

DFV Commissioning Webinar

DFV Service Sector

21 October 2025



We acknowledge Aboriginal people as the First Nations Peoples of NSW and pay our respects to Elders past, present and future.

We acknowledge the ongoing connection Aboriginal people have to this land and recognise Aboriginal people as the original custodians of this land.



Agenda

- ✓ DFV Commissioning overview
- ✓ SHLV and SWCYP Commissioning updates
- ✓ Direct Negotiations – Procurement team
- ✓ Q&A



DFV Commissioning overview

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DFV Commissioning snapshot

Programs in scope

- Staying Home Leaving Violence (SHLV)
- Specialist Workers for Children and Young People (SWCYP) program

Women's refuges and Domestic Violence Response Enhancement (DVRE) will be commissioned under Homelessness Commissioning in parallel with DFV Commissioning.

Key messaging

- Direct negotiation process for least disruptive commissioning approach
- Key Commitments - service continuity and no reduction in funding
- New 5-year contracts for DFV programs from 1 July 2026 – 30 June 2031.

Scale of change

- **No Change:** where a service is delivered in the right place/s with the right support to the right cohorts.
- **Minimal change:** where minimal change within current funding envelope is proposed e.g. geographical footprint, client numbers.

Timeline

	June/July	Aug/Sept	Oct/Nov	Dec/Jan 2026	Feb/March	April/May	June/July
Sector coms and webinar for providers and C&P		Comms to services re direct neg approach	Sector webinar 21 Oct to explain Direct Negotiation				
Providers invited to direct negotiation – Part A and B forms			From October/November – providers invited to directly negotiate contracts				
Contract negotiations			From October/November - commence contract negotiations				
Draft and execute contracts						Finalise contracts	
Services commence new contracts 1 July							New contracts from 1 July 2026

Commissioning SHLV and SWCYP programs

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Staying Home Leaving Violence



- Program Specifications have been revised and circulated to the sector with minimal changes
- Contracts will be negotiated with these new service specifications
- We will work with the sector to strengthen and improve data capture and recording over the 5-year period including:
 - ✓ Delivering CIMs support workshops for providers
 - ✓ Reviewing monthly data reports and providing 1:1 CIMs support where needed
 - ✓ SHLV community of practice webinars hosted by DCJ to support information sharing

Specialist Workers for Children and Young People



- SWCYP program will be a stand-alone contract no longer part of the SHS contract.
- Program Specifications have been revised and will be circulated to services for comment / consultation in November. There have been minimal changes made:
 - Introduction of a program logic to strengthen the outcomes frameworks
 - Introduction of minimum reporting targets for children and young people supported
 - Flexibility to support CYP who are not residing in refuges – based on sector feedback.
- Contracts will be negotiated with these new service specifications.
- Suggested minimum client targets will be based on historical service delivery data.
- We will work with the sector to strengthen and improve data capture and reporting over the 5-year contract period.
- Consultation for SWCYP service providers in November – provides opportunity for services to provide feedback on service specifications and reporting arrangements.

Direct Negotiations process

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DIRECT NEGOTIATION PROPOSAL

HUMAN SERVICES

Presenter:

Melissa Naylor

Manager, Human Services



AGENDA

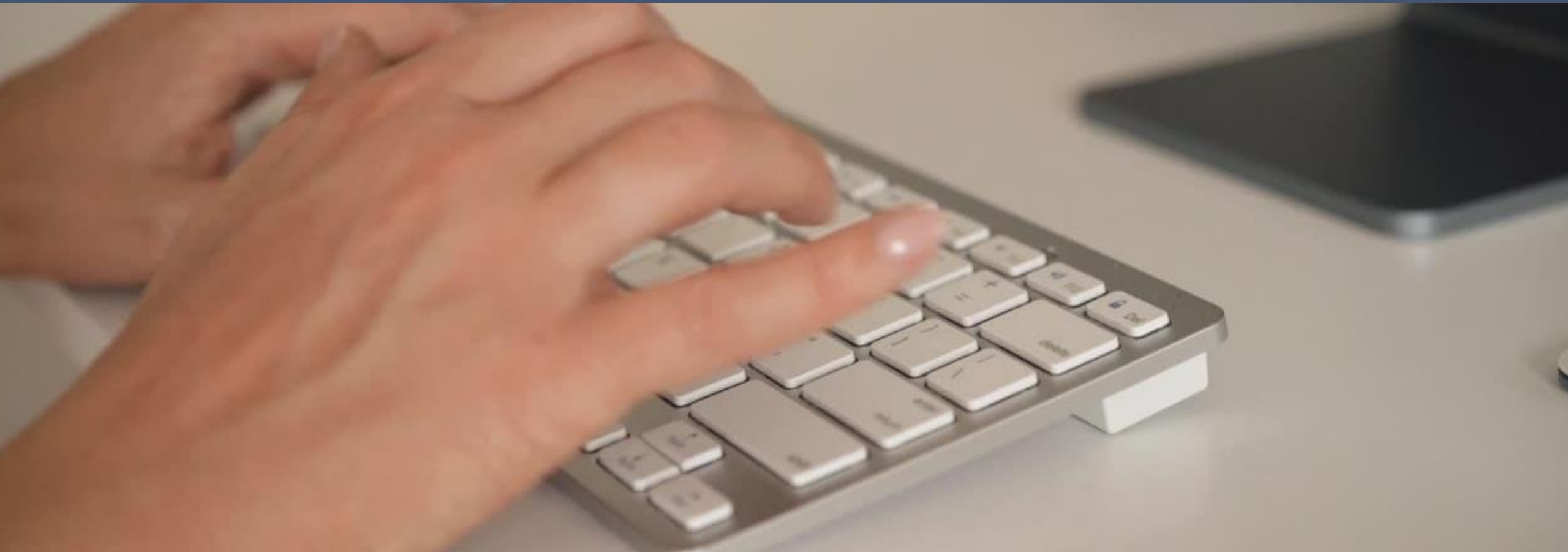
- Introduction
- Resources
- Q&A



Introduction

- ✓ DCJ must follow the NSW Procurement Policy Framework and the DCJ Policies and Procedures, this includes following the ICAC Guidelines for Direct Negotiations.
- ✓ Direct dealing processes are fair, open, and demonstrate the highest levels of probity consistent with the public interest and comply with all applicable obligations.
- ✓ DCJ have changed the process of Direct Negotiation to ensure compliance with all policies and procedures, and the aim of this presentation is to walk our providers through the documentation and explain it.

RESOURCES



Direct Negotiations are to be evaluated to demonstrate value for money, DCJ can do this by seeking the following:

- The [Part A](#) and [Part B](#) proposal Direct Negotiation documents
- We are able to confirm that the provider has demonstrated:
 - ✓ The financial capacity to deliver the services (budget template)
 - ✓ The capacity and capability – by agreeing to deliver in accordance with the Program Specifications
 - ✓ Will deliver in accordance with our Standard terms and Conditions
 - ✓ Can meet our deliverables in accordance with the Schedule of the HSA (or provides a list of where they can't)

DCJ must evaluate the DN proposal to ensure we have achieved value for money.



PART A

Direct Negotiation Proposal Request – Insert Program Name - Insert Organisation Name

The Department of Communities and Justice requests confirmation from {Insert Organisation}, to provide a Direct Negotiation proposal as per the following:

It has 2 sections. All sections are mandatory:

Contents

- 1. Interest in delivering services in accordance with Program Specifications [and/or program outcomes] 1
2. Local Operating Footprint [this is optional delete if not required] 2
3. Contract Terms and Conditions and Schedule 2
4. Compliance Checks – detailed at Part B 2
5. Policy Awareness – detailed at Part B 3

Please note this there are two parts to this Direct Negotiation proposal. This one is Part A and there is also a Part B where you will need to complete compliance checks and a budget template.

There is also a list of policies for awareness that you should be aware of as you may be asked to provide additional information as these policies may have been introduced since your last Funding of Services Agreement (HSA) was signed.

Please confirm in the below checklist that you have completed both Part A and Part B:

- Completion of Part A
Completion of Part B

1. Interest in delivering services in accordance with Program Specifications [and/or program outcomes]

Attachment A contains the Program Specifications. Please read and answer the following question

1 Confirm you able to provide the Services in accordance with the Program Specifications at Attachment A. Yes No

2. Local Operating Footprint [this is optional delete if not required]

The [program] requires services to be delivered through local deliver, it is not able to be provided through outreach services.

1 Confirm you have a physical location to deliver the services in the LGA. Yes No

3. Contract Terms and Conditions and Schedule

The Department is able to offer a contract in accordance with the Standard Terms and Conditions of Funding for Services [otherwise known as Human Services Agreement (HSA)] and further detailed in the Draft HSA Schedule, both contained at Attachment B1 and B2.

2 Confirm you able to provide the Services in accordance the Standard Terms of Conditions of the HSA? Found Attachment B1 Yes No

This confirms the provider has the capacity and capability

This confirms the provider will deliver in accordance with our Standard terms and Conditions

No, we disagree with clause(s) of the draft Schedule. We'd like to propose the following changes:

Table with 3 columns: Clause Number, Reasons for not concurring, Proposed amendment

Department of Communities and JusticeDirect Negotiation Proposal | 2

4. Compliance Checks – detailed at Part B

Please read each of the compliance checks found at Part B, pages 1-10 and confirm you understand these are requirements of doing business with the Department and may require additional requirements to be provided at completion of contract signature, or during the delivery of the contract.

4 Confirm you have read the 5 compliance checks and agree to comply with these? Yes No
5 Do you agree to provide the information when required Yes No

5. Policy Awareness – detailed at Part B

Please read each of the 4 (four) Policy Awareness requirements found at Part B, pages 3-8 and confirm you understand these are requirements of doing business with the Department and may require additional requirements to be provided at completion of contract signature, or during the delivery of the contract.

6 Confirm you have read the 4 Policy Awareness requirements and agree to comply with these? Yes No
7 Do you agree to provide the information when required Yes No

These are required as we are not sending a tender and due to the time between tenders, it is necessary to keep our providers aware of policy and compliance changes



Direct Negotiation Proposal Request – Insert Program Name - Insert Organisation Name

The Department of Communities and Justice requests confirmation from {Insert Organisation}, to provide a Direct Negotiation proposal as per the following:

It has 2 sections. All sections are mandatory:

Contents

1. Compliance checks	1
2. Policy Awareness	3
3. Budget Template	7
4. Organisation's Contact	10

1. Compliance checks

This compliance checklist contains 4 items.

Compliance requirements include internal and external rules, policies, standards, or laws that apply to providing Human Services to the Department.

No.	Requirement	
1	<p>Financial capacity</p> <p>Is your organisation subject to any matters that may materially impact on your viability and/or capacity to provide the Services, and/or reputation? Guidance: If you answer Yes that means you have matters that may affect your financial capacity.</p> <p>An answer of No means that you have nothing that could affect your ability to cover your financial obligations as a provider.</p> <p>Things that could be included if you answer Yes include but are not limited to means you may have legal actions, claims, inquiries, significant financial matters (such as insolvency or voluntary administration), future commitments, or contingent liabilities that may affect your organisation.</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
2	<p>Company/Organisation Information</p> <p>Has your company or any of its principals been involved in bankruptcy or any kind of litigation during the last 5 calendar years? Attach details of bankruptcy or any kind of litigation your company or any of its principals have been involved in during the last 5 calendar years.</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
3	<p>Excluded Individuals or Entities</p> <p>All current employees of the Department of Communities and Justice (Department) and/or its subsidiaries are NOT eligible to participate in or receive benefits from this tender.</p> <p>Please confirm if your organisation is comprised of any current employees of the Department of Communities and Justice (Department) and/or its subsidiaries.</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

This is required to determine the provider has the financial capacity to deliver the services – if an answer of Yes here we need to do more due diligence.



These are required as we are not sending a tender and due to the time between tenders, it is necessary to keep our providers aware of policy and compliance changes

2. Policy Awareness

The following details the internal and external rules, policies, standards, or laws that apply to providing Human Services to the Department.

These are provided to explain what the potential contract obligations you may have in terms of reporting against mandatory NSW Government policies which are additional to the program outcomes.

You may be asked to confirm some of these details during contract finalisation or throughout the management of the contract.

Please refer to these links to understand the policies and ask the contract manager any questions following contract finalisation if you don't understand how they will be applied.


Information Security – there are three questions that you need to answer here. Please answer these to the best of your ability.

This question is aimed at finding out if you have any DCJ staff working in your organisation – and if so, answer yes and we would also need to have providers to submit a Conflict-of-Interest Declaration.

There are three (3) questions that you will be required to answer |

- Describe your organisation's approach and practices to information security and the protection of client information?
Please include information about:
- how you manage access to, and protection of your information systems
 - whether your organisation uses a third-party ICT or cloud provider for any part of your ICT services; if so, which provider and for what services?
 - your software maintenance and backup routine
 - whether you use logs to track system usage
 - whether you conduct tests of your information security (such as penetration tests).
- How does your organisation manage information security (including cybersecurity) awareness and training for your personnel?
Please include information about:
- what the awareness and training comprise
 - who is required to complete the training
 - when and how often they must complete the training.
- Has your organisation experienced a data breach?
If no, please describe the controls, policies and strategies in place to mitigate cyber risks and respond effectively in the event of a breach.
- If yes, please provide details including information about:
- the nature of the breach; for example, it was the result of a phishing email, and email being sent to the wrong person, or your ICT system being hacked
 - how it was detected
 - who was involved in responding
 - if sensitive client data was involved, how you were able to determine that
 - how was the breach contained.



3	<p>Aboriginal Participation Plan</p> <p>In line with the NSW Aboriginal Procurement Policy, for contracts valued at \$7.5 million or more, tenderers must submit an Aboriginal Participation Plan during the procurement process that sets out how the tenderer plans to meet the Aboriginal participation requirements, as follows:</p> <ul style="list-style-type: none"> • at least 1.5% of the contract value to be subcontracted to Aboriginal businesses • at least 1.5% of the contract's Australian based workforce (FTE) that directly contribute to the contract to be Aboriginal or Torres Strait Islander peoples* • at least 1.5% of the contract value to be applied to the cost of education, training or capability building for Aboriginal staff or businesses directly contributing to the contract. <p>The template can be downloaded from the following link https://buy.nsw.gov.au/_data/assets/word_doc/0012/992847/Aboriginal-SME-and-Local-Participation-Plan-Template.docx</p> <p>You may be required to complete this during contract finalisation or contract management stages of the contract.</p>	 <div data-bbox="777 325 1330 1128" style="border: 2px solid black; padding: 10px;"> <p>These are required as we are not sending a tender and due to the time between tenders, it is necessary to keep our providers aware of policy and compliance changes as there are instances where you will be responsible for providing things in the contract management phase of your contract such as an Aboriginal Participation and SME Plan</p> </div>	
4	<p>NSW Modern Slavery Act 2018</p> <p><u>Evaluation of Modern Slavery</u></p> <p>Responses will be evaluated to determine the response which represents the best value for money to the Department.</p> <p>The Respondent will be evaluated with reference to whether it has demonstrated that it is <u>capable of taking</u> reasonable steps to identify, assess and address Modern Slavery in its operations and supply chain and ensure compliance with Modern Slavery Laws.</p> <p>In considering the response, the Department will apply the following evaluation criteria: This is a PASS/FAIL component of the tender. If you are not able to answer Yes to all questions in this section your tender response may not progress through evaluation.</p> <p><u>Modern Slavery – Definitions</u></p> <p>(a) means any conduct that constitutes or would constitute a modern slavery offence, namely an offence against one of the following</p>		<p>provisions, or an offence of attempting or incitement to commit an offence against one or more of the following provisions:</p> <ul style="list-style-type: none"> • An offence against the following sections of the Crimes Act 1900 – <ul style="list-style-type: none"> Section Description of offence 80D Causing sexual servitude 80E Conduct of business involving sexual servitude 91G (1) and (2) Children not to be used for production of child abuse material 91G (3) Aggravated offence of using children for production of child abuse material 91H Production, dissemination, or possession of child abuse material 91HAA Administering a digital platform used to deal with child abuse material 93AA–93AC Slavery and slavery-like offences • An offence against the following section of the Human Tissue Act 1983 – <ul style="list-style-type: none"> Section Description of offence 32, but only in relation to tissue that is an organ -Trading in tissue prohibited • An offence against any of the following sections of the Commonwealth Criminal Code – <ul style="list-style-type: none"> Section Description of offence 270.3 Slavery offences 270.5 Servitude offences 270.6A Forced labour offences 270.7 Deceptive recruiting for labour or services 270.7B Forced marriage offences 270.7C Offence of debt bondage 270.8 Slavery-like offences – aggravated offences 271.2 Offence of trafficking in persons

3. Budget Template

Your budget is not to exceed [\$xxx].

Using the budget template below, prepare an annual budget for one year (12 months) of the program including income, staff salaries, operating and service delivery, and management costs within the program envelope.

Amounts must exclude GST and be in Australian dollars. The budget should include all proposed costs including brokerage and transport costs, excluding additional transition in/implementation costs.

A. INCOME						
Number of X included in this budget						
B. STAFF SALARIES						
Salaries and Wages						
Position	Award	Grade	Hours per week	Rate per hour	Weeks per year	Annual salary
						\$
Salaries and Wages on Costs (including annual leave expense, sick leave expense, fringe benefits tax, salary sacrifice, superannuation, workers' compensation)						
On costs		% of Salary		\$		
Superannuation						
Payroll Tax						
Workers Compensation						
Leave Loading						
Shift Penalties						
Other Award Allowances (weekend Penalty Rates)						
Overtime						
Sleepover Allowance						
First Aid						
Public Holidays						
Provision for Long Service Leave						
Provision for Annual Leave						
Annual Leave Replacement Cost (cost of casuals)						
TOTAL STAFF SALARIES						

A budget template in either word version or Excel (whatever is chosen by business)

This is required to determine the provider has the financial capacity to deliver the services – by completing the budget template and providing the total in accordance with the budget amount.



4. Organisation's Contact

Please provide contact details of your nominated representatives. All communications about this Direct Negotiation will be directed to the individuals identified below.

Required information	Primary contact	Secondary contact
Name		
Position		
Contact number		
Email address		

This part is to confirm that the proposal has come from an authorised signatory from the service provider.

Executed as a Deed Poll:

Executed for and on behalf of [insert organisation name]

by its duly authorised officer/s on [insert date]

Signature - authorised signatory 1 Name and Position

Signature - authorised signatory 2 Name and Position

Note: Update signature blocks with correct details to allow you (and your partner/s in this tender application if applicable) to sign this page.



Questions

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