Family Law Services

# Questions and Answers

The following questions and answers are specific to the advertised funding round. Please also refer to the [Frequently Asked Questions](http://www.dss.gov.au/grants/frequently-asked-questions) page for general questions about applying for DSS grants.

This document will be updated on a weekly basis with new questions and answers added to the end of this document. Questions raised within five working days from the closing date for applications will not be responded to.

## Can I only submit one service delivery proposal?

Applicants are required to provide one proposal for each specified location for each sub-activity to the Department with information relating to what you propose to deliver in each specified location.

## If DSS has a favourable response to some aspects of an application but there are aspects that DSS would not want to fund, will the whole application be rejected, or could DSS fund only the aspects it approves?

DSS cannot predict the outcome of the selections process.  It is up to applicants to determine how to structure their service proposals in order to best meet the selection criteria.

## What Components of the Family Law Services Sub-Activity are being funded as part of this selection process?

This selection process is seeking applications to provide the following Components of the Family Law Services Sub-Activity:

* Family Relationship Centre
* Children’s Contact Services
* Parenting Orders Program – Post Separation Co-operative Parenting Services

## Can you please provide definitions for:

* **Family Relationship Centre**
* **Children’s Contact Services**
* **Parenting Orders Program – Post Separation Co-operative Parenting Services**

### Family Relationship Centres

Family Relationship Centres are a highly visible entry point or gateway to the whole family support service system. Family Relationship Centres play an important role in improving family relationships. Centres provide information, support and referral services to all families and provide family dispute resolution and access to some legal assistance for separating or separated families.

Family Relationship Centres assist separating parents to focus on their children’s needs and reach agreement on safe workable parenting arrangements, in the best interests of their children, outside of the court system.

Family Dispute Resolution practitioners must be independent and impartial, assisting the parties to identify the issues in dispute, develop options and helping them try to reach agreement. Where relevant, Family Dispute Resolution services should help parents to understand the financial costs and impact on their children of using the courts to resolve parenting matters. In cases involving violence or child abuse, Family Dispute Resolution is not compulsory and parents may wish to resolve their difficulties in court. However, where it is appropriate, parents may choose to resolve their disputes out of court in cases where there has been violence.

### Children’s Contact Services

Children’s Contact Services enable children of separated parents to have safe contact with the parent who they do not live with in circumstances where parents are unable to manage their own contact arrangements. Children’s Contact Services provide a safe, neutral venue for the transfer of children between separated parents. Where there is a perceived or actual risk to the child, they provide supervised contact between a child and their parent or other family member. Parents may be ordered by a court to attend Children’s Contact Services to facilitate changeover or have supervised visits with their children.

Children’s Contact Services assist families to move, where possible, to self-managed contact arrangements, both in terms of changeover and unsupervised contact. Children’s Contact Services must ensure that the children’s best interests are kept at the centre of the contact process. Services should only accept cases after careful screening and assessment and where they consider that their facilities and resources allow them to deliver services that are safe and appropriate for all parties. Children’s Contact Services are independent and are not bound to provide a service, even if expressly ordered by a court.

### Parenting Orders Program – Post Separation Co-operative Parenting Services

The Parenting Orders Program – Post Separation Co-operative Parenting services help separated or divorced families who are in high conflict to work out parenting arrangements in a manner which encourages consideration of what is in a child’s best interests in establishing or maintaining relationships, while at the same time ensuring the safety of all parties. It helps parents manage their conflict, understand the effect their conflict is having on their children and to develop strategies to deal more constructively with each other and develop and manage parenting arrangements.

Parenting Orders Program – Post Separation Co-operative Parenting services use a variety of child‑focused and child inclusive interventions and work where possible with all members of the family. Family members, including children, can receive a range of services such as counselling, multi‑session or one‑off group work education or family dispute resolution.

## Where are these services to be located?

A Family Relationship Centre is required in Ipswich, Queensland, with the requirement to provide outreach services to Gatton and Laidley.

Children’s Contact Services are required in Ipswich, Logan and the Gold Coast, Queensland.

Parenting Orders Program – Post Separation Co-operative Parenting Services are required in the Gold Coast and the Sunshine Coast, Queensland.

## Do I need to be a former Family Support Program service provider to apply?

No. Applications are welcome from providers funded under the former Family Support Program as well as new providers who meet eligibility requirements.

## My organisation is For Profit. Am I eligible to apply?

No. Applicants must be not-for-profit and be able to provide a copy of their Certificate of Registration to verify their not-for-profit status.

# Addressing Selection criteria (Part 6 of the application form)

## What should I provide to support my application?

Provide evidence to support your claims against the criteria. For example, a claim that your organisation delivers strong outcomes for clients would be strengthened by quantifying with a statement such as 'as demonstrated by surveys administered to clients at the cessation of services which found that X% of clients had improved their housing situation’.

The Department will not examine additional external information, such as links to websites or published reports referred to in the application.

## What does ‘Demonstrate your understanding of the need for the funded Sub-Activity in the specified location’ mean?

This criterion requires the applicant to demonstrate an understanding of the need for the service delivery proposal in the relevant community.

Applicants may demonstrate the need for the service delivery proposal through a variety of methods including data analysis, surveys and community engagement.

Applicants should outline how the service delivery proposal does not duplicate existing Commonwealth, state and territory services in that community/location.

## What does ‘Describe how the implementation of your proposed model will achieve the Activity objectives for all stakeholders, including value for money within the Grant funding’ mean?

This criterion seeks to understand how the service delivery proposal will achieve positive outcomes for all stakeholders.

Applicants should describe the evidence-based practices and/or evidence-based programmes, along with early intervention or prevention approaches that will be used in the proposed service delivery to meet objectives for stakeholders. Applicants should also outline the how their proposal will link with other services and organisations in the community to support the diverse needs of clients.

Service delivery proposals should describe how client outcomes will be monitored and strategies for continuous improvement and priority target group engagement will be utilised.

## What does early intervention and prevention mean?

Services should actively seek to identify issues that are, or could affect child or family outcomes and provide interventions or appropriate referrals before these issues escalate.

Early intervention and prevention strategies aim to provide resources and influence children’s and families’ behaviours in order to reduce the risks of an emerging issue. A key component of early intervention and prevention is to increase protective factors that enable children and families to be resilient when issues arise.

Early intervention and prevention is intended to prevent the development of future problems and also to promote the necessary conditions for a child’s healthy development in all areas.

## What does ‘Demonstrate your experience in effectively developing, delivering, managing and monitoring activities to achieve the Sub-Activity objectives for all stakeholders’ mean?

This criterion asks applicants to demonstrate their previous experience in providing services that have achieved positive outcomes for stakeholders.

Applicants should demonstrate previous experience using evidence-based practices and/or evidence-based programmes along with early intervention and/or prevention approaches. Service delivery proposals should also include previous strategies for engaging the community or target group and provide details on past service delivery outcomes monitoring and evaluations.

## What does ‘Demonstrate your organisation's capacity and your staff capability (experience and qualifications) to deliver the Sub-Activity objectives in the specified location’ mean?

This criterion seeks to understand how applicants will be able to effectively meet the organisational and staffing demands of the proposal.

Applicants should indicate their organisations capacity to commence delivering their proposal and how they will ensure that appropriately qualified staff are available.

Applicants may also demonstrate their experience in engaging and supporting their proposed target group and outline the training, supervision and support practices for staff.

## Can I apply for more than one Sub-Activity and/or more than one specified location?

Yes, but only for the specified Sub-Activity in the specified location and separate application forms will be required to be submitted for Sub-Activity in each specified location.

## Will one-off establishment funds be available in addition to operational funding?

Yes – refer to Question 5.2 in the Application Form.

## How much will be provided for one-off establishment funding?

The amount provided will be negotiated by DSS and AGD with the successful applicants.

# New Q&A – Added 18 August 2014

## To assist the development of an informed and comprehensive transition plan – please advise how many existing clients are currently being serviced and which services are currently being offered.  A breakdown of clients per service per area would be of assistance. (Added 18 August 2014)

The advertised services are currently being delivered by interim service providers, and have been since 1 July 2014. As set out on page 4 of the Funding Round Summary which is available from the [DSS website](http://www.dss.gov.au/grants/family-law-services-south-east-queensland-2015-19), applications are sought to deliver the following services:

| Family Relationship Centre | Ipswich (QLD) with outreach located at Gatton and Laidley |
| --- | --- |
| Children’s Contact Service | Ipswich (QLD) |
| Children’s Contact Service | Logan (QLD) |
| Children’s Contact Service | Gold Coast (QLD) |
| Parenting Orders Programme – Post Separation Cooperative Parenting Programme | Gold Coast (QLD) |
| Parenting Orders Programme – Post Separation Cooperative Parenting Programme | Sunshine Coast (QLD) |

A breakdown of clients per service area is not available. Transition plans should focus on how existing clients would be supported to move successfully to a new service provider.

## What role will the existing provider play to assist with the transition to the new service provider? (Added 18 August 2014)

The existing interim service providers will work with the successful applicant/s to facilitate the successful transition of existing clients to new service providers. Transition arrangements will be discussed in detail with the successful applicant/s.

## What infrastructure is available for the new service provider to use? (Added 18 August 2014)

The successful applicant/s would be expected to source their own infrastructure requirements, including premises, to deliver these services.

## Will the new service provider have access to existing staff to assist with the transition? (Added 18 August 2014)

The successful applicant/s will work with the existing interim service providers to assist with the transition of existing clients to new services. Staffing arrangements during and after transition are for the successful applicant to determine.

## Are there any obligations that the new service provider will have to take on in terms of staff obligations (to existing staff) and infrastructure obligations? (Added 18 August 2014)

There are no obligations on the successful applicant/s regarding existing staff or existing infrastructure for the current interim services.

## What statistical divisions/areas are services expected to be provided in for all of these service types? (Added 18 August 2014)

Please see the answer to question five.

## Are we able to add attachments to the submission and are there any size restrictions for the attachments? (Added 18 August 2014)

Any additional attachments not requested in the Application form will not be accepted.

# New Q&A – Added 22 August 2014

## In relation to the Families and Communities Program - Family Law Services Funding Round  (August 2014), could you please advise if the $1,483,641 for the Parenting Orders Program – Post Separation Cooperative Parenting Program on the Sunshine Coast is a new funding allocation, or a re-tendering process for existing funding?  (Added 22 August 2014)

The $1,483,641 for the Parenting Orders Program - Post Separation Cooperative Parenting Program on the Sunshine Coast is re-tendering for existing funding, not a new funding allocation.

# New Q&A – Added 4 September 2014

## As part of the Family Law Services Funding Round Summary p4 point 4 states “Include a transition plan for existing clients”.  However none of the questions specifically request a transition plan and there are no provisions for an attachment.  Can you please let us know how and where we should include the Transition plan? (Added 4 September 2014)

The Funding Round Summary for the Family Law Services open selection process states a strong service proposal will “include a transition plan for existing clients.” A transition plan should be addressed as part of the applicant’s response to the selection criteria.