

Official Order 90002941

Statement of Work

This Official Order is placed on August 2013. The Official Order is placed pursuant and subject to the terms and conditions of the MoU for the Provision of Social Policy Research, Evaluation, Data Investment and Professional Development Services between the Department and Australian Institute of Family Studies dated 27 January 2012 and with MoU number 46074570.

Item 1 [Services Commencement and Timeframe]

Services Commencement Date

The Services Commencement Date is 26 August 2013.

Services Completion Date

The Services Completion Date is the date by which all deliverables under this Services MoU have been completed and delivered to the Department Or 28 February 2014.

Extension Periods

Not applicable

Timeframe

| Activity | Date | Milestones / Outputs / Deliverables |
|--|---------------------------|---|
| Signing of Official Order and Departmental acceptance of project methodology | 26th August 2013 | Project Methodology accepted by Department. |
| Literature Review | September – December 2013 | Review existing evidence on the impacts of forced adoptions and identify the current service and support needs of those affected and identify the range promising and emerging practices, services, interventions and models that may be effective for people affected by forced adoptions. This may include broad needs such as social emotional wellbeing and mental health, as well as family tracing and records tracing support. Synthesise findings into conceptual map of how the needs of those affected fit with evidence-based theoretical frameworks. |
| Draft Literature Review | 18 October 2013 | Receipt of draft literature review for review and comment by Department. |

| | | |
|---|------------------------------|--|
| Map existing service system | September – October 2013 | Map existing service system to determine the services currently available to people affected by forced adoptions, including peer support and family tracing services. Analysis to determine how well the existing services are meeting the broad and specific needs of affected people (based on literature review) and identify gaps, strengths or promising practices, and duplications in the service system |
| Circulate draft materials and seek feedback on workshop approach and methodology to the Forced Adoptions Implementation Working Group (FAIWG) | September 2013 | AIFS to send out draft materials to FAIWG prior to scheduled teleconference on 26 September. AIFS to participate in teleconference and collate feedback. |
| Undertake 14 Workshops | October- November 2013 | Workshops undertaken across all six states (1 metropolitan and 1 regional/rural) and two territories (1 in each) with service providers (including advocacy and support groups) to present the findings of the literature review and service mapping and discuss how identified models of best practice can be incorporated into the current service system. |
| Present interim findings of literature review, service mapping and initial consultations to FAIWG | 31 October 2013 | Presentation and discussion at scheduled FAIWG meeting, tentatively scheduled for 31 October 2013. |
| Develop models | December 2013 – January 2014 | Synthesise the findings from the literature review, service mapping and workshops and develop option(s) for service models (including diagrammatic overviews if relevant) that will enhance and complement the existing services and improve support available to those affected by forced adoptions. This will include an analysis of the relative strengths and weaknesses and/or trade-offs of each service model option. |
| Prepare final report | January 2014 – February 2014 | Draft report to the Department for comment which includes: <ul style="list-style-type: none"> - Literature review - Service mapping of existing services and support, including analysis of how well they meet needs of people affected - Summary of workshop methodology and key themes and issues identified - Summary of tools, resources and guidelines currently available - Description of service model/s (including diagrammatic overviews if relevant) that will enhance and complement the existing services to improve support |
| Finalise report | February 2014 | Final report to be submitted for acceptance by Department |

Caretaker Convention Period

- (i) "Caretaker Convention Period" means the period of time which runs from the date that the House of Representatives is dissolved following the calling of the election until the time the result of the election is clear or, if there is a change of government, until the time the new government is appointed.
- (ii) The Parties acknowledge that this Order has been placed during the Caretaker Convention Period for the 2013 Federal Election. It is agreed that the Department may in its absolute discretion, by notice in writing provided within [12 months] of signing this Order, immediately terminate the Order.
- (iii) On termination of this Order, the Service Provider must cease all dealings in respect of this Order.
- (iv) The Department will not be obliged to pay any part of the fees to the Service Provider after the termination of this Order.
- (v) The Department will not come under any liability to the Service Provider for termination of this Order in accordance with the terms set out under this Item.

Item 2 [Services and Subcontractors]

Service Categories

The Service Provider will provide Services in relation to the following Service Categories:

- Social policy research**
- Evaluation**
- Data investment**
- Professional development**

Description of Services

The Service Provider is to develop options for service models that will enhance and complement the existing service system to improve support for people affected by Forced Adoptions policies and practices. The Service Provider will conduct a scoping study to:

- Map the current support available for people affected by Forced Adoptions;
- Determine how the system currently meets the needs of those affected;
- Identify any gaps in the service system; and
- Provide service model options for how to complement the existing services to improve the support available to those affected.

The research will consist of the following steps:

- Literature review to synthesise previous research on forced adoptions and the impact they have had on people, including the long term impact and their current service and therapeutic needs, as well as reviewing best-practice models for meeting those needs;
- Mapping of the services currently available for people affected by forced adoption practices and analysing the strengths or promising practices, weaknesses, barriers and gaps;
- Develop evidence-based national service model options that will complement and enhance the existing services and fill gaps to better meet the needs and expectations of those affected by Forced Adoption practices.

This research will provide answers to the following key questions:

- What services are currently available in each jurisdiction to support and assist people affected by forced adoption? Particular attention should be given to peer support groups, services that use trauma-informed models of care and family tracing and support services and, where possible, what resources, tools and guidelines are available for use by mental health professionals.
- Are these services sufficient to meet the need of people affected by Forced Adoptions?
- Where are the gaps in the service system for those affected by forced adoption practices including, if possible, consider training and support for mental health professionals?
- How could services that are currently available be enhanced to better meet the needs of people affected by forced adoption policies and practices?

Human Research

If the Service Provider undertakes research involving human subjects as part of the Services, the Service Provider must:

- seek and obtain ethical clearance from a Human Research Ethics Committee(s) and submit a copy of the clearance to the Department prior to undertaking the research;
- not undertake the research without the clearance; and
- adhere to the requirements for the protection of personal information set out in the *Privacy Act 1988* and this Services MoU.

Communications

The Service Provider must:

- maintain a working knowledge of the Department's social policy agenda;
- attend meetings as required by the Services MoU; and
- actively engage with the relevant Departmental staff as required to provide the Services.

Meetings

Meetings with the Department and the Forced Adoptions Implementation Working Group will be at a time and location specified by the Department or through telephone or video conference. Anticipated meeting dates with the Department and the Forced Adoptions Implementation Working Group are scheduled for 26^h September (teleconference) and late October 2013. Further meetings with the Department will be arranged as required.

Feedback Process

The Service Provider must co-operatively participate in the following feedback processes:

- Feedback on Services MoU implementation and progress against the performance indicators

Due: To be advised by the Department.

This will involve a snapshot review by both parties of the Services MoU implementation process and the Service Provider's performance of the Services MoU against the performance indicators.

The purpose of this review is to allow the Department to provide feedback to the Service Provider on its performance of the Services MoU and to allow early identification of potential risks to the performance of the Services MoU and possible actions to mitigate these risks.

- Final feedback

Due: To be advised by the Department.

The Department will provide feedback to the Service Provider regarding the Service Provider's performance of the Services MoU against the performance indicators and the Service Provider will have the opportunity to respond.

Feedback Process Principles

The emphasis of the feedback process will be on constructive and non-adversarial feedback designed to:

- provide quality assurance;
- build and maintain productive stakeholder engagement; and
- contribute to the improvement of quality service delivery.

Note: the Department's participation in feedback processes does not limit or affect the obligations of the Service Provider under the Services MoU. The Service Provider remains fully responsible for the performance of its obligations under the Services MoU.

Reporting

The Service Provider must, within 20 days of the Services Completion Date, deliver to the Department a completed performance evaluation report detailing the Services performed, the extent to which the Services were satisfactorily completed and such other matters required by the Department.

Subcontractors

Not applicable

Business Continuity Plan

The Service Provider is not required to maintain a Business Continuity Plan.

Item 3 [MoU Material]

The Australian Institute of Family Studies will provide a final report to the Department which includes the:

- Literature review
- Service mapping of existing services and support, including analysis of how well they meet needs of people affected
- Summary of workshop methodology and key themes and issues identified
- Summary of tools, resources and guidelines currently available
- Description of service model/s (including diagrammatic overviews if relevant) that will enhance and complement the existing service to improve support.

The final report is to be submitted as a Word Document following the Australian Government Style manual.

Item 4 [Intellectual Property]

Department custodianship of Intellectual Property in MoU Material with limited licence to Service Provider.

Item 5 [Fees]

The total fees payable to the Service Provider by the Department in respect of the Services MoU is \$179,737 (Exc. GST) payable by the following Instalments:

Payment Schedule:

| Date | Deliverable | Amount (GST exc.) |
|------------------|--|--------------------------|
| 26 August 2013 | Signing of official order and Departmental acceptance of project methodology | \$36,000 |
| 18 October 2013 | Draft Literature Review | \$72,000 |
| 28 February 2014 | Departmental acceptance of final report | \$71,737 |
| TOTAL | | \$179,737 |

Item 6 [Expenses and Costs]

The Australian Institute of Family Studies have included estimated costs for travel and catering in the total value in Item 5. The estimated costs include:

| Expenses and Costs | Amount (Exc. GST) |
|----------------------------------|--------------------------|
| Catering | \$1,400 |
| Travel Arrangements | |
| - Airfares | - \$10,400 |
| - Travel Allowance (incl. meals) | - \$2,760 |
| - Accommodation | - \$2,400 |
| - Taxis and car hire | - \$3,000 |
| TOTAL | \$19,960 |

Item 7 [Invoices]

The Service Provider must submit correctly rendered tax invoices to the Department. A correctly rendered tax invoice is one which:

- (a) includes the Official Order number;
- (b) includes the title of the Services;
- (c) includes the name of the Department's Contact Officer;
- (d) details the fees payable;
- (e) details expenses and costs payable, and attaches original receipts;
- (f) contains written certification in a form acceptable to the Department that the Service Provider has paid all remuneration, fees or other amounts payable to an employee, agent or Subcontractor performing Services under the Services MoU; and
- (g) is a tax invoice.

The due date for payment by the Department is 30 days after receipt by the Department of a correctly rendered invoice.

Payment will be effected by electronic funds transfer (EFT) to the Service Provider's bank account specified in the Services MoU.

Item 8 [Existing Material]

None specified

Item 9 [Moral Rights]

None specified

Item 10 [Commonwealth Material]

Commonwealth Material including data, reports, briefs or any other material may be provided by the Department to the Contractor to assist in the provision of the Services MoU.

Item 11 [Use of Commonwealth Material]

The Australian Institute of Family Studies must ensure that any Material provided by the Department for the purposes of this Services MoU is used in accordance with conditions, restrictions or directions given by the Department. The Contractor must, at the expiration or termination of this Services MoU, deliver to the Department or otherwise deal with all document material as directed by the Department.

Item 12 [Facilities and Assistance]

None specified

Item 13 [Confidential Information]**Additional Department Confidential Information:**

| Description | Period of Confidentiality |
|--------------------|----------------------------------|
| Not applicable | |
| | |

Additional Service Provider Confidential Information:

| Description | Period of Confidentiality |
|--------------------|----------------------------------|
| Not applicable | |
| | |

Item 14 [Security Requirements]

If accessing Commonwealth and Departmental classified data, the Service Provider must read and comply with security procedures described in the FaHCSIA Protective Security Policy and the Australian Government Protective Security Policy Framework (PSPF).

The FaHCSIA Protective Security Policy is available on request from the Department's Contact Officer. The PSPF is available at:

http://www.ag.gov.au/www/agd/agd.nsf/Page/ProtectiveSecurityPolicyFramework_Contents.

If accessing the Department's longitudinal datasets, the Service Provider must read and comply with the *Manual for the Access to and Use of FaHCSIA Longitudinal Survey Datasets* (Household, Income and Labour Dynamics in Australia, Longitudinal Study of Australian Children and Longitudinal Study of Indigenous Children). The Manual is available at: <http://www.melbourneinstitute.com/hilda/data/default.html>.

Item 15 [Standards and Best Practice]

Cultural and Community Sensitivities

If the Service Provider is required to work with groups, communities or populations from culturally and linguistically diverse backgrounds in providing the Services, the Service Provider must ensure that its Personnel are aware of basic cultural communication protocols, taboos or sensitivities that could adversely affect the quality of the Services or the performance of the Services MoU.

If the Service Provider undertakes work in Aboriginal and Torres Strait Islander communities in providing the Services:

- the Service Provider must exercise a high degree of cultural sensitivity and respect for local cultures and authority structures. This includes being mindful of Indigenous peoples' right to have different values, norms and aspirations to non-Indigenous people;
- the Service Provider must recognise that Indigenous communities are diverse, with different languages, cultures, histories and perspectives; and
- the Service Provider must ensure that its Personnel are aware of, and avoid, behaviours, expressions and images that may offend Indigenous people.

The Service Provider must, in performing the Services, be aware of, and meet, the expected standards of conduct in the Australian Public Service (APS). Respectful conduct is the core principle underpinning APS values. Information on the APS Code of Conduct and APS Values is available at: <http://www.apsc.gov.au/legislativeframework/index.html>.

Standards for Records and Record-Keeping

The Service Provider must, in performing the Services MoU:

- comply with applicable legislation, Commonwealth policy, Departmental and institutional procedures relating to records and record keeping; and
- (to the extent consistent with applicable legislation, Commonwealth policy and Departmental procedures) adopt international best practice in research record-keeping and disposal of research materials. For example, Section 2 of the Australian Code for the Responsible Conduct of Research includes guidelines for the management of research materials including record-keeping and disposal requirements.

Standards for Research on Human Subjects

The Service Provider should be aware of and comply with the *Australian Code for the Responsible Conduct of Research* (ACRCR) and the *National Statement on Ethical Conduct in Human Research* (NSECHR) when undertaking research, evaluation and data collection activities involving human subjects. The ACRCR and NSECHR are available at: <http://www.nhmrc.gov.au/publications/synopses/e72syn.htm>.

Item 16 [Specified Personnel]

The following personnel will be providing the service:

Dr Daryl Higgins
Deputy Director (Research)
Australian Institute of Family Studies

Ms Pauline Kenny
Research Fellow
Australian Institute of Family Studies

Senior Research Officer/Research Office Research Support

Item 17 [Insurance]

Not applicable

Item 18 [Contact Officers]

The Department's Contact Officer is the person holding the position of Section Manager, Royal Commission and Forced Adoptions Section, currently:

Name of person: Megan Shipley
Postal Address: PO Box 7576 Canberra Business Centre Act 2610
Physical Address: Tuggeranong Office Park
Soward Way (cnr Athllon Drive)
Greenway ACT 2900

Email:

Phone:

Facsimile:

The Service Provider's Contact Officer is currently:

Name of person: Dr Daryl Higgins
Postal Address: Australian Institute of Family Studies
Level 20 South Tower
485 La Trobe Street
MELBOURNE VIC 3000

Physical Address: As above

Email:

Phone:

Facsimile:

Item 19 [Addresses for Notices]

The Department's address for notices is:

Name of person: Jeanette Daniel

Postal Address: PO Box 7576 Canberra Business Centre Act 2610

Physical Address: Tuggeranong Office Park
Soward Way (cnr Athllon Drive)
Greenway ACT 2900

Email:

Phone:

Facsimile:

The Service Provider's address for notices is:

Name of person: Dr Daryl Higgins

Postal Address: Australian Institute of Family Studies
Level 20 South Tower
485 La Trobe Street
MELBOURNE VIC 3000

Physical Address: As above

Email:

Phone:

Facsimile:

Item 20 [Publications]

None specified

SIGNED for and on behalf of

THE COMMONWEALTH OF AUSTRALIA as represented by the Department of Families,
Housing, Community Services and Indigenous Affairs, by:

[Insert name of Signatory] ***[Signature]***

[Insert Signatory's position title]

On:

[Insert date]

SIGNED for and on behalf of Australian Institute of Family Studies ABN 64 001 053 079 by:

[Insert name of Director] ***[Signature of Director]***

On:

[Insert date]

And:

[Insert name of Director / ***[Signature of Director / Company Secretary]***
Company Secretary]

On:

[Insert date]