# Response and Certification

**Consumer Affairs Victoria (CAV) – Financial Counselling Funding Round 2024-25**

* Carefully read all Expression of Interest (EOI) documentation before responding, including the EOI, Conditions of Participation and this Response and Certification form.
* Complete Schedules 1 – 6. Keep answers concise and do not exceed word or page limits. There is no need to repeat the same information in different Schedules (if appropriate, cross reference to earlier answers).
* The Respondent’s chief executive officer or other authorised representative must complete the Certification after reviewing the completed Response.
* Email your Response to CAV in accordance with the Response submission requirements specified in the EOI

## Schedule 1 – Respondent Details

|  |  |
| --- | --- |
| **Respondent Details** | |
| Respondent organisation’s name |  |
| Trading name |  |
| ABN |  |
| Address |  |
| **Contact details for Respondent’s authorised representative** | |
| Name |  |
| Position |  |
| Contact number |  |
| Email |  |
| **Respondent’s history and service delivery focus** | |
| Provide a summary of the Respondent organisation’s history, mission and service delivery focus  (limit answer to 500 words) |  |

## Schedule 2 – Proposal Details

Provide details of the Respondent’s proposal (Proposal) and how it will deliver financial counselling or related services to Victorians experiencing financial hardships where rental or mortgage stress is a contributing factor:

1. A summary of the Proposal including-
   1. **All** service delivery locations including addresses
   2. The type of service channel/s proposed (whether face-to-face; telephone; video-conferencing web-based or a combination thereof)
   3. A detailed description of the service(s) to be delivered, including the specific role types those delivering services
   4. How the Proposal provides innovative service responses and will be integrated with other services or programs (if applicable)
   5. whether the Respondent proposes to deliver services on its own or within a partnership (if in partnership, only one NFP organisation may submit the application)
   6. How the Proposal will increase the availability financial counselling services for Victorians
   7. Any target client groups, and how the eligibility of a client will be determined.

(limit answer (a) to 400 words, (a)(i) is not included in word count)

1. An indicative budget for the entire Proposal on a GST exclusive basis (i.e. showing net costs after any GST refund) and proposed contributions in the following format (cost items are indicative only):

* *Cost items are indicative (where service salaries are included the role type(s), full time equivalent resource numbers and salary levels must be specified)*
* *As funding agreements will not be executed until January 2025, ensure 2024-25 funding aligns*
* *Note that the round is focused on funding service delivery*
* *The budget is to be for the duration of the proposed contract, not one singular financial year*

|  |  |  |  |
| --- | --- | --- | --- |
| **Cost items** | **Amount (ex GST)** | | % |
| Core service salaries  *Detailed salaries sub-table below must be completed* |  |  |  |
| Communications and marketing |  |  |
| Consumer engagement |  |  |
| Technology (i.e., telephone, internet) |  |  |
| Travel (if relevant) |  |  |
| Printing and stationary |  |  |
| Website and CRM maintenance (if relevant) |  |  |
| Professional fees |  |  |
| Contingency |  |  |
| Other costs |  |  |
| **Subtotal** |  | $ |
|  |  |  |
| **Total** |  | $ |
|  |  |  |
| **Proposed Contributions** |  |  |
| VPF funding (*amount sought*) |  | $ | % |
| Respondent’s contribution (cash reserves) if any |  | $ | % |
| Other financial contributions (*specify by whom*) if any |  | $ | % |
| **Total** |  | $ | 100% |

Detailed salaries breakdown

|  |  |  |
| --- | --- | --- |
| **Role type** | **FTE** | **Amount (ex GST)** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Total:** | | $ |

1. Have you applied for other Government (local, State or Commonwealth) funding for the Proposal? If Yes, explain which Government department or agency provides or may provide this funding and the name and purpose of the funding program/s.
2. Provide a Gantt chart detailing the major stages, and timing of the Proposal, including where applicable:
   1. Project preparation (relevant documentation i.e., intake procedure documentation and service delivery data collection documentation, preparation of staff, notification to relevant stakeholders of service delivery)
   2. Project implementation (service delivery)
   3. Launch phase (review and refine service delivery as required, record service data, conduct stakeholder engagement)
   4. Evaluation (evaluation report, service delivery data and expenditure)
3. Provide a supplementary table to the Gantt chart, setting out the key dates relevant to (b)

Note:

* *Projects must commence service delivery in early 2025*
* *The Gantt chart should clearly detail the specific dates that stages commence and end. If this is not possible in the Gantt chart, Respondents should detail this information in a note.*

1. Indicative cash flow requirements regarding funding sought from the Victorian Property Fund:

| Financial year | 2024-25 | 2025-26 | 2026-27 | Total |
| --- | --- | --- | --- | --- |
| Amount required |  |  |  |  |

1. Describe the principal risks to the success of the Proposal and how you propose to mitigate them.

(limit answer (g) to 300 words)

**No more than 4 pages**

## Schedule 3 – Financial Capacity and Accountability Requirements

The Respondent should provide the following information:

1. Summary financial information for the past two financial years in the form of the table below. For responses submitted through a partnership detail submitting agency information.

| **Summary Financial Data** | **Financial Year ended June 2024** | **Financial Year ended June 2023** |
| --- | --- | --- |
| Revenue/income |  |  |
| Interest paid/payable |  |  |
| Earnings before interest and tax |  |  |
| Operating profit before abnormal and tax |  |  |
| Net profit after tax |  |  |
| Total assets |  |  |
| Interest bearing debt |  |  |
| Current assets |  |  |
| Current liabilities |  |  |
| Net assets |  |  |

1. With reference to the Respondent’s governance arrangements, policies, processes, or service delivery model, describe how the Respondent will ensure that monies paid under a VPF grant will be used for the approved purpose to meet the Program Objective (i.e. what are the organisation’s oversight and accountability processes and mechanisms that will ensure funds are applied for the approved purpose).

(limit answer (b) to 400 words)

## Schedule 4 – Service delivery experience

The Respondent is required to demonstrate its previous experience in successful delivery of services or initiatives to the Victorian community, including but not limited to services such as financial counselling, renting and housing support or advocacy, legal assistance and social work, by providing case study details for up to three existing or completed service streams/programs. If possible, include examples of services or programs undertaken with or for government departments.

For each case study, please complete the table below, limiting your response for each to no more than 300 words.

| **Item** | **[Name of service/program 1]** |
| --- | --- |
| Description of the existing or completed service stream/program, including type of services delivered, type and number of clients supported |  |
| Financial summary of services/program |  |
| Timetable program summary, including commencement and completion dates (if applicable) |  |
| Describe your organisation’s role in the program or service delivery model |  |
| Outline any challenges that arose and briefly describe how they were managed |  |

## Schedule 5 – Respondent Capability and Capacity

1. Demonstrated capability and capacity in the delivery and management of financial counselling services.

Describe the Respondent’s skills, capability and capacity to deliver the proposal. For example, you may wish to describe the Respondent’s:

* + internal resources
  + management/staff skills and qualifications
  + experience establishing and delivering programs
  + experience working with other service delivery organisations to provide integrated services
  + experience in the development of innovative service responses

(limit answer (a) to 400 words)

1. Readiness to commence and ability to commence the Proposal within required timeframe:

Describe the Respondent’s current state of readiness to commence the Proposal in early 2025. For example:

1. How a suitable workforce will be engaged and trained?
2. Has a program model been developed?
3. Are any referral pathways confirmed?
4. Detail all partnerships/supporting agencies, and the status of those partnerships (e.g., are there formal agreements in place; discussions yet to occur)
5. What supporting information resources are available for staff to access?

(limit answer (b) to 300 words)

## Schedule 6 – Value for Money

The Respondent should provide the following information:

1. **Value for Money – extent the proposal will deliver quantitative benefits:** Describe the scale and reach of anticipated service delivery under the Proposal, inclusive of estimated client numbers and include any relevant dependencies or assumptions.

(limit answer (a) to 500 words)

1. **Value for Money – Qualitative Benefits:** Explain how the Proposal will deliver value for money benefits in qualitative terms, including: integration with other support services and innovative responses (e.g., addressing financial hardship to maintain safe housing; how clients presenting with multiple issues will be supported; value of debts that have been waived/deferred etc).

(limit answer (b) to 800 words)

## Certification and authority

*This Certification must be signed by the Respondent’s chief executive officer or a duly appointed officer on their behalf. The Certification should be signed* ***after*** *Schedules 1-6 are completed.*

I, the undersigned, acknowledge and certify that:

1. I am the chief executive officer of the Respondent (or a duly appointed officer on their behalf).
2. As a duly appointed officer submitting this on behalf of the chief executive officer I have included their consent
3. I am authorised to make this Certification on behalf of the Respondent in respect of its Response to the Expressions of Interest issued by Consumer Affairs Victoria for the Financial Counselling Funding Round 2024-25 (the Program).
4. I have read and understood:
   * the Expressions of Interest (EOI)
   * the Conditions of Participation, and
   * the completed Response and Certification form being submitted on behalf of the Respondent, including completed Schedules 1-6 and any additional attachments provided (the Response).
5. The information contained in the Response is true and correct.
6. I am not aware of any actual, potential or perceived conflict of interest between the interests of the State and the Respondent’s interests in the context of the Response and the Program.
7. The Respondent commits to notify Consumer Affairs Victoria in the event:
   * of any significant change that renders the information provided in the Response incorrect or incomplete, or
   * of becoming aware of any actual, potential or perceived conflict of interest between the interests of the State and the Respondent’s interests in the context of the Response and the Program.
   * The Respondent authorises Consumer Affairs Victoria to seek, and other government departments to provide, information relating to any other matter contained in this Response which CAV reasonably considers necessary to verify.

|  |  |
| --- | --- |
| Signature |  |
| Full name Please print. |  |
| Position/Title Please print. |  |
| Date dd/mm/yyyy |  |