EXPRESSION OF INTEREST (EOI) GUIDELINES AND SUBMISSION FORM

Selection of a Consultant to provide business advice and respond to specific requirements of Aboriginal Community Justice Panels (ACJP) in developing and implementing a professionalised service delivery model across regional Victoria.

**CLOSING DATE: 17 January 2025**

**LODGEMENT OF EXPRESSIONS OF INTEREST:**

a. Electronically via email:

[**adunstall@vals.org.au**](mailto:adunstall@vals.org.au)

c. By post to:

Victorian Aboriginal Legal Service

273-279 High Street

Preston VIC 3072

**Note: no other form of delivery is acceptable.**

Enquiries:

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# BACKGROUND

The Aboriginal Community Justice Panels (ACJP) initiative is a priority under Burra Lotjpa Dunguludja, Aboriginal Justice Agreement (AJA4) Domain 3. A more effective justice system with greater Aboriginal control. Under this Domain ACJP seeks to meet the following goals and outcomes:

***Goal 3.1:*** *The needs of Aboriginal people are met through a more culturally informed and safe system.*

***Outcome 3.1.2****: More people are able to access justice programs and services that are trauma informed, restorative and therapeutic.*

The ACJP was established in 1988 in response to the Royal Commission into Aboriginal Deaths in Custody with the primary goal of providing timely access to cultural, legal, and practical support for Aboriginal people in police custody throughout the State. The ACJP operates a volunteer service 24 hours a day, seven days a week across 12 locations.

In 2018 at the launch of AJA4, the Attorney-General committed funding to expand the ACJP to five additional locations. Further funding was provided in subsequent years to add a professionalised service delivery model at the five additional sites.

The ACJP has a strong working relationship with the Victorian Aboriginal Legal Service (VALS) who through the Custodial Notification System (CNS) provides a high volume of referrals to the service. VALS also plays a significant role in supporting the ACJP as its current auspice.

# BURRA LOTJPA DUNGULUDJA, ABORIGINAL JUSTICE AGREEMENT (AJA4)

ACJP aligns to AJA4, which aims to address the ongoing issues of Aboriginal over-representation within all levels of the criminal justice system, enhance access to justice services for Aboriginal people and improve community safety. The AJA4 vision is:

*Aboriginal people have access to an equitable justice system that is shaped by self-determination, and protects and upholds their human, civil, legal, and cultural rights.*

Self-determination is a foundational principle in the implementation of the AJA4 and therefore, decision making regarding the distribution of the Fund grants will be made by an elected Assessment Panel comprised of both community and government leaders.

Funding into Aboriginal Community Controlled Organisations (ACCOs) are prioritised and partnerships are encouraged. An ACCO is defined as and organisation with over 50 percent of directors that identify as Aboriginal.

For more information regarding the Aboriginal Justice Agreement please visit the Aboriginal Justice website <https://www.aboriginaljustice.vic.gov.au>

# EXPRESSION OF INTEREST

ACJP is now seeking Expressions of Interest (EOI) from suitably qualified consultants, who can provide ACJP with critical consultancy services in support of its current focus to develop and implement a professionalised service model in the short term. Additionally, consultancy services are required to support ACJP with becoming established as an independently operated organisation in the long term.

# SCOPE OF SERVICES

## SERVICES REQUIRED

Services to be sought will include (but not be limited to) the following elements:

**Business Operations**

* Full costing of Professionalised service delivery models including all general business expenses and non-quotable items.
* Preparing cash flow/budgets for transition and business as usual.
* Preparing capital budgets and analysing strategic plan funding requirements.
* Building capacity to work with mandatory Reporting Tools.
* Development of Policy and Processes (P&P), including updating existing applicable P&P documentations.

**Service Design and Delivery**

* Approach to stakeholder engagement.
* Support to develop individualised service models.
* Planning and outcomes measurement.
* Support to plan project evaluation and cost benefit analysis.
* Develop strategies to integrate effectively with complimentary services, including Custodial Notification System (CNS), Police Intervention and others, ensuring a coordinated response framework.
* Develop an ongoing evaluation model that allows for regular feedback and improvements to quickly adjust to new needs and ensure methods aligns with possible partnerships. Develop ways to work with justice-related research projects.

**Marketing/Digital Strategies**

* IT Review - Review and gaps analysis of current IT systems and future needs to support business processes under AJA4, including system compatibility.
* Data collection/CRM review.
* Develop a communications strategy that enhances visibility, fosters stakeholder collaboration, and strengthens community engagement.
* Design outreach plans and community tools to support collaboration with other justice and health services.

**Workforce Planning and HR Management**

* Develop workforce strategy to recruit, induct, retain and grow workforces as necessary. Strategy to include innovative approaches to Aboriginal and regional workforces.
* Development of Position Descriptions as necessary.
* Develop HR and risk management P&Ps.

## GENERAL REQUIREMENTS

Consultants should submit a proposal (refer to Appendix A) including an explanation of how they meet the organisations service requirements.

## SPECIFIC REQUIREMENTS

Providers will require access to a diverse range of high-level specialist skills in the areas outlined in the services required (refer 3.1). Consultants are asked to nominate the areas that they are able to provide specialist advice and support under the program, and their skills, qualifications and experience will be assessed against these. ACJP may select consultants for one or more of the areas they nominate.

**Consultants must:**

* have experience in delivering consultancy services to organisations within the Justice sector;
* if selected, be able to attend a mandatory consultant ‘onboarding’ session on a date to be agreed upon;
* hold relevant qualifications, certifications or accreditations;
* have a solid understanding of sustainability opportunities and challenges with regard to regional service delivery;
* accept the commercial in-confidence nature of the work being conducted;
* disclose any conflicts of interest;
* have the ability to communicate with ACJP in a concise professional manner and respond in a timely manner to all requests of clients seeking a proposal to participate in a program;
* have the ability to produce concise reports covering the relevant items agreed with their client while working to, and maintaining, agreed timelines;
* have references that are able to confirm the consultant’s ability to produce workable solutions; and
* if relevant, provide a profile for each nominated consultant on a template to be provided.

If the consultant’s key personnel change, the consultant must submit details of the change to ACJP for consideration and approval. The consultant must be able to demonstrate that the replacement personnel have the same level of expertise and skills as the personnel being replaced and can deliver the same or an improved service.

## TIMELINES

1. Release of Expression of Interest 4 December 2025
2. Closing date for proposals addressing selection criteria and costings 17 January 2025
3. Announcement of assessment panel and final decision 29 January 2025
4. Mandatory attendance at the on-boarding session for applicants following announcement of final decision at a date to be agreed upon by the parties

## EXPECTATION OF THE CONSULTANT

* Successful applicants will perform business consultancy services for ACJP at agreed rates.
* Selection of a consultant to undertake specifically scoped projects will be made by an assessment panel based on factors such as value-for-money, understanding of their organisation and needs, and specific expertise required.
* When pricing a consultancy, consultants’ rates will be compared to the average market rate.
* The contracted service will be time limited and open to review. Continuation on the project is subject to satisfactory feedback from the parties.

## SCHEDULE OF RATES

Applicants are required to submit hourly/daily/whole of project rates as part of their EOI for all proposed service activities (*refer to Section 3 of Appendix A*). Submitted rates must be inclusive of all office and administrative overheads, disbursements, and other expenses.

It is acknowledged that regionally based activities may incur additional costs for a consultant’s travel expenses. Such expenses must be included in the quote provided to the ACJP and should be limited to a set amount.

## CONFLICTS OF INTEREST

Applicants must declare any circumstances, arrangements or understandings which constitute, or may reasonably be perceived to constitute an actual or potential conflict of interest with the Consultant’s obligations under this EOI and provide details of their strategy for managing this.

## CONFIDENTIALITY

The Applicant must keep the ACJP’s Confidential Information confidential and strictly adhere to the Privacy and Data Protection Act 2014.

## FINAL REPORTS

Within four weeks of completing the proposed service for ACJP, the consultant will be required to complete and submit a final report. This report will inform of any common issues and solutions that may be experienced across the sector and assist in identifying priorities for future service/support investment.

## INVOICING AND PAYMENT

Unless otherwise agreed, the consultant must issue a tax compliant invoice at negotiated intervals (alternatively at the end of the project) directly to ACJP. The invoice must detail the value of the services completed in accordance with the agreed deliverables, the established schedule of rates and any other pre-approved rates or costs.

# TERMS AND CONDITIONS RELATED TO THIS EOI PROCESS

## DISCLAIMER

DJCS and ACJP is not committed contractually in any way nor is otherwise legally bound to applicants registering their interest in response to this EOI. Neither the issue of this EOI Information Package nor the submission of any application commits or otherwise obliges DJCS or ACJP to proceed with an application, any future tender process, nor any phase or part of the project described in this EOI Information Package.

DJCS and ACJP will not be liable for any costs, expenses or losses incurred by organisations in preparing an application submission or otherwise in relation to this EOI Information Package.

## ABORIGINAL COMMUNITY JUSTICE PANELS’ RIGHTS

ACJP may do any of the following, at any time, without giving reasons:

* + accept or not accept any Application submission;
  + clarify any aspect of an Application submission;
  + seek additional information from applicants in relation to their Application submissions;
  + terminate this Application process;
  + vary any information, requirement, terms, process, time period, time or date set out in this Application;
  + negotiate with any or all applicants; and
  + enter into a contract or other binding relationship with any applicant or with any other party in respect of any matter referred to in this Application.

# APPENDIX A (EXPRESSION OF INTEREST (EOI) FORM)

Please complete all sections of this EOI form.

## SECTION 1: ORGANISATIONAL DETAILS

**Applicant Information**

Name of sole trader/partnership/legal entity: [insert]

ABN: [insert]

Trading name: [insert]

ACN (if applicable): [insert]

Contact person: [insert]

Contact person position title: [insert]

Registered address or address of principal place of business: [insert]

If different to above, regional address of business [insert]

E-mail: [insert]

Telephone number: [insert]

**Other Details**

Are there any circumstances, arrangements or understandings which constitute, or may reasonably be perceived to constitute an actual or potential conflict of interest with the Applicant’s obligations under this application?

(Yes / No)

If yes, please provide detail of the actual or potential conflict of interest, and the Applicant’s strategy for managing it:

[insert]

I, the person identified above / an authorised representative of the company identified above hereby submit an Expression of Interest to be considered for the panel of consultants to provide services to ACJP and declare that the information contained herein is true and correct.

I authorise ACJP to seek information from any of the institutions or persons referred to in the attached application submission.

Signed: ........……….....................…………………………. Date: .........................

Print Name: …………………………………………………………………………………….……

## SECTION 2: ASSESSMENT CRITERIA

**RESPONSES TO ASSESSMENT CRITERIA**

Please enter a response to the following criteria. Add lines or an attachment if more space is required.

**Project area of expertise**

Please select all project areas with which you have expertise:

Business Operations (including business modelling and financial feasibility) (Yes / No)

Service Design and Delivery (Yes / No)

Corporate Governance (Yes / No)

Marketing/Digital Strategies (Yes / No)

IT Review (Yes / No)

Workforce Planning and HR Management (Yes / No)

There are two Qualitative Criteria, all of which must be addressed. Claims or statements made to address any aspect of the Qualitative Criteria should be evidenced based or informed through examples and not exceed one A4 page per criterion.

**Capacity (40 % Weighting)**

Please provide a summary of work experience in delivering consultancy services to the Justice sector, together with a list of relevant qualifications:

[insert]

**Past Experience (60% Weighting)**

Please provide specific examples of organisations you have worked with to deliver business/strategic consulting services for all selected project areas (refer 2.1 above). Please provide location of the organisation if not VIC based:

[insert]

**Expression of interest guidelines and submission**

Please provide a summary of your experience, demonstrating your knowledge of the service delivery environment. Please provide location of the organisation if not VIC based:

[insert]

## SECTION 3: SCHEDULE OF RATES

Please describe your schedule of rates as applicable below. Add lines if required.

**HOURLY RATE** *(including GST)*

$ $ [insert]

**DAILY RATE** *(including GST)*

$ $ [insert]

$ $ [insert]

$ $ [insert]

**WHOLE OF PROJECT RATE** (*including GST*)

$ $ [insert]

## SECTION 4: REFERENCES

Please provide the contact details of organisation representatives who can confirm your ability to provide strategic business support and advice in the program support areas you have nominated. Referees may be contacted as part of the assessment.

**Referee 1**

**Organisation:** [insert]

**Name of Referee:** [insert]

**Email:** [insert]

**Phone:** [insert]

**Referee 2**

**Organisation:** [insert]

**Name of Referee:** [insert]

**Email:** [insert]

**Phone:** [insert]