

Expression of Interest - Invitation Concierge Partner

Chermside – Park House Apartments

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Contents

1.0 BACKGROUND AND OVERVIEW	3
1.1 EXPRESSION OF INTEREST PARTICULARS	3
Briefing / Information Session	4
Questions / Requests for Further Information	4
Lodgment of Expression of Interest	4
1.2 YOUNGCARE	5
The Issue	5
Specialist Disability Accommodation	5
1.3 HOUSING PROJECTS	6
1.4 TENANTS	7
1.5 SIL SUPPORT MODEL APPROACH	8
1.6 GOVERNANCE AND PERFORMANCE MONITORING	10
Onsite Accommodation	10
Insurances	11
Work Health and Safety	11
Reportable Incidents	11
NDIS Quality & Safeguards Registration	11
2.0 EVALUATION PROCESS AND CONDITIONS	12
2.1 ELIGIBILITY CRITERIA	12
2.2 EVALUATION CRITERIA	12
A. QUESTIONS	13
B. PRINCIPLES AND PERFORMANCE INDICATORS	13
C. VISUAL SUMMARY OF EOI	13
D. FINANCIAL STABILITY	14
EVALUATION PROCESS	14
GENERAL CONDITIONS	14
Expression of Interest Response	14
Legal Entity	14
Lodgment of Submissions	15
Conflicts of Interest	15
Confidentiality	15
Variation to this Expression of Interest	15
Disclaimer	16
Cost of Expression of Interest Preparation	16
Negotiations	16
3.0 SUBMISSION	16
1. ELIGIBILITY CRITERIA	16
B. PRINCIPLES AND PERFORMANCE INDICATORS	17
C. VISUAL SUMMARY OF EOI	17
D. FINANCIAL STABILITY	17

3. KEY STAFF EXPERIENCE AND QUALIFICATIONS.....	17
E. REFERENCES.....	18
Referee #1	18
Referee #2	18
Attachment A - Principles	20
Attachment B – Performance Framework	22

1.0 BACKGROUND AND OVERVIEW

Youngcare is committed to supporting young people's choice to live their lives in quality housing. Youngcare's housing developments deliver age-appropriate housing solutions where young people with high physical care needs can live their lives with choice, independence, and dignity in their own homes.

To date, Youngcare has led the way across Queensland in designing premium residential solutions for young people with high physical care needs. For 15 years Youngcare has been working and partnering with architects, developers, investors, and residents to help young people living in, or at risk of entering aged care or other inappropriate housing, find suitable housing outcomes. Youngcare has learnt that there is not a one-size-fits-all solution; and provide the right solution for the right situation.

Youngcare are committed to providing Specialist Disability Accommodation (SDA) under the NDIS for people with High Physical Support needs not only in Queensland but across Australia.

1.1 EXPRESSION OF INTEREST PARTICULARS

The purpose of this Expression of Interest (**EOI**) invitation is to request responses from experienced disability support providers that possess the necessary skills, capacity, and experience to provide exceptional NDIS funded, concierge services in Youngcare's housing project at Chermside. It is intended that one provider will be selected by the tenants to provide the service for ten participants (nine apartments) within a complex of 75 apartments.

Youngcare will assist tenants with the process of selecting the concierge provider by convening a panel that recommends a short list of appropriate providers to deliver the services in the property. This EOI process is aimed at identifying a provider to be selected by tenants.

Through this EOI process Youngcare is intending on achieving the following:

1. Invite expressions of interest from suitably experienced, qualified, and registered providers.
2. Form a panel to undertake an initial assessment of EOI responses and create a shortlist of suitable providers.
3. Finalise recommendation of a preferred concierge provider to be recommended to tenants of Youngcare's project.
4. Facilitate the selection of provider by the tenants.
5. Key dates for this EOI Invitation are indicated below:

Expression of Interest Invitation	3/11/2020
Information / Briefing Session	11/11/2020
Closing Date for questions	20/11/2020
Closing date and time for submissions	27/11/2020 at 2:00pm
Interviews to be undertaken	9/12/2020

The dates provided above are a guide only. Youngcare will make every effort to maintain this schedule but reserves the right to vary any and/or all dates.

Briefing / Information Session

A briefing session will be conducted to provide background information, present Youngcare’s philosophy for SDA operations and provide an opportunity for interested providers to ask questions about Youngcare and the CONCIERGE service EOI. This will be held on:

Date: 11/11/2020
Time: 10:30 am (Queensland)
Location: Zoom Meeting
Meeting ID provided when registering attendance.

Attendance at this information session is not mandatory, however interested providers are encouraged to attend.

RSVP is essential. Please advise of your attendance by contacting Michelle Goding via email (mgoding@youngcare.com.au) by close of business 9/11/2020.

Questions / Requests for Further Information

Providers may ask questions at any stage during the EOI Invitation period up to 5pm on the date noted as “Closing Date for Questions” above. Questions must be in writing and sent via email to mgoding@youngcare.com.au and received by 20/11/2020. There will also be an opportunity to ask questions during the information session. Youngcare may issue responses to questions to all providers who are preparing an EOI response.

Lodgment of Expression of Interest

Expressions of Interest must be lodged by 2:00pm Australian Eastern Standard Time, on 27/11/2020 via email to mgoding@youngcare.com.au. EOI responses are to be a single PDF file no larger than 5 MB on your organizations template.

1.2 YOUNGCARE

The Issue

Suitable and appropriate supported housing is one of the greatest areas of unmet need for people with disabilities in Australia. Currently, there are 12,000 young people being left behind in inappropriate housing simply because there is nowhere else for them to go.

28,000
young people
are seeking a suitable
place to call "HOME"

AUSTRALIA is
currently short
12,000
high care houses

There is a residential and care crisis throughout Australia for young people with high care needs. Young Australians are being left behind in aged care, hospital rooms, rehabilitation centres – inappropriate accommodation that is not suitable for their age. The core of this crisis is the lack of opportunity for each person living with disability to choose their own pathway due to limited options. Youngcare is tackling this national issue by acting as the conduit for industry, government, and the community to work together to bring much-needed change to the disability housing sector. The introduction of the National Disability Insurance Scheme (NDIS) will enable Youngcare to further enhance our impact in the disability sector.

Specialist Disability Accommodation

The National Disability Insurance Scheme (NDIS) is transforming the way people with disability are supported in Australia. Within the NDIS' \$22 billion annual budget, there is a budget estimate of \$700 million per year over the next ten years earmarked for building housing for people with disability.

The NDIS outlined its housing vision in a paper called *NDIS Specialist Disability Accommodation (SDA) Decision Paper on Pricing and Payments* released on 1 June 2016.

Specialist Disability Accommodation (SDA) refers to housing for NDIS participants who require specialist housing solutions to assist with the delivery of supports that cater for their individual care needs. The policy outlined is designed to facilitate the development of new housing for over 12,000 people with disability who require the highest levels of support.

The majority of young people in aged care, and many of those at risk of entering aged care, will be eligible for NDIS SDA payment for their housing needs.

1.3 HOUSING PROJECTS

Youngcare already has a number of operational housing developments (that are enrolled or in the process of being enrolled for SDA) and has a number of housing projects either under construction or in the final stages of planning across Queensland and New South Wales. The details of the projects either under construction or in final planning are as follows:

Project	Category	Housing type	Expected completion
Woolloowin	High physical support	X3 Single resident villas X1 Three-bedroom house OOA	October 2020
North Lakes	High physical support	X7 two-bedroom apartments OOA	October 2020
Chermside	High physical support and Fully accessible	X8 single resident apartment X1 two-bedroom apartment OOA	February 2021
Rothwell	High physical support	X2 three-bedroom houses OOA	June 2021
Sunshine Coast	High physical support	X2 three-bedroom houses OOA	October 2021
Gold Coast (North)	High physical support	X2 three-bedroom houses OOA	October 2021
Noosa	High physical support	X2 two-bedroom apartments X8 one-bedroom apartments	December 2021
Jordan Springs (NSW)	High physical support	X2 three-bedroom houses OOA	TBC 2021

As evidenced by the projects listed above, Youngcare operates several different styles of housing from homes, apartments, and townhouses. This allows Youngcare to offer people housing that suits their desired style and allow them to fully exercise their choice and control. All new projects are built to SDA High Physical Support requirements and will be registered within this SDA category. It is anticipated most tenants will qualify for Onsite Overnight Assistance (OOA) and as such each Youngcare project includes OOA room(s).

In all existing and new projects, Youngcare is the registered SDA Provider or acts as agent for the SDA provider and plays a highly active role in all aspects of the ongoing management and operation of each development.

- Property Management

- Tenancy Management
 - Concierge selection, reviews etc.
 - Tenant surveys
 - Concierge audit
- Assistive Technology

Youngcare's objectives with all housing projects is to demonstrate how the combination of well-located and purpose designed housing, appropriate support and advances in assistive technology, can enable young people with high and complex needs to lead an ordinary life, in the community with as much autonomy and independence as possible.

Youngcare's key goals for their housing include:

Participants/ tenants living in the apartments:

- Live their life with as much autonomy, privacy, and independence as possible, with the supports they need to achieve this.
- Have as much choice and control over their home environment as possible.
- Have a home environment that can support the maintenance of family roles and contact with friends and family; and
- Be connected with others and fully participate in the community.

National and systemic impact:

- Demonstrate how investing in well-located high-quality housing and innovative support can assist people with disability to better achieve their goals; and
- Demonstrate how people with disability can maximize choice and control over how their supports are delivered in an NDIS SDA-SIL context.

1.4 TENANTS

There are nine apartments (eight x single occupant dwellings and one x two occupant dwelling) with a separate apartment for overnight onsite assistance. Each tenant is moving into their new home to live a life with more independence and to increase their participation in their community

Typical tenants for Youngcare housing are people:

- aged 18 to 65 with acquired brain injury, spinal cord injury, Cerebral Palsy, or progressive neurological diseases such as Multiple Sclerosis.
- in or at risk of entry to residential aged care or long-term hospital setting
- have a need for housing design that offers high physical support.
- need support for a significant part of the day; and
- those who are seeking to develop their capacity to maximize their independent living opportunities.

Tenants will be identified and selected by Youngcare via their extensive

database of people seeking a new home. Youngcare will assess each applicant for their eligibility against pre-determined criteria and suitability for living within the subject style of housing, including their connections to the local community in and around the project location.

Tenants are typically made 'conditional offers' subject to the:

- NDIA approving SDA at High Physical Support in the corresponding style and design category in their NDIS plan; and
- NDIA agreeing to fund the range of supports, equipment and technology needed for each person to be able to live successfully and safely in the subject housing, with as much independence as possible.

The final combination of tenants will depend on Youngcare's decisions and the NDIA's decision of which tenants receive SDA funding within their NDIS plans. It is expected that once tenants are confirmed with SDA in their NDIS plans, each tenant will work with the selected SIL/ concierge provider to seek funding in their plan for Supported Independent Living (SIL)/ concierge support prior to moving into their new home.

1.5 SIL SUPPORT MODEL APPROACH

Offering people with complex support needs the ability to live independently, and maximizing choice, requires a range of different organisations to be involved in providing supports.

Concierge SIL is a new model within contemporary disability services, that allows for more choice and control over who provides your day-to-day assistance, while also providing cost-effective 24/7 presence of on-call Support Workers. Participants can choose specific times for when they want to dip into the pool of Support Workers available on-site through SIL, and balance this with the preferred provider of drop-in supports.

What this translates to is control over who aids with the scheduled support needs (e.g. personal care, meal preparation, cleaning), with the back-up SIL service to provide:

1. The extra person you need to assist with a hoist transfer
2. On-call overnight supports, for the strange, unexpected supports that pop up unpredictably
3. Emergency support, for when something goes wrong
4. All the above, including day-to-day tasks.

<https://www.accessiblehomes.com.au/is-supported-independent-living-the-right-choice-for-you/>

Shared Onsite Support Service (Supported Independent Living)

The National Disability Insurance Agency (NDIA) use the term 'supported

independent living' (SIL) to describe a variety of person-to-person supports, overnight support, shared support, and community access support. In the context of this EOI process and the support model described above, SIL is help with and/or supervising of daily tasks in a shared and single resident living environment, with a focus on developing the skills of each individual to live as independently as possible. The support is provided to each person living in the arrangement based on their support needs.

The SIL/ concierge support provided to a participant will be included as part of their plan depending on the level of support they require to live as independently as possible in the housing option of their choice.

Each tenant will need to talk with the SIL/ conceirge provider about their individual and shared support needs for an NDIS 'SIL quote' to be developed, so they can live as independently as possible.

All tenants are expected to require 24-hour access to support staff which makes up an essential component of shared support and is individually purchased by each tenant. The methods for alerting staff include wall buttons, pendants or wristwatch alert devices, an alert button on a tablet or smart phone, sending a text message or making a call to the staff phone number.

The concierge provider needs to have a culture of fostering a tenant's sense of independence and supporting a tenant to direct their own life and build their capacity for living more independently. This includes supporting tenants to use the technology and the inbuilt design features so that they can live as independently as possible.

1.6 GOVERNANCE AND PERFORMANCE MONITORING

Youngcare is committed to ensuring all tenants are supported in a best practice model. As such there is a strong performance monitoring and continuous improvement approach. The design of this housing and support model has a strong focus on building tenant capability and independence and this requires regular monitoring of progress. In providing the housing with a purpose-designed support model Youngcare also aim to build an evidence base for the effective design and delivery of SDA and SIL services under the NDIS. Regularly and robustly measuring progress will help Youngcare to achieve these goals.

There may be five types of measurement activities occurring:

1. Tenant Survey – the tenant survey will be delivered quarterly. The survey will seek tenants' feedback on their experience living in the housing and their satisfaction with the service providers involved.
2. Supported Independent Support (SIL provider) Performance Report – this report will be completed quarterly. This will document the support delivered in the housing throughout the period, including progress achieved, issues that have arisen and ongoing cost of providing support to each tenant.
3. Post-Occupancy Evaluation of built design and assistive technology- to measure the impact of the built design, assistive and communication technology on the tenant outcomes, their independence and the cost of paid supports, and the utility of specific adaptable features incorporated into the housing.
4. Tenant Outcomes Study – to systematically evaluate at the level of the individual, the impact of moving to and living in appropriately designed housing in the community. This study will measure health, physical, behavioural and emotional function, autonomy and choice, social connection, community participation, and quality of life outcomes.
5. Annual independent audit of Support – to identify, document and measure specific behaviors and interactions that foster choice, control, autonomy, and independence of tenants

Support providers are expected to operate within the Performance Framework described in Attachment B. This will be the basis for their reviews by tenants and Youngcare.

Onsite Accommodation

The support model for the housing includes access to 24-hour, 7-days per week support in emergencies and when urgent unplanned assistance is required, it is provided from an onsite location.

The appointed concierge provider will be granted a license to occupy and use the onsite overnight assistance room at this project. This includes any fixtures, fittings, and property of Youngcare within that room for the use of its staff in delivering support

services to the participants. A license fee is payable of \$5,200 ex GST (per year), as well as reimbursement of utilities paid for by Youngcare (SDA Provider).

Insurances

The concierge provider must ensure that it maintains the following insurance policies through a reputable insurance agent throughout the term of any agreement:

- a) professional indemnity insurance;
- b) public risk liability insurance for an amount of at least \$20M; and
- c) insurance compliant with all applicable workers' compensation legislation.

Work Health and Safety

The concierge provider must comply with their respective obligations under any work health and safety laws, statutory requirements and obligations as may be applicable from time to time.

Reportable Incidents

The concierge provider will be required to record and report the following information to Youngcare immediately upon occurrence:

- Notifiable Incident under workplace health and safety;
- Reportable incidents under the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018;
- Breach of lease; and
- Vacancy or potential vacancy occurrence.

NDIS Quality & Safeguards Registration

The concierge provider must be a registered provider within the NDIS Quality and Safeguards framework. Registration groups may vary between some housing projects depending on the support needs of tenants, however, as a minimum the Concierge provider must be a registered SIL provider.

2.0 EVALUATION PROCESS AND CONDITIONS

This EOI Invitation process provides organisation's with an opportunity to express their interest in providing the shared onsite supports (concierge) at Youngcare project at North Lakes. The Expression of Interest (EOI) will allow tenants to make informed choices about the Concierge/ SIL provider they engage.

Eligibility and evaluation criteria will be used to evaluate all expression of interest submissions. Submissions need to address all the elements within the criteria.

Youngcare reserves the right, in its absolute discretion, to exclude from evaluation any submission that it considers incomplete or non-compliant.

2.1 ELIGIBILITY CRITERIA

To be eligible to participate in this EOI Invitation process each applicant organization must be a registered provider of SIL services under the NDIS Quality and Safeguards Commission. Evidence of registration will be required to be submitted. If transition to the Quality and Safeguards Commission requirements has not been completed at the time of submission, evidence of the stage of transition will be required to be submitted. This would be expected to include evidence of previous / current state-based compliance, correspondence with the relevant authority; copies of policies and procedures developed to date and audit reports / correspondence with an appointed auditor.

2.2 EVALUATION CRITERIA

In the response to this EOI Invitation, Organisation's are asked to address the following key questions and requirements:

A. QUESTIONS

Please provide detailed answers to the following questions.

No.	Criteria
A.	Detail the similarities of our model and your current model(s) of operation.
B.	Detail any differences between our model and your current model(s)? How will you overcome these?
C.	Explain how you would provide the 24-hour onsite support service to the tenants including likely rosters?
D.	Detail at least two (2) situations where you have previously changed a support worker due to tenant feedback – what was the process?
E.	Have you ever had to terminate a tenant's residency? What were the circumstances and process?
F.	Detail your support worker recruitment process and how you match workers with participants? Please include details on registration, orientation, mandatory training, additional training, and ongoing support provided to employees. How many vacant positions do you currently have?
G.	Detail how you will provide intensive supports for participants including those by registered nursing staff? What training may be required?
H.	Detail in what geographical areas you currently service, or will be looking to service in the future (next 18 months)?

B. PRINCIPLES AND PERFORMANCE INDICATORS

Please provide a response to the **provider principles (Attachment A)** and the **performance indicators (Attachment B)** outlined in this EOI Invitation, relating to the following key requirements. Your response is to address how your organization aligns to these core requirements and what policies and procedures you adopt to maintain compliance and all times.

1. Person centered approach
2. Building capability in living independently
3. Supporting economic participation
4. Enabling choice, control, and self-direction in the delivery of support
5. Delivery of consistent, high quality services
6. Commitment to generating and sharing knowledge

C. VISUAL SUMMARY OF EOI

Please provide a visual summary of your EOI (no more than 5 minutes) for the interview panel to view, and as the basis for tenants of this project to express their preference of SIL provider.

In developing your EOI response, you should consider these questions:

- Does your organization provide any specialist support and what is your

experience and knowledge in this area? E.g. mechanical ventilation, spinal cord injury, catheter management, autonomic dysreflexia, cognitive and executive impairment, behaviors of concern, mental illness, complex nursing care.

- Whether your organization is only willing to be the shared onsite support provider if all tenants use their services, or whether your organisation is willing to provide support to only some tenants? And if so, is there a minimum threshold?
- How long of a commitment (if any) would your organisation be seeking from tenants for their services?
- How your organisation would consult with each tenant regarding satisfaction with the service, the support workers, and how they would address and overcome grievances?

D. FINANCIAL STABILITY

Please provide at least the past two (2) years audited financial statements and current financial reports for the financial year to date for the current year. These reports will be strictly confidential.

EVALUATION PROCESS

Submissions will be evaluated against the indicated criteria. An initial evaluation will be used to short-list submissions. Applications will be reviewed against the evaluation criteria, principles and performance indicators, financials, and insurance details. Applicants that have not met the short-listing requirements, may be given 24 hours to provide the more information to support the short-listing process. Following short-listing, one or more providers may be approached to meet with the evaluation panel for the purpose of an interview.

Candidates progressing to the 2nd round evaluation stage may be asked to provide further evidence of their expertise and risk management framework for assessment.

All candidates will be advised in writing of the outcome of the submission process.

GENERAL CONDITIONS

Expression of Interest Response

A response is to be provided on applicant organisations own template.

Legal Entity

Candidates must provide proof of their organisation's provider registration with the NDIS Quality and Safeguards Commission. If registration is within the transition period, evidence

of state-based registration and evidence of the status of transition to the NDIS Quality and Safeguards Commission must be provided.

Lodgment of Submissions

Submissions must be lodged by 2:00pm Australian Eastern Standard Time, on 27/11/2020 via email to mgoding@youngcare.com.au. Submissions must be a single PDF document no greater than 5 MB in size on your organisations template.

Submissions that are late or incomplete will not be accepted. Youngcare may extend the closing date in its absolute discretion by providing written notice to candidates.

Questions / Further Information

Providers may ask questions at any stage during the EOI Invitation period up to 5pm on the 20/11/2020. Questions must be in writing and sent via email tomgoding@youngcare.com.au. There will also be an opportunity to ask questions during the information session. Youngcare may issue responses to questions to all providers who are preparing an EOI response.

Conflicts of Interest

Candidates must declare to Youngcare any matter or issue that is, or may be perceived to be, or lead to, a conflict of interest regarding their submission or participation in providing the services described. Where applicable, candidates must also describe a strategy designed to mitigate, manage, or avoid any real or perceived conflict of interest.

Youngcare may exclude an applicant who has identified such a conflict.

Confidentiality

All submissions and any accompanying documents become the property of Youngcare upon receipt.

Candidates shall not without written approval use the information, reports or data provided by Youngcare other than in the development of their submission.

Any personal information collected as part of the expression of interest process will be handled in accordance with the *Privacy and Data Protection Act 2014 (Vic)*.

Variation to this Expression of Interest

Youngcare reserves the right, in its absolute discretion, and at any stage, to cancel, add to or amend the information, terms, procedures or protocols set out in this EOI Invitation, without giving any reason.

Disclaimer

Youngcare has prepared this EOI Invitation to give interested providers background information on the opportunity. Youngcare does not give any warranty, or make any representation express or implied, as to the completeness or accuracy of the information contained in this EOI Invitation or any information which may be provided in connection with it.

Youngcare expressly disclaims any and all liability relating to or resulting from the use of such information by any provider in the preparation of their submission.

Cost of Expression of Interest Preparation

Youngcare will not under any circumstances be responsible for any costs or expenses incurred by providers or a third party in the preparation and lodgment of their submission.

Negotiations

Youngcare will negotiate in good faith with short-listed providers on the terms and conditions of the relationship prior to the selection by tenants. The short-listed providers are expected to make all reasonable efforts to have necessary resources available to conduct and agree on key relationship factors within no more than 1 week from notice of being offered short-list status.

3.0 SUBMISSION

1. ELIGIBILITY CRITERIA

Organisation's NDIA Provider Registration No. and registered categories	
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2. EVALUATION CRITERIA

A. QUESTIONS

Please provide responses to the following questions on your organisations template – 300 words per criteria.

No.	Criteria
A.	Detail the similarities of our model and your current model(s) of operation.
B.	Detail any differences between our model and your current model(s)? How will you overcome these?
C.	Explain how you would provide the 24-hour onsite support service to the tenants including likely rosters?

D.	Detail at least two (2) situations where you have previously changed a support worker due to tenant feedback – what was the process?
E.	Have you ever had to terminate a tenant's residency? What were the circumstances and process?
F.	Detail your support worker recruitment process and how you match workers with participants? Please include details on registration, orientation, mandatory training, additional training, and ongoing support provided to employees. How many vacant positions do you currently have?
G.	Detail how you will provide intensive supports for participants including those by registered nursing staff? What training may be required?
H.	Detail in what geographical areas you currently service, or will be looking to service in the future (next 18 months)?

B. PRINCIPLES AND PERFORMANCE INDICATORS

Please provide a response to the **provider principles (Attachment A)** and the **performance indicators (Attachment B)** outlined in the paper, relating to:

1	Person centred approach
2	Building capability in living independently
3	Supporting economic participation
4	Enabling choice, control, and self-direction in the delivery of support
5	Delivery of consistent, high quality services
6	Commitment to generating and sharing knowledge

C. VISUAL SUMMARY OF EOI

Please provide a visual summary of your EOI (no more than 5 minutes) for the tenant reference group to view, and as the basis for tenants to express their preference of CONCIERGE provider.

D. FINANCIAL STABILITY

Please provide at least the past two (2) years audited financial statements and current financial reports for the financial year to date for the current year. These reports will be strictly confidential.

3. KEY STAFF EXPERIENCE AND QUALIFICATIONS

Name	
Title/office held	
Qualifications	

Previous experience	
Role and functions to be performed	

(Repeat as required)

E. REFERENCES

Referee #1

Organisation name	
Postal address	
Street address	
Contact person	
Position/title	
Telephone number	
Nature of work performed	

Referee #2

Organisation name	
Postal address	
Street address	
Contact person	
Position/title	
Telephone number	
Nature of work performed	

F. INSURANCES

Insurance cover	Provider	Policy number	Expiry date	Limit of liability
Public Liability				
Professional indemnity				
Workers Compensation				
Directors & Officers				
Others relevant				

G. SIGNATURE OF AUTHORISED PERSON

Signature:	
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Name:	
Title:	
Date:	

Attachment A - Principles

The principles underpinning an organisation's approach to delivering the variety of supports advertised in this EOI are listed below. Providers responding to the EOI will need to demonstrate their ability to meet each of these principles.

Principle	How
<p>1. Person directed approach</p> <p><i>Support each person to achieve their goals in a way that works for them.</i></p>	<ul style="list-style-type: none"> • Person directed planning, a problem-solving approach and support in decision making consistent with the principles in the NDIS legislation • Individual aspirations and goals drive support • Respect of the person's home in the approach to provision of support • Engagement of family and informal networks • Working collaboratively with all other individuals and organisations supporting the tenant • Considering each tenant's individuality and preferences when matching support workers.
<p>2. Building capability in living independently</p> <p><i>Develop skills to manage one's own life on a sustainable basis</i></p>	<ul style="list-style-type: none"> • Support is seen as 'working with', not 'doing for' • Support tenant to find their own solutions to addressing issues/challenges • Proactive support to use assistive technology to support tenant independence • Application of positive behavioural support where needed
<p>3. Supporting social and economic participation</p> <p><i>Support tenants to take up opportunities to live as fully participating citizens</i></p>	<ul style="list-style-type: none"> • Support tenant to increase awareness of community resources and opportunities for participation and engage in activities and interests of choice • Support tenants to build the capabilities they need to take up available opportunities for participation • Work collaboratively with the tenant (and where applicable their support network) to identify any potential barriers to participation in the community and problem solve strategies to address issues
<p>4. Enabling choice, control, and self-direction in the delivery of support</p> <p><i>Enable tenants to direct how and by who they are supported</i></p>	<ul style="list-style-type: none"> • Tenants participate in selection and recruitment of their support staff • Respectful of tenant's capacity and right to select their support worker and make changes to their support arrangements over time • Commitment to flexibility and frequent reviews of individual service and support plans • Responsive to changing circumstances and feedback from individuals
<p>5. Delivery of consistent, high quality services</p> <p><i>Delivery of a high standard of support to ensure individual goals and needs are addressed</i></p>	<ul style="list-style-type: none"> • Ability to attract and retain high quality staff and deliver on commitments to provide support to tenants • Understand the diverse and individual needs of each tenant. • Ensure all support workers are adequately trained in the support needs of each and every individual tenant. • Organisational understanding and commitment to working with a technology enabled home environment

6. Commitment to generating and sharing knowledge

Willing to document and share knowledge with other providers and stakeholders to improve the market of services for participants

- Formal quality improvement processes and performance monitoring systems, staff training and staff supervision approaches
- Professional, flexible, and respectful approach to inter- organisational relationships and collaboration
- A robust business model that is sustainable within current funding frameworks.
- Agreement to actively participate in action research, longitudinal research and evaluations
- Willingness to participate in a community of practice on innovations in Supported Independent Living
- Commitment to ongoing reflective practice and iteration of support
- model design and delivery in light of best practice and lessons learnt.

Attachment B – Performance Framework

<i>Principle</i>	<i>Outcomes</i>	<i>Indicator</i>	<i>Target</i>	<i>Evidence for reporting & measurement</i>
1. Person directed approach	Tenants receive approved hours of support to achieve their transition into living in SDA goals Tenants are satisfied with quality of supports they have chosen and are provided in the home and in the community Assist tenants to move into their home and successfully adjust to their new environment	Tenants feel: <ul style="list-style-type: none"> • satisfied with personal support provided • overall satisfaction that their care needs are being met Staffing model is reviewed regularly based on residents' needs, feedback, and progress Supports reflect approved hours of support to achieve goals	Residents express a high level of satisfaction equivalent to 4/5 on agreed scale or 80% rating Tenant support needs and changes are discussed with Support Coordinator and at least 3 times per year	(e.g. <u>Tenant Survey</u>) (e.g. <u>Performance Report</u>)
2. Building capability in living independently	Services maximise resident's independence through development of skills and use of technology Cost of personal support reduces over time as residents become more independent Ensure support staff incorporate clinical direction and recommendations into the support and engagement of residents particularly in the management of behaviours of concern	Tenants feel: <ul style="list-style-type: none"> • safe at home, • confident using assistive technology Tenants achieved increased functional capacity for day to day activities related to their home environment Support levels change over time as residents develop skills and achieve their independence goals	Residents report feeling safe and confident in use of assistive technology Cost saving are achieved over time as support decreases and resident skills and independence increase Independent living goals are reviewed at least three times per year and progress achieved	(e.g. <u>Tenant Survey</u>)

3. Supporting social and economic participation	Residents are assisted to navigate other services Residents are supported to develop and maintain meaningful and sustainable social networks and relationships Residents are supported to explore creative options regarding community activities, education and employment options	Partnerships are fostered with other service providers and community organisations to support resident choice Residents are supported to choose and participate in meaningful social, educational and employment activities of their choosing	Residents report satisfaction in their choice of social, educational and employment activities Social and community participation goals are reviewed three times per year and progress achieved
4. Enabling choice, control, and self-direction in the delivery of support	Services are offered providing opportunities for decision making choice and control	Residents/families are involved in the selection of individual care staff	Documented involvement of tenants in the design and delivery of support services (<i>Performance Report</i>) Tenants report greater levels of capacity for self-direction.
5. Delivery of consistent, high quality services	Personal care and support services are provided on a consistent basis utilising regular staff who are trained to meet the clinical and technological requirements and preferences of each resident Shared care model provides access to personal support as needed over 24-hour period Conduct service provision diligently, effectively, and professionally without coercion and in a manner that promotes the privacy, dignity, and self- esteem of residents	Support staff are trained to provide personal care that meets the clinical, technological, and personal preferences of each resident Regular personnel are rostered for individual residents and shifts are not cancelled Support staff participate in clinical care team meetings and incorporate changes to care routines	Documented: <ul style="list-style-type: none"> • staff training undertaken • number and percentage of hours of personal care provided by casual and agency staff; number and percentage of committed supports not delivered by the provider at the time agreed with the participant

6. Commitment to generating and sharing knowledge	<p>Relevant data is collected, stored, and shared in line with agreed information management protocols.</p> <p>Participation in governance, evaluation, and review activities, including staff making themselves available for research interviews.</p> <p>Lessons learnt and experiences are shared with other stakeholders involved in the housing and support model, as well as other stakeholders to build sector capacity.</p>	<p>Information collected and shared is consistent with expectations.</p> <p>Participation in required governance, evaluation and review activities occurs in line with expectations.</p> <p>Lessons learnt are shared where appropriate.</p>	<p>Targets are that all required information sharing, and participation occurs in line with expectations.</p>	<p>As measured by performance against agreed requirements.</p>
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