



Factsheet – DFV Commissioning 2026

Direct negotiation process for Staying Home Leaving Violence (SHLV) program

Staying Home Leaving Violence (SHLV) Program

The SHLV program supports women and children to remain safely in their own home, or a home of their choice, after leaving a violent relationship. A key objective of the program is to reduce the likelihood of victim-survivors becoming homeless because of domestic and family violence (DFV).

The [DCJ website](#) can provide further information on:

- how the program can help
- who it can help
- locations and contact details of services
- the recent program expansion
- SHLV Program Specifications 2025
- links to useful resources

What you need to know about the new contracts

The Department of Communities and Justice (DCJ) is directly negotiating 5-year contracts for providers with **existing SHLV program contracts expiring 30 June 2026**.

The direct negotiation approach recognises current providers as valued and trusted partners in delivering DFV programs and ensures there are no interruptions to services.

There will be no reduction in funding for providers under the new contracts (1 July 2026 – 30 June 2031), and indexation applied where applicable.

The commissioning approach is for minimal to no change but if you wish to propose minimal changes to better meet local needs, these may be negotiated with your DCJ Commissioning and Planning contract manager.

SHLV funded services will be invited to a direct negotiation procurement process from January 2025, with new contracts to start on 1 July 2026.

Services recently procured as part of recent SHLV expansion have contracts in place to 2031 and are not included in this commissioning process.

What's staying the same

Target client group

The broad client group for SHLV is any adult female (or those identifying as female) victim-survivor of DFV, and their children, who has left or leaving a violent relationship. Where a victim-survivor has children under their care, the service response must recognise the impacts of the DFV on children and young people and either provide direct services or develop a strategy to address the children's needs.



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Service providers are required to provide priority access for DFV victim-survivors:

- from an Aboriginal and Torres Strait Islander background
- affected by socio-economic disadvantage
- from Culturally and Linguistically Diverse backgrounds (including those who are from refugee, migrant or asylum-seeking backgrounds)
- affected by social exclusion (or from rural/remote communities)
- living with a disability or are caring for a child with a disability
- who are assessed at serious threat in DVSAT

Geographic coverage

Current geographic coverage will be applied to the new 5-year contracts.

If your service coverage was increased as part of the DFV Emergency Package expansion, new contracts will include this additional coverage.

Funding

Current funding levels and applicable indexation will be applied to the new 5-year contracts.

What's changing

Program Specifications

The [SHLV Program Specifications](#) have been updated to reflect:

- A review of DFV informed good practice and program guidance
- Updates to relevant legislation, including coercive control legislation
- Culturally responsive practice guidelines informed by recent family violence codesign models and program reviews
- References to key national and NSW strategic plans
- Further guidance on service delivery outcomes including relevant legislation changes, sector updates, and alignment with current strategic objective.

What can and can't be changed during negotiations

There is minimal scope for change during contract negotiation discussions between service providers and DCJ Commissioning & Planning, outlined in the table below.

Changes must be approved by the Program Area before contract finalisation.



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Section of funding agreement	In scope change	Out of scope change
Contract details		
Contract Name	Change to contract name	
Provider Name	Change to correctly reflect contracted entity as identified in the Payment and Contracts System (PACS) Portal	Change not reflecting the entity contracted in PACS
Contract contacts	Change of contact details and/or signatories	
Agreement for Funding of Services – Schedule		
Funding	N/A	Increase to funding
Geographic coverage	Expansion or redistribution of areas where the services is provided, where change is needed to address a service gap, is agreed to by the impacted provider/s and can be delivered within existing funding.	Reduction of or redistribution of actual geographical location for delivery of service that is not necessary and justifiable. Increased geographic coverage that can't be delivered within existing funding.
Client Targets/KPIs	Minimum number of people supported by the program	
Subcontracting Agreements	New subcontracting arrangements proposed within the current funding. DCJ's subcontracting policies apply. Available on the Commissioning Hub and DCJ website	Subcontracting arrangements where amendment would impact approved service delivery requirements; or result in the contracted service model not being able to be delivered in its entirety.

Direct negotiation process

The direct negotiation process will follow these main phases:

- Direct negotiation planning and preparation
- Contract negotiations between Commissioning and Planning and service providers; and
- Contract agreement, approval and execution for new contracts starting 1 July 2026.



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Direct negotiation planning and preparation

Service providers will receive an email from Commissioning and Planning inviting them to directly negotiate. The email will include Program Specifications for review, and Part A and B forms and a budget template attachment for completion.

Service providers will complete and submit Part A and B forms, a completed budget template and response to the Information Security questions to the Commissioning and Planning contract manager.

A negotiation meeting will be scheduled by Commissioning and Planning, who will also send a negotiation meeting agenda to you prior to the negotiation.

Direct negotiation meetings

A negotiation meeting between Commissioning and Planning and the service provider will occur to form an agreed:

- draft contract (Agreement for Funding of Services)
- budget

If required, further negotiation meetings may be scheduled between Commissioning and Planning and the service provider to finalise the budget and service levels.

Contract agreement, approval and execution

Following negotiations, the draft Agreement for Funding of Services - Schedule with funding allocation, service levels and geographic coverage will be sent to service providers by Commissioning and Planning for review.

Once reviewed by service providers, DCJ will start internal endorsement processes for the Agreements. DCJ endorsed Agreements will be sent to providers for signing and counter signed by DCJ.

Draft and executed documents can be accessed in the [Payment and Contracting System](#) (PACS) Portal.

Navigating an Agreement outcome

Negotiating a contract is a process and may require multiple conversations to reach agreement.

If the provider does not agree to the contract terms offered, you are entitled to use the normal escalation process to raise any issues further up the line within DCJ, starting with Commissioning and Planning Officer to Manager Commissioning and Planning.



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More information

More information on DFV Commissioning can be found on the DCJ [DFV Commissioning](#) webpage. Information on SHS commissioning occurring concurrently can be found on the DCJ [homelessness commissioning](#) webpage.

For any contract related queries, please contact your Contract manager in the Commissioning and Planning team.

For any SHLV program related queries, please contact DFV Program Delivery and Integration - DFVPrograms@dcj.nsw.gov.au

Thank you for the continued support and care provided to women and children experiencing DFV in your communities.

FAQs

Is there any uplift to program funding?

Current funding levels and applicable indexation will be applied to the new 5-year contracts. Changes to funding allocation amounts are out of scope for change during these contract negotiation discussions.

Will services continue to receive funding for Keeping Women Safe in Their Home (KWSITH)?

DCJ receives a grant from the Department of Social Services (DSS) for Keeping Women Safe in Their Home (KWSITH) that ends in June 2027. SHLV providers are awarded KWSITH contracts as supplementary to SHLV program as brokerage for security upgrades, home modifications and to prevent technology facilitated abuse.

KWSITH is a Commonwealth program with separate DEX reporting requirements.

DCJ will enter negotiations with DSS to continue ongoing KWSITH grant funding to be distributed between SHLV providers in the new grant funding round from 2027.