

Public Interest Certificate

National Redress Intake and Triage Service

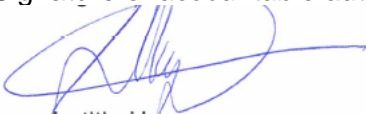
I am a delegate of the Accountable Authority of the Department of Social Services for the purposes of the *Government Procurement (Judicial Review) Act 2018* (the Act).

This public interest certificate is issued under section 22(1) of the Act.

I certify that it is not in the public interest for the following procurement by the Department of Social Services to be suspended while complaints under section 18 of the Act are being investigated or while applications for injunctions under Part 2 of the Act are being considered.

AusTender ID(s)	DSS Ref: 70019799
Tender(s) Close Date and Time	22-04-2025 12:00 PM
Procuring Entity	Department of Social Services
Contact Officer	Alison Hale, Branch Manager, External Engagement, Redress Group
Category (UNSPSC)	93140000 – Community and Social Services
Description	<p>Request For Quote to establish the National Redress Intake and Triage Service (ITS) to provide targeted support and assistance to people who have submitted an incomplete application to the Scheme and further information is required.</p> <p>The ITS will:</p> <ul style="list-style-type: none">• support Applicants to better understand the criteria and scope of the Scheme, guiding Applicants to submit complete and fulsome applications to the Scheme; and• refer Applicants with higher or additional support needs to a broader network of Redress Support Services (RSS) to assist them for more intensive support.

Signature of *accountable authority*/delegate:



Letitia Hope
Deputy Secretary, Families and Communities, Department of Social Services
27 March 2025