational recommendations for future provision of HASS for HCMG consideration.
Standards and Best Practice:	<p>The ACT Government's regulatory services portfolio are informed by legislation and the development and implementation of strategic and operational plans. HCMG activities involve legislation and statutory arrangements relevant to the management of severe and complex hoarding and squalor in the ACT. These include:</p> <ul style="list-style-type: none"> • <i>Planning and Development Act 2007 (ACT)</i> • <i>Building Act 2004 (ACT)</i> • <i>Work Health and Safety Act 2011 (ACT)</i> • <i>Public Health Act 1997 (ACT)</i> • <i>Mental Health Act 2015 (ACT)</i> • <i>ACT Emergencies Act 2004 (ACT)</i> • <i>Waste Management and Resource Recovery Act 2016 (ACT)</i> • <i>Litter Act 2004 (ACT)</i> • <i>Public Trustee and Guardian Act 1985 (ACT)</i> • <i>Human Rights Act 2004 (ACT)</i> • <i>Housing Assistance Act 2007 (ACT)</i> • <i>Residential Tenancies Act 1997 (ACT)</i>

SCHEDULE 3 – SPECIAL CONDITIONS OF QUOTATION

i For many requirements it will not be necessary to specify any special conditions. However, some directorates have developed a range of special conditions (e.g. directorate specific security requirements).

N/A

RESPONDENT DECLARATION

i I/We quote to provide the Supplies described in the RFQ at the GST inclusive prices specified in the Quotation.

I/We undertake to provide evidence of insurance policies if selected as the preferred Respondent prior to entering into a contract with the Territory.

I/We declare I/We have sighted and agree to the Territory's Standard Terms and Conditions of Quotation (located on the Tenders ACT website), and any Special Conditions of RFQ at Schedule 3.

I/We declare that all information required by the General Conditions of RFQ has been included in our Quotation.

Signatory's Full Printed Name:	[Redacted]	Signatory's Title/Position:	[Redacted]
Signatory's Phone Number:	[Redacted]	Signatory's email address:	[Redacted]
Date:	[Redacted]		





ATTACHMENT A - DEFINITIONS

The following definitions apply to this RFQ:

Assessment Criteria	the criteria by which a quotation will be evaluated, set out in Schedule 2 – Quotation.
Quotation	means a quotation lodged by a respondent in response to an RFQ.
Respondent	means the legal entity that submits a quotation.
Supplies	means the goods, services or goods and services specified in Schedule 1 of this RFQ, and includes all incidental goods and services that are reasonably necessary to allow the Territory to use and understand the supplies to their full benefit.
Territory	when used in a geographical sense, means the Australia Capital Territory, when used in any other sense, the body politic established under the <i>Australian Capital Territory (Self-Government) Act 1988</i> (Cth).
Small to Medium Enterprise (SME)	means a business that has fewer than 200 full time employees or equivalent (FTEs). This is different to ACT Government's old definition of a Regional SME, which was a combination of an SME and a business located in the Canberra Region.
Local Business	means a business located within the Canberra Region is a business that is registered or has an office in the ACT or a set of surrounding NSW Shire Councils including; Bega Valley, Eurobodalla, Goulburn Mulwaree, Hilltops, Queanbeyan-Palerang, Snowy Monaro, Upper Lachlan, Yass Valley, (refer to CBRJO).

Pond, Aleks (Health)

From: Chris Redmond [REDACTED]
Sent: Monday, 3 December 2018 12:50 PM
To: Kelly, Chris (Health)
Cc: [REDACTED]
Subject: Woden Community Service HASS RFQ Application
Attachments: WCS Request-for-Quote-Services HASS Final.pdf

Dear Chris

Please find attached Woden Community Service's HASS RFQ application.

If you have any questions please let me know.

Regards

Chris

Chris Redmond

Chief Executive Officer

Woden Community Service | 26 Corinna St | Woden ACT 2606

[REDACTED] W: wcs.org.au



Woden Community Service acknowledges the Ngunnawal people as the traditional owners of this land and their continuing connection to land and community. We also acknowledge Aboriginal and Torres Strait Islander peoples who have come from other nations to live on Ngunnawal land. We pay our respects to their cultures, ancestors and elders past, present and future.



Goods and Services

REQUEST FOR QUOTE (Services) under \$200,000

REQUEST FOR QUOTE INFORMATION

The Territory as represented by the Select your directorate would like to invite insert supplier's name to respond to this request for quotation (RFQ).

This RFQ comprises:

- Schedule 1 – Statement of Requirement
- Schedule 2 – Supplier Quotation
- Schedule 3 – Special Conditions (if any)
- Attachment A – RFQ Definitions
- The Territory's Standard Terms and Conditions of Quotation located on the Tenders ACT website.

SCHEDULE 1 – STATEMENT OF REQUIREMENT

RFQ Title:	Hording Advocacy Support Services (HASS)	RFQ Number (if applicable)	2018 5418
Directorate:	Health	Section/Business Unit:	Environmental Health Policy and Projects (EHPP)
Date Issued:	15/11/2018	Closing Date:	03/12/2018
Referees Requested:	No	Closing Time:	15:30
Territory Contact Officer:	For all matters relating to this RFQ contact: Christopher Kelly (02) 62051701 chris.kelly@act.gov.au	Services Required to Commence by:	21/01/2019
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Item	Details
	contribute to improved partnership outcomes in the management of severe cases of hoarding and squalor in the ACT.
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SCHEDULE 2 – QUOTATION

Respondent's Details

Full legal name:	Woden Community Service Inc
Registered office or postal address:	PO Box 35 Woden ACT 2606
ACN/ARBN (if applicable):	80 527 241 761
ABN (if applicable):	Insert your ABN if applicable.

Contact Officer

For all matters relating to this RFQ, including any notices, the Respondent's contact officer will be:

Name or position title:	Kate West, Director Service Development
Work:	
Mobile:	
Email:	

IMPORTANT: The ACT Government has implemented the Canberra Region Local Industry Participation Policy (LIPP) to ensure competitive local businesses are given every opportunity to compete to bid for government contracts. Please indicate if your business is an SME or a local business to assist the purchasing officer fulfil their requirements. Definitions are available in Attachment A. This is not part of the Assessment Criteria.

Is your business a Small to Medium Enterprise?	Yes
Is your business a local business; i.e. located in the Canberra Region?	Yes

This Request for Quotation will be assessed against the following Assessment Criteria.

SCHEDULE 3 – SPECIAL CONDITIONS OF QUOTATION

i For many requirements it will not be necessary to specify any special conditions. However, some directorates have developed a range of special conditions (e.g. directorate specific security requirements).

Insert any additional information here if applicable.

RESPONDENT DECLARATION

i I/We quote to provide the Supplies described in the RFQ at the GST inclusive prices specified in the Quotation.

I/We undertake to provide evidence of insurance policies if selected as the preferred Respondent prior to entering into a contract with the Territory.

I/We declare I/We have sighted and agree to the Territory's Standard Terms and Conditions of Quotation (located on the Tenders ACT website), and any Special Conditions of RFQ at Schedule 3.

I/We declare that all information required by the General Conditions of RFQ has been included in our Quotation.

Prior to signing ensure you have the legal authority to be a signatory for this quote.

NB: physical signatures are not required for this document. Complete the information and return electronically to the email address provided in Schedule 1.

Signatory's Full Printed Name:		Signatory's Title/Position:	
Signatory's Phone Number:		Signatory's email address:	
Date:			

ATTACHMENT A - DEFINITIONS

The following definitions apply to this RFQ:

Assessment Criteria	the criteria by which a quotation will be evaluated, set out in Schedule 2 – Quotation.
Quotation	means a quotation lodged by a respondent in response to an RFQ.
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Supplies	means the goods, services or goods and services specified in Schedule 1 of this RFQ, and includes all incidental goods and services that are reasonably necessary to allow the Territory to use and understand the supplies to their full benefit.
Territory	when used in a geographical sense, means the Australia Capital Territory, when used in any other sense, the body politic established under the <i>Australian Capital Territory (Self-Government) Act 1988 (Cth)</i> .
Small to Medium Enterprise (SME)	means a business that has fewer than 200 full time employees or equivalent (FTEs). This is different to ACT Government's old definition of a Regional SME, which was a combination of an SME and a business located in the Canberra Region.
Local Business	means a business located within the Canberra Region is a business that is registered or has an office in the ACT or a set of surrounding NSW Shire Councils including; Bega Valley, Eurobodalla, Goulburn Mulwaree, Hilltops, Queanbeyan-Palerang, Snowy Monaro, Upper Lachlan, Yass Valley, <u>(refer to CBRJO)</u> .

Pond, Aleks (Health)

Subject: Evaluation HASS Quotes
Location: ACTH-HPS-Meeting Room1

Start: Fri 07/12/2018 2:00 PM
End: Fri 07/12/2018 4:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Kelly, Chris (Health)
Required Attendees: Duffy, Adam (Health); Cannon, Craig (Health)
Resources: ACTH-HPS-Meeting Room1

RFQ sent to three providers and two quotes received by the closing date. Quotes (and evaluation criteria) attached below.



[REDACTED] RFQvaluation-Buying-
 Hoarding Advo... (Autosave... WCS
 Request-for-Qu...

Chris
 Chris Kelly | A/g Manager
 Environmental Health Policy and Projects
 Health Protection Service | Public Health Protection and Regulation | ACT Health
 Ph: (02) 51249059
 Mob: [REDACTED]
 E: chris.kelly@act.gov.au



Buying Goods and Services EVALUATION FORM

Evaluation

i Before you send your purchase to your delegate for approval you will need to complete the general information section of the evaluation as well as complete the evaluation criteria.

General Information

Purchase for:	Hoarding Advocacy Support Services	RFQ Number:	2018 5418
Directorate:	Health	Section/Business Unit:	EHPP
RFQ Type:	Multiple Quotes	Referees Requested:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Date of RFQ Issue:	15/11/2018	RFQ Closing Date:	03/12/2018

Suppliers

i Once you have received your responses complete the supplier information followed by the evaluation criteria assessment and scoring. If you are using a single select only fill in the information for your selected suppliers.

All fields are mandatory.

Company Name:		Supplier Responded:	
ABN / ACN :		Response saved to G Drive:	
Business Address:		Contact Phone:	
Contact Person:		Contact Email:	

Company Name:	Woden Community Service Inc	Supplier Responded:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
ABN / ACN :	80527241761	Response saved to G Drive:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Business Address:	PO Box 35 Woden ACT 2606	Contact Phone:	
Contact Person:	Kate West	Contact Email:	

Company Name:		Supplier Responded:	
ABN / ACN :		Response saved to G Drive:	
Business Address:		Contact Phone:	

Buying Goods and Services

Contact Person:	Insert contact name	Contact Email:	Insert email address
-----------------	---------------------	----------------	----------------------

Evaluation Criteria

i Before you send out your RFQ you need to have determined your evaluation approach, this will help you achieve best value for money. You will need to assess each quote against the same predetermined criteria. There are three recommended criteria which cover:

1. Capability; can the supplier meet the requirements
2. Capacity; can it be delivered/produced within the timeframe
3. Affordability; is it within your budget or cost expectations

While the three recommended criteria are sufficient to evaluate your quotes, you may wish to add extra criteria to assist in determining a recommended supplier. Considerations may include:

- Social Procurement; social, ethical and community considerations
- Supplier's experience and personnel
- Innovation
- Warranties and guarantees
- Communication, reporting and quality assurance

Please remember that in evaluating supplier's responses risk should be considered as part of the score; for example, is there valuable information missing from the quote? Are there possible probity issues?

Value for money is generally assessed as the provision of goods and services at the optimum price and quality over an acceptable timeframe with due regard to whole of life costs and an acceptable level of risk. **For example**, a quote may come in considerably higher than another however the supplier has an excellent reputation for running community engagement projects. Just because the price is lower does not mean that a quote represents good value for money.

IMPORTANT -The ACT Government is committed to providing regional Small to Medium Enterprises (SMEs) with opportunities to win business. Giving the status of SMEs additional consideration is mandatory and you must consider this information as part of your evaluation.

Evaluation Rating Scale

i Use the rating scale to help you rate each of the supplier responses against each of your criteria.

Scale	Definition
0	No response/ does not meet requirement at all
1	Does not meet requirement to a satisfactory level
2	Partially meets requirement
3	Meets requirement to a satisfactory level
4	Meets requirement to a good level
5	Meets requirement to an exceptional level

CRITERION ONE: Does the response from the supplier demonstrate that it can meet the requested requirements?

Supplier	Score	Notes
[REDACTED]	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Woden Community Services	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Insert supplier's full name	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)

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CRITERION TWO: Does the response from the supplier demonstrate that it can meet your timetable for delivery and or start and finish work?

Supplier	Score	Notes
[REDACTED]	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Woden Community Services	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Insert supplier's full name	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)

CRITERION THREE: Does the response from the supplier meet your budget or cost expectations?

Supplier	Score	Notes
[REDACTED]	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Woden Community Services	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Insert supplier's full name	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)

CRITERION FOUR: Evidence that the provider can deliver effective Hoarding Advocacy Support Services (HASS) case management within the specified timeframe. your own criteria or delete

Supplier	Score	Notes
[REDACTED]	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Woden Community Services	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Insert supplier's full name	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)

CRITERION FIVE: Evidence that all the nominated personnel are available to undertake the requirements of the RFQ.

Supplier	Score	Notes
Insert supplier's full name	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Insert supplier's full name	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Insert supplier's full name	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)

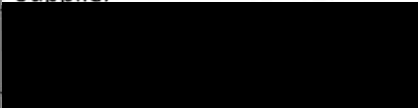
CRITERION SIX: The capability of the provider to fulfil the requirement including: technical and management competence, financial viability and relevant experience; the relevant skills, experience and availability of key personnel; quality assurance requirements; and the risks or constraints associated.

Supplier	Score	Notes
[REDACTED]	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)

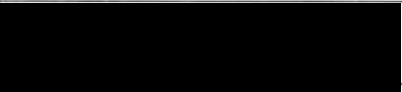
Buying Goods and Services

Woden Community Services	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Insert supplier's full name	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)

CRITERION SEVEN: Evidence that the provider is capable of undertaking effective evaluation of HASS [Click here to enter text.](#)


Supplier	Score	Notes
	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Woden Community Services	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Insert supplier's full name	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)

CRITERION EIGHT: Evidence that the proposed program offers value for money [Click here to enter text.](#)

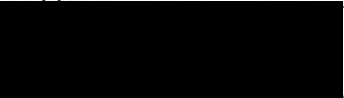
Supplier	Score	Notes
	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Woden Community Services	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)
Insert supplier's full name	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	Insert notes to support score (no word limit)

Summary

i Once you have evaluated all the responses, tally the score for each supplier.

Supplier	Score
	Insert score
Woden Community Services	Insert score

Final Score

Supplier	Final Score	Notes
	Insert final score	Insert notes to support score (no word limit)
Woden Community Services	Insert final score	Insert notes to support score (no word limit)
Insert supplier's full name	Insert final score	Insert notes to support score (no word limit)

Evaluation Recommendation

i Complete the information for your recommended supplier. Include notes to support your recommendation.

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Recommended Supplier	Total Score	Notes
Insert supplier's full name	Insert total score.	Insert notes to support score (no word limit)

Evaluation Personnel

i Complete the information for the evaluation personnel.

Evaluation Approach:	<input type="checkbox"/> Team <input type="checkbox"/> Individual	
Team Member One (Chair):	Insert full name	Ph: Insert phone number Email: Insert email address
Team Member Two:	Insert full name	Ph: Insert phone number Email: Insert email address
Team Member Three:	Insert full name	Ph: Insert phone number Email: Insert email address