



Family Relationship Advice Line (FRAL)

Feedback for applicants

Overview

The Family Relationship Advice Line (FRAL) is a national telephone service that assists families affected by relationship or separation issues through the provision of information and advice, dispute resolution, and legal advice.

The FRAL is intended to:

- meet the Australian Government's broader policy objective to enhance the family law system's capacity to respond to the needs of separated families, in particular vulnerable families with complex needs
- be delivered as an integrated service delivering the objectives stated
- ensure clients receive timely, accurate and streamlined service that meets their individual needs.

Delivered under the Family Law Services sub-activity, the FRAL is the policy responsibility of the Attorney General's Department (AGD). The Family Law Services sub-activity aims to provide alternatives to formal legal processes for families who are separated, separating or in dispute to improve their relationships and make arrangements in the best interests of their children. The Family Law Services sub-activity is funded from the AGD-administered Family Relationship Services Program (FRSP). The objective of the FRSP is to improve the wellbeing of Australian families, particularly families with children who are at risk of separating or have separated.

Up to \$44,422,340.00 (GST exclusive) over five years is available for this grant opportunity, starting from 1 July 2019 and ceasing 30 June 2024. Subject to negotiations, establishment funding of up to \$1,777,000.00 (GST exclusive) is also available. The successful organisation may have received less funding than requested.

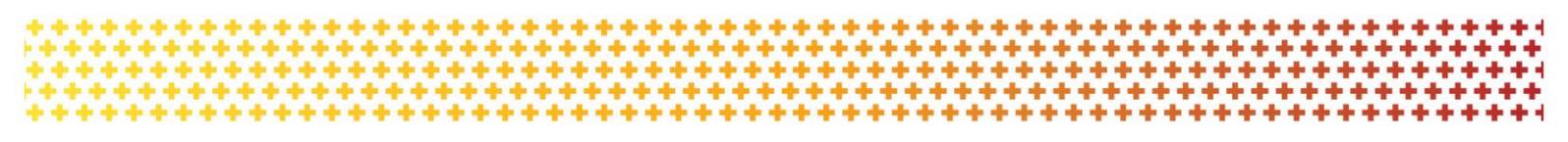
The application period opened on 1 November 2018 and closed on 12 December 2018.

This feedback is provided to help grant applicants understand what made a strong application for this grant round, and how to strengthen future applications.

Selection process

An open-competitive selection process was used, allowing a range of organisations that meet certain eligibility criteria to apply.

Applications were first screened for eligibility and compliance against the requirements outlined in the Grant Opportunity Guidelines.



All eligible and compliant applications were assessed against the four equally-weighted selection criteria. Information on what made a strong response to each criterion is provided below.

Following assessment, a Selection Advisory Panel (the Panel) with a mix of relevant policy, program and delivery expertise from the Department of Social Services (DSS) and AGD made final funding recommendations.

Sixteen applications were received, making the selection of the successful grant recipient competitive.

The Panel recommended the successful applicant based on the strength of their responses to the selection criteria and their ability to meet the grant requirements outlined in the Grant Opportunity Guidelines. Specifically, the Panel recommended the applicant that best:

- demonstrated their experience or ability to deliver all three service components of the FRAL through outlining their resources, available expertise and responsiveness. In particular this covered the number, qualifications and experience of legal resources, call centre and support staff and family dispute resolution practitioners.
- used appropriate and effective service delivery channels to reduce the barriers to accessing the FRAL services, including innovative approaches which the Panel considered were highly likely to achieve positive outcomes and deliver continuous improvement.
- demonstrated they were able to provide timely call response times and provide sufficient service coverage at the required times during the week and on Saturdays.
- outlined their ability and experience in achieving outcomes through family dispute resolution with a focus on the best interests of children.
- described how their proposed service model will meet and cater to the needs of callers including Aboriginal and Torres Strait Islanders, people from a CALD background, people with a disability and those experiencing domestic/family violence.
- demonstrated experience and understanding of the complexity of providing the legal component of the FRAL, including a sound knowledge of, and ability to deliver, family law services across all jurisdictions, including Western Australia.
- identified risks and outlined how they would manage any risks associated with the delivery of the FRAL.
- provided a well-considered transition plan that addressed how the organisation would seamlessly deliver FRAL from 1 July 2019 without interruption to service delivery.
- demonstrated they understood and could provide the specialised technology required to deliver the components of the FRAL.

The Panel recommended one organisation to the delegate for funding. The delegate made the final decision to approve the grant, including the grant funding amount to be awarded.

Criterion 1 – Demonstrate how your organisation will effectively deliver the FRAL.

Your response should:

- Describe your proposed service model for delivering all three service components of the FRAL. Include how these components will provide a streamlined pathway for callers/clients and risk screening, assessment and referral policies and practices. Explain how the proposed service model will meet the needs of callers/clients, including Aboriginal and Torres Strait Islanders, individuals from culturally and linguistically diverse backgrounds, individuals with a disability or those experiencing family violence.
- Outline how your organisation will maintain or develop strong collaborative relationships for the purposes of delivering the FRAL.

Strength	Example
<p>Strong applicants clearly described their proposed service model to deliver the three service components of FRAL.</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • the organisation’s ability to deliver all three components of FRAL either by itself or collaboratively with a partner/sub-contractor • how they would maintain the existing FRAL • when the organisation will deliver the FRAL services: <ul style="list-style-type: none"> - 8:00am – 8:00pm local time Mondays to Fridays - 10:00am – 4:00pm local time on Saturdays • the organisation’s capacity to deliver the FRAL and related activities, including experience/expertise to deliver: <ul style="list-style-type: none"> - management/monitoring of call centre activity - family dispute resolution - legal advice • how the three proposed service components will provide a streamlined pathway for the FRAL callers/clients and will provide: <ul style="list-style-type: none"> - risk screening and assessment - referrals to other suitable services as appropriate including with regard to accessibility issues • how the organisation will prioritise the safety of families and the best interests of children • how the organisation will cater to the needs of individuals from diverse cultural backgrounds and to those experiencing domestic violence, such as: <ul style="list-style-type: none"> - employing specialist practitioners from Aboriginal and Torres Strait Islander and CALD backgrounds - using highly skilled staff and risk screening tools to identify and respond appropriately to domestic/family violence issues - making use of interpreter services (e.g. Aboriginal English and National Relay Service) - creating culturally relevant web interfaces - organising mobile and web accessibility for people with a disability



Strength	Example
	<ul style="list-style-type: none">• how the organisation will reduce barriers to accessing the FRAL services provided, such as:<ul style="list-style-type: none">- ensuring staff have detailed knowledge of the organisation's services and referral options- tailoring access for client groups such as the incarcerated, internationally-based, mobility restricted, rural and remote- based, shift workers and clients with limited financial resources.
Strong applicants clearly outlined how the organisation will maintain or develop strong collaborative relationships for the purposes of delivering the FRAL.	<p>Strong responses clearly described:</p> <ul style="list-style-type: none">• the rationale for working with a partner/sub-contractor in delivering the FRAL (if any)• detailed information of its partner/sub-contractor (if any) including:<ul style="list-style-type: none">- the size, the skills and the expertise of the partner/sub-contractor- which components of the FRAL will be delivered by the partner/sub-contractor• how the organisation (with its partner/subcontractor if applicable) will maintain or develop the collaborative relationships with its networks for the purposes of delivering the FRAL, including:<ul style="list-style-type: none">- name or description of networks- nature of relationship with its networks (e.g. formal/informal, general or specific in nature)- how the relationship improves and enhances service delivery and maximises outcomes for FRAL clients- how networks at the national level will be achieved.

Criterion 2 – Demonstrate your organisation’s capacity to manage the FRAL.

Your response should:

- Demonstrate your organisation’s proven ability to implement effective governance, management, financial and administration processes to deliver similar or related services.
- Outline your organisation’s experience or capacity to collect data and report on service delivery to validate that the required objectives and outcomes are being achieved.

Strength	Example
<p>Strong applications clearly demonstrated the organisation’s proven ability to implement effective governance, management, financial and administration processes to deliver similar or related services.</p>	<p>Strong responses clearly described the:</p> <ul style="list-style-type: none"> • administrative and governance system that supports the organisation to effectively deliver FRAL/related activities, including: <ul style="list-style-type: none"> - the strategy, policies and documented administration processes - contract management processes - reporting capabilities - how these support the delivery of high quality outcomes • facilities/infrastructures of the organisation that will support the delivery of FRAL, including: <ul style="list-style-type: none"> - the location and size of the operations centre - operational processes - support mechanisms, including technology • size of the organisation’s workforce supporting all three components of FRAL, including the number of: <ul style="list-style-type: none"> - front-line call centre staff - counsellors, social workers, psychologists, lawyers and dispute resolution practitioners.
<p>Strong applications clearly outlined the organisation’s experience or capacity to collect data and report on service delivery to validate that the required objectives and outcomes are being achieved.</p>	<p>Strong responses clearly described the organisation’s:</p> <ul style="list-style-type: none"> • experience/capacity to deliver FRAL/related services, including: <ul style="list-style-type: none"> - the average number of calls received per year - the percentage of calls with urgent needs - number of legal supports, family dispute resolution services and the information and referral services provided per annum • client information system/database management system under which all clients information is managed/maintained, including: <ul style="list-style-type: none"> - the type of database management system - number of years using that database - reliability of the system - managing risk of data loss - how information/data is collected, validated - compliance with the Australian Privacy Principles - how the system supports the reporting requirements.

Criterion 3 – Demonstrate your organisation’s technical ability to deliver the FRAL.

Your response should:

- Demonstrate how your organisation’s information and communication technology (ICT) systems will manage all service components of the FRAL, the capacity to manage and triage a high volume of calls, call surges, system backup and fail systems.
- Describe how your organisation’s ICT system has the ability to meet Commonwealth data collection and activity reporting requirements.

Strength	Strength Example
<p>Stronger applications clearly demonstrated how the organisation’s ICT systems will manage all service components of the FRAL, the capacity to manage and triage a high volume of calls, call surges, system backup and fail systems.</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • how the organisation will manage its ICT system in delivering the FRAL, including: <ul style="list-style-type: none"> - the type of ICT system - how calls are monitored, triaged, and transferred through existing operations and what is anticipated for FRAL - how information and referral services are provided through existing operations and what is anticipated for FRAL - the average number of calls triaged per month through existing operations - average call waiting time through current operations and what is anticipated for FRAL - how call volume and peak demands are currently managed and will be managed for FRAL - disaster preparedness (interruptible power supply, ISDN phone line, call recording, call storage and archiving) - how daily data is archived - where data is stored - data security and integrity - backup system
<p>Strong applications clearly describe how the organisation’s ICT system has the ability to meet Commonwealth data collection and activity reporting requirements.</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • how the organisation’s ICT system meets the Commonwealth data collection and activity reporting standards, such as: <ul style="list-style-type: none"> - software integration - staff collaboration - automated workflows - purpose-built system compatible to the DSS Data Exchange reporting requirement

Criterion 4 – Experience and qualifications of staff who will deliver the FRAL.

Your response should:

- Outline the minimum staff skills, qualifications and experience that would be required to deliver each component of the FRAL service model.
- Outline the relevant training and development opportunities available for staff, and the mechanisms that would be in place to support staff.

Strength	Example
<p>Strong applications clearly outlined the minimum staff skills, qualifications and experience that would be required to deliver each component of the FRAL service model.</p>	<p>Strong responses clearly described the qualifications and experience of staff providing:</p> <ul style="list-style-type: none"> • frontline services, including: <ul style="list-style-type: none"> - minimum length of experience working as first point of contacts or similar roles - qualifications expected for any new staff in that role - other requirements (e.g. police check, Safe to Work with Children accreditation, etc.) • family dispute resolution services, including: <ul style="list-style-type: none"> - minimum length of experience working as a family dispute resolution practitioner - qualifications expected for any new staff (e.g. degree in social or behavioural science, etc.) - meeting the accreditation requirements set out in the Family Law Regulations 2006, competency against the clinical standard, relevant professional membership, and a Working with Vulnerable People accreditation • legal advice, including: <ul style="list-style-type: none"> - qualified legal practitioners holding a current practising certificate in an Australian jurisdiction - relevant experience in providing advice on Family Law across all Australian jurisdictions (including Western Australia) - minimum length of practice as a family lawyer - extensive experience in the DFV courts across jurisdictions.
<p>Strong applications clearly outlined the relevant training and development opportunities available for staff, and the mechanisms that would be in place to support staff.</p>	<p>Strong responses clearly described how:</p> <ul style="list-style-type: none"> • any new and existing staff will be upskilled and supported to continue to provide high quality outcomes for clients, including through ongoing professional development, training, etc. • the above would be applied to staff from the partner /sub-contractor (if applicable).