

**School Councils**  
**Expression of Interest (EOI)**  
**Outside School Hours Care (OSHC) services at Maryborough Education**  
**Centre; Dunolly Primary School and Talbot Primary School**

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**Reference Number:**       **Goldfields Shire EOI1**

**Submission Details:**

Closing Time:               **Friday 15<sup>th</sup> October 2021 – 4.00pm**

Place of Lodgement:       All EOI submissions must be  
Provided via email and received at the following email address before the  
Closing Date and Time: Friday 15th October 2021 – 4.00pm  
[Tracey.Smith@education.vic.gov.au](mailto:Tracey.Smith@education.vic.gov.au)

Receiving Staff Member:   TRACEY SMITH

Additional Details:         This Community Expression of Interest covers 3 individual licencing  
agreements at three sites –  
Maryborough Education Centre  
Talbot Primary School  
Dunolly Primary School

Submissions must follow the format attached, including the completion of all Forms, plus supporting documentation and any additional requested information.

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**CONDITIONS**

**1. EOI Presentations**

Maryborough Education Centre, Talbot Primary School and Dunolly Primary School (“the Schools”) do not warrant the accuracy of the content of the EOI. The Schools will not be liable for any omission from the EOI document.

**2. Confidentiality**

The Schools may require persons and organisations wishing to access or obtain a copy of this EOI (or information relevant to this EOI) to execute a deed of confidentiality in a form required by, or satisfactory to, the Schools before or after access is granted.

Whether or not execution of a deed of confidentiality is required by the Schools, all persons obtaining or receiving this EOI and any other information in connection with the EOI must keep the contents of the EOI and such other information confidential and not disclose or use that information except as required for the purpose of developing a response to this EOI.

**3. EOI Documents**

All responses to the EOI and any accompanying documents will, upon submission, become the property of the Schools. The Schools will not return any of these documents.

By submitting a response to this EOI, the service provider licenses the Schools to reproduce the whole or any portion of the documents which it has submitted for the purposes of, or in connection with, its evaluation, notwithstanding any copyright or other intellectual property rights that may subsist in those documents.

**4. Enquiries**

Enquiries concerning the EOI must be made to the following Contact Person:

Name: TRACEY SMITH  
Title: Business Manager – Maryborough Education Centre  
E-mail: [Tracey.Smith@education.vic.gov.au](mailto:Tracey.Smith@education.vic.gov.au)<sup>[A1]</sup>

All enquiries concerning the EOI must be in writing (email) and can only be made up to three (3) days prior to the Closing Time.

The Schools will respond to enquiries correctly lodged in accordance with the above conditions in writing and the response from the Schools will be provided to all parties that have requested a copy of the EOI document.

Should a service provider contact any person other than the Contact Person nominated above (including but not limited to: any parents and Schools Council member or office bearer, employee, Schools employee, departmental officer or an employee of the current provider) in regards to this EOI, it may be disqualified from the EOI process and may be ineligible for consideration.

## **5. Late EOI**

If an EOI is lodged after the Closing Time, it may be disqualified from the EOI process and may be ineligible for consideration unless:

- The service provider can clearly document to the satisfaction of the Schools that an event of exceptional circumstances caused the EOI to be lodged after the Closing Time; and
- The Schools are satisfied that accepting a late submission would not compromise the integrity of the process.

The determination of the Schools as to the actual time that the service provider's response is lodged is final. All EOIs lodged after the Closing Time will be recorded by the Schools. The Schools will inform service providers whose EOI was lodged after the Closing Time of their ineligibility for consideration.

## **6. Incomplete EOIs**

If an EOI does not include all the information in the format required by the EOI or is incomplete in any way as determined by the Schools in its sole discretion, it may be rejected.

## **7. Validity of EOIs**

An EOI will be valid for acceptance by the Schools for a period of 90 business days from the Closing Time. This period may be extended by mutual agreement between the parties.

## **8. Supplier Code of Conduct**

Bidders are required to meet or exceed the government's supplier code of conduct - <http://www.procurement.vic.gov.au/Suppliers/Supplier-Code-of-Conduct>

## **9. Unauthorised Communication and Improper Assistance**

Service providers are required to direct all communications through the Contact Person, unless advised otherwise by the Contact Person or the Schools. Unauthorised communication and/or seeking to obtain assistance of employees, agents or contractors of the Schools in preparation of their proposal may, in the absolute discretion of the Schools, lead to disqualification of an EOI submission.

## **10. Reservation**

The Schools reserves the right to, in its absolute discretion, refuse to consider or accept any EOI or all EOIs. The Schools will not necessarily accept the lowest priced EOI nor any other EOI. The Schools further reserves the right to:

- a) Reject all EOIs without giving reason for the rejection; and
- b) Accept a portion or the whole of any EOI at the price or prices quoted unless the EOI states specifically to the contrary.
- c) Negotiate with one or more service providers and allow any service provider to vary its EOI.

## **11. Preferred service provider**

Selection as a preferred service provider does not give rise to a contract (express or implied) between the preferred supplier and the Schools Council for the supply of Services. No legal relationship will exist between the Schools and the preferred supplier until such time as a binding agreement is executed by both parties.

## 12. Conflict of Interest

When submitting its submission, the service provider must declare any actual or potential conflicts of interest which may arise between the service provider and the Schools or the Schools and any subcontractor which the service provider proposes to engage in respect of the supply of Services.

## EOI DETAILS

### 1. Background

Maryborough Education Centre (MEC), Dunolly Primary School and Talbot Primary School are in the Central Goldfields Shire which services a medium residential area and surrounding community of Maryborough approximately 70 km from Bendigo and Ballarat. [A2]

Our Schools are working together to request that one provider establishes services at three sites across the community, directly providing Outside School Hours Care Services to 5 schools in the community.

#### **SERVICE ONE; onsite at Maryborough Education Centre (MEC)**

This service will support both MEC and Carisbrook Primary School communities and also allow students to access the service from Timor Primary School on one site at MEC.

Timor Primary School will not have a contractual arrangement with the third party provider, they will be providing their own transport to access the service at MEC.

MEC [A3] has a current enrolment of 1000 students in years P – 12 and including special needs. There is approx. 315 students in Years Prep – 6 and 25 in the primary age special needs area. It is expected that the enrolment will be maintained and/or be increasing over the next 3 years.

Carisbrook Primary School will be a part of the contractual arrangement with the third party provider, accessing the MEC service through transport provided by the school. Carisbrook [A4] Primary School current enrolments of 270 students in years Prep to 6. It is expected that the enrolment will be maintained and/or be increasing over the next 3 years.

Physical features of MEC include multiple classrooms, specialist areas such science laboratories, visual art spaces, food technology areas, large and small indoor gymnasiums, performing art theatre and trade skills technology centre. There are several play spaces for the differing age range of students, external table tennis tables, basketball court, one large and one small synthetic turf oval and funnel ball towers spaced across the site. [A5]

The student population, assumed to be represented by a wide range of socio-economic backgrounds, is likely to be characterised by a reasonable percentage of families with both parents working.

The Outside Schools Hours Care (OSHC) Service is required to cater for the following approximate number of children of school age during both Victorian term periods and vacation periods. The following estimated student attendance numbers are based on a survey completed for the Central Goldfields Shire.

- Before Schools numbers: Estimated – average of 55 students per day for a school week
- After Schools numbers: Estimated – average of 65 students per day for a school week
- Student Free Day numbers: This was not part of survey - unknown
- Vacation Care numbers: Estimated – average of 70 students per day
- Early Schools finishes/ End of term early finishes: This was not part of survey - unknown

Site visit: The Principals of Maryborough Education Centre, Dunolly Primary School and Talbot Primary School offers prospective providers an opportunity to view the Schools OSHC facilities, by appointment between Tuesday 5<sup>th</sup> – Friday 8<sup>th</sup> October between the times of 10am and 2.30pm. Service providers are required to advise the Contact Person of their intention to attend by close of business Friday 1<sup>st</sup> October. No more than two (2) attendees from the same service provider may attend the same site visit. All attendees must follow the school sign in procedures and expectations due to COVID which will be provided at each site visit.

There is currently no OSHC Service in existence at any of the schools.

Facilities available for use by the successful service provider to deliver the services required include the middle area of the "Wareek" pod, including the food technology area, the large and small indoor gymnasiums, and the performing art theatre. There are several play spaces for the differing age range of students, external table tennis tables, basketball court, one large and one small synthetic turf oval and funnel ball towers spaced across the site. We will be prepared to negotiate with the successful service provider on any further spaces required. We have requested funding to be available to install appropriate storage for the OSHC requirements. Equipment available for use includes; sporting, art, crafts, food preparation items and games/puzzles.

The schools wish to advise that as this is a new service for all sites we are unsure of what external factors could impact on the service. Currently we are aware of only one other local service offering before and after school care.

Further information regarding OSHC in Schools can be found at:

[www.education.vic.gov.au/Schools/teachers/management/Pages/oshc.aspx](http://www.education.vic.gov.au/Schools/teachers/management/Pages/oshc.aspx)

**SERVICE TWO onsite at Dunolly Primary School; [A6]**

This service will support Dunolly Primary School with current enrolments of 81 students in years Prep – 6. It is expected that enrolment will be relatively stable over the next 3-5 years. Dunolly Primary School OSHC service will be required to run with a minimum of TWO educators.

Physical features of the Schools include 4 classrooms, a mud brick library, multipurpose room and adjoining canteen, and science/art room. There are multiple play spaces and a very large play ground surrounded by bush on the edge of the township.

The student population, assumed to be represented by a wide range of socio-economic backgrounds, is likely to be characterised by a reasonable percentage of families with both parents working.

The Outside Schools Hours Care (OSHC) Service is required to cater for the following approximate number of children of Schools age during both Victorian term periods and vacation periods.

- Before Schools numbers: N/A
- After Schools numbers: approx. 10
- Student Free Day numbers: 10
- Vacation Care numbers: 8
- Early Schools finishes/ End of term early finishes: 6

Site visit: The Principal of Dunolly Primary School offers prospective providers an opportunity to view the Schools OSHC facilities on Monday 4<sup>th</sup> October 3.30-5pm. Service providers are required to advise the Contact Person of their intention to attend by close of business Friday 1<sup>st</sup> October. No more than two (2) attendees from the same service provider may attend the same site visit. All attendees must sign the attendance record which will be provided at each site visit.

A current OSHC Service does not exist the School.

Facilities available for use by the successful service provider to deliver the services required include multipurpose room with adjoining canteen area and areas around the Schools grounds including all outdoor spaces. There are 3 playground areas, an oval, basketball courts and expansive synthetic turf areas. Equipment available for use include sporting equipment such as balls, hoops etc, musical instruments.

The Schools wishes to advise that currently the following practices occur that may impact on the numbers attending the service: Monday – karate club, Thursday during term 2 and 3 – Football Netball Club practice.

Further information regarding OSHC in Schools can be found at:

[www.education.vic.gov.au/Schools/teachers/management/Pages/oshc.aspx](http://www.education.vic.gov.au/Schools/teachers/management/Pages/oshc.aspx)

**SERVICE THREE; [A7] onsite at Talbot Primary School**

This service will support Talbot Primary School with current enrolments of 46 students in years Prep to 6 (P-6)]. It is expected that enrolment will increase to remain relatively stable over the next 3 years.

Talbot Primary School OSHC service will be required to run with a minimum of TWO educators onsite at all times.

Physical features of the Schools include 2 functioning classrooms in main building. In the second building there is an Art learning space with a sink and 2 stoves and two other smaller learning spaces that may be used by

specialist teachers. There is one whole outdoor space which includes an oval, tennis court, playground, a shaded sandpit and open spaces. There are two areas with shade coverings over asphalt and paved areas.

The student population, assumed to be represented by a wide range of socio-economic backgrounds, is likely to be characterised by a reasonable percentage of families with both parents working.

The Outside Schools Hours Care (OSHC) Service is required to cater for the following approximate number of children of Schools age during both Victorian term periods and vacation periods.

- Before Schools numbers: Up to 10
- After Schools numbers: Up to 10
- Student Free Day numbers: unknown
- Vacation Care numbers: not surveyed, however, could possibly be up to 10
- Early Schools finishes/ End of term early finishes: unknown

Site visit: The Principal of Talbot Primary School offers prospective providers an opportunity to view the Schools OSHC facilities between Tuesday 5 – Friday 8<sup>th</sup> October between the times of 10am and 2:30pm. Service providers are required to advise the Contact Person of their intention to attend by close of business Friday 1<sup>st</sup> October. No more than two (2) attendees from the same service provider may attend the same site visit. All attendees must sign the attendance record which will be provided at each site visit.

A current OSHC Service does not exist the School.

Facilities available for use by the successful service provider to deliver the services required include two spaces in the second building which may include the existing Art room space where sink and cooking facilities are installed. We would be happy to negotiate which of the two spaces we could provide for the OSHC program to operate from. Additional storage would need to be purchased and installed as included in our grant application and OHS requirements. Wall spaces for displays could also be negotiated, and areas around the Schools grounds including the outdoor spaces as described above which include an oval, playground, tennis court, shaded sandpit and other shaded spaces. Equipment available for use include some sports equipment stored in an outdoor shed.

The Schools wishes to advise that currently the following practices occur that may impact on the numbers attending the service: N/A in Talbot community.

Further information regarding OSHC in Schools can be found at:

[www.education.vic.gov.au/Schools/teachers/management/Pages/oshc.aspx](http://www.education.vic.gov.au/Schools/teachers/management/Pages/oshc.aspx)

## 2. Scope

### Length of Service:

To provide Outside Schools Hours Care to the School communities for a 2 year contract with an option for a 1 year extension.

### **SERVICE ONE; ONSITE AT MARYBOROUGH EDUCATION CENTRE (MEC)**

Required Operating Hours to be negotiated with the successful service provider:

- Before Schools care – 6.30am -8.45am
- After Schools care – 3.15pm – 6.00 pm
- Student free day – 6.30am – 6.00pm
- Vacation care – 6.30am – 6.00pm
- Early Schools finishes/ End of term Early finishes – 2.30pm onwards

The provider will be allowed access to the space 30 minutes before and 30 minutes after the required operating hours to provide opportunity to set up and pack up the area for OSHC use. [A8]

### **SERVICE TWO onsite at Dunolly Primary School;** [A9]

Required Operating Hours:

- Before Schools care – N/A
- After Schools care – 3.15pm – 5.15 pm

- Student free day – N/A
- Vacation care – 8.30 am – 5.15 pm
- Early Schools finishes/ End of term Early finishes – 2.15pm – 5.15 pm

The provider will be allowed access to the space 30 minutes before and suggest 30 minutes after the required operating hours to provide opportunity to set up and pack up the area for OSHC use. [A10]

### **SERVICE THREE; [A11]onsite at Talbot Primary School**

#### **Required Operating Hours:**

- Before Schools care – 6:30 – 8:45 am
- After Schools care – 3:20 – 6:00 pm
- Student free day – 6:30am – 6:00 pm, [if relevant]
- Vacation care – 6:30 am – 6:00 pm
- Early Schools finishes/ End of term Early finishes – 2:20 pm

The provider will be allowed access to the space 30 minutes before and 30 minutes after the required operating hours to provide opportunity to set up and pack up the area for OSHC use. [A12]

#### **School Councils statements:**

The School Councils want the OSHC to provide an education and care service to the School communities.

The School Councils believe that OSHC should be a place for growth, nurture and building long-term life skills.

The School Councils believe that all employees that work in the OSHC service should be facilitators of positive development who provide a safe, engaging environment and intentionally support positive social, emotional, logical thinking, moral, and life skills development; that they teach social skills and nurture healthy interactions.

The School Councils believe children should have the opportunity to:

- Engage in play and leisure activities.
- Learn new skills to further their development.
- Be safe and supervised at all times.
- Build relationships with educators in a community which is connected to but separate from the Schools community.
- Develop as happy, healthy and resilient individuals.
- Engage in indoor and outdoor play activities planned with and for the children.
- Participate in a range of developmentally appropriate options that cater for the needs and interests of all children including construction, drama, dress-ups, art and craft, cooking, quiet reading and games.
- Experiences and programs delivered by external educators and organisations coming into the service such as language, performing arts, sports etc.

### **SERVICE ONE: ONSITE AT MARYBOROUGH EDUCATION CENTRE (MEC)**

The School will license the following facilities:

- Outdoor ovals / basketball courts and playgrounds.
- Toilets (M/F) for both staff and students.
- Kitchen (food technology area)
- Indoor gymnasiums and theatre
- 1 indoor space with direct external access.

These spaces can be viewed on the school visit.

### **SERVICE TWO onsite at Dunolly Primary School; [A13]**

The Schools will license the following facilities :

- Outdoor ovals / basketball courts and playgrounds.
- Toilets (M/F) for both staff and students.
- Canteen.
- Indoor multipurpose room

### **SERVICE THREE; [A14]onsite at Talbot Primary School**

The Schools will license the following facilities :

- Outdoor ovals / basketball courts and playgrounds.
- Toilets (M/F & Disability) for both staff and students.
- Art learning space includes Kitchen preparation facilities.
- 1 indoor classroom with direct external access.

[A15]

#### Required regulatory compliance:

It is the responsibility of the selected service provider to comply with the *National Law and National Regulations* at all times. Any updates or changes to the facilities to meet these requirements will be the cost/ responsibility of the service provider. Particular attention should be paid to the following:

- 3.25 square metres of unencumbered indoor space per child (r.107)
- 7 square metres of unencumbered outdoor space per child (or additional unencumbered indoor space with approval of the Victorian regulatory authority) (r.108)
- outdoor spaces must provide adequate shade and allow children to explore the natural environment (r.113—4)
- the availability of areas that can be used to support children to rest if needed (r.81)
- the accessibility of toilets (r.109)
- the provision of adequate heating/cooling, ventilation and natural light (r.110)
- the availability of administration space and space for conducting private conversations (r.111)
- whether the area promotes visibility and facilitates effective supervision (r.115)
- the cleanliness and safety of the premises, furniture and equipment (r.103)
- prescribed information required to be displayed (r.173)

#### Child Safe Standards:

As of 2016, all early childhood services (including OSHC) and Schools are required to comply with Child Safe Standards; they include seven standards designed to ensure organisations that work with children take steps to create a culture of child safety and protect children from all forms of abuse. The standards are as follows:

- Strategies to embed an organisational culture of child safety
- A child safe policy or statement of commitment to child safety
- A child safety code of conduct
- Screening, supervision, training and other human resources practices that reduce the risk of child abuse
- Procedures for responding to and reporting suspected child abuse
- Strategies to identify and reduce or remove risks of child abuse
- Strategies to promote child participation and empowerment

#### Capability of provider:

A person's capability to operate an education and care service is of critical importance. Updates in the national law as of 2017 have been identified to address this through specifying:

- Either the approved provider, a nominated supervisor, or a Person in day to day charge must be present when a service is operating
- Services will be able to have more than one nominated supervisor
- The approved provider will be responsible for ensuring the person they appoint as a nominated supervisor must be fit and proper and have suitable skills to supervise the service
- A nominated supervisor will need to consent in writing to appointment to the role
- Each nominated supervisor and person in day to day charge will have to undertake child protection training

The service provider must advise as part of the EOI submission how they have implemented, operate and comply with the Child Safe Standards.

#### Food and drink:

The successful service provider will be required to provide food and drink to students as a part of the OSHC Service.

MEC: Equipment available for the provision of food and drinks includes; food technology items ranging from saucepans, frypans, toasters, ovens, grills, kettles, cutlery as required and washing facilities. [A16]

Dunolly: Equipment available for the provision of food and drinks include stove/oven and washing facilities – sink. Food allergies will need to be discussed with provider due to current student medical records.

Talbot: Equipment available for the provision of food and drinks include stove/oven and washing facilities – sink.

Food allergies will need to be discussed with provider due to current student medical records.

Any food and drink supplied must be nutritious, in adequate quantity and take into account the child's growth and developmental needs and cultural, religious and health requirements (r.79). An accurate weekly menu must also be displayed (r.80).

#### Cleaning

MEC: The site is to be left in a clean condition prior to our school funded cleaners completing a full cross infection hygiene clean after the students and staff have vacated the area. All attempts will be made by the Third Party Provider to reduce the level of cleaning required for school cleaning staff in relation to spillage, craft materials and all items to be removed from the floor space and placed away in secure storage provided.

Dunolly: The site is to be left in a clean condition as this is currently a low use area not on daily cleaning rotation by school funded cleaners. All attempts will be made by the Third Party Provider to reduce the level of cleaning required for school cleaning staff in relation to spillage, craft materials and all items to be removed from the floor space and placed away in secure storage provided.

Talbot: The site is to be left in a clean condition prior to our school funded cleaners completing a full cross infection hygiene clean after the students and staff have vacated the area. All attempts will be made by the Third Party Provider to reduce the level of cleaning required for school cleaning staff in relation to spillage, craft materials and all items to be removed from the floor space and placed away in secure storage provided. [A17]

#### Maintenance / Repairs:

Any maintenance or repairs required, beyond reasonable wear and tear, must be arranged and completed by the service provider to the level agreed. These are not to be completed prior to authorisation dependent on the level of damage involved. If these are not rectified in a timely way, the School Council may do so, and any costs will be invoiced direct to the service provider.

#### Transition / Implementation Plan:

The successful service provider, if not the incumbent, is required to provide a transition plan, which includes but is not limited to an outline of the hand over process, appropriate handling of children details and data, removal of the outgoing service provider's equipment and cleaning/maintenance requirements.

#### Referees:

Service providers are required to nominate three (3) customers (preferably Schools) to whom they currently provide similar services. The Schools reserves the right to also contact known customers of the service provider to seek customer feedback. Feedback will be sought in respect of, but not limited to, the service provider's performance, charges, responsiveness and complaint resolution.



### 3. Important Dates

- Combined Schools site visit date(s): Tuesday 5<sup>th</sup> October – Friday 8<sup>th</sup> October 2021 – arranged by prior appointment between 10.00am – 2.30pm
- EOI Closing date: Friday 15<sup>th</sup> October 2021
- EOI proposals shortlisted by: Friday 22<sup>nd</sup> October 2021
- Shortlisted service providers invited to present to School Councils: Friday 29<sup>th</sup> October 2021
- Extraordinary meeting of School Councils: To be held by Friday 5<sup>th</sup> November 2021
- Decision made regarding preferred service provider: Friday 5<sup>th</sup> November 2021
- Preferred service provider informed of decision and beginning of contract negotiations: Monday 8<sup>th</sup> November 2021
- Commencement of service to the Schools: Monday 31<sup>st</sup> January 2022

### 4. Reporting and meeting requirements

The service provider's representative is required to meet, where requested, with a nominated representative, School Councils or subcommittee once per quarter to review vacancies, complaints and waiting lists, at a minimum.

The service provider will be required to report to a nominated representative, School Councils or subcommittee as follows:

Quarterly on the following items:

- National Quality Standard (NQS) assessment and rating reports provided by regulatory authority, relevant to the service
- Any breaches or non-compliance with the National Quality Framework (NQF) requirements
- Programming changes
- Staffing, including any changes
- Policy changes
- Incidents, including damage, cleaning issues etc
- All complaints received, and action taken to resolve complaints and timeframe for resolution
- Service usage and vacancies
- Waiting lists

Within 30 days of commencing, and then on an annual basis a copy of the following:

- NQF Audits
- Current Suitability Notices for all specified employees
- Copies of any new or renewed Insurances

An ad hoc basis, which would be required to be responded to within ten (10) business days:

- Average utilisation rate for each session of education and care provided
- Details of children enrolled in the OSHC Service including their attendance
- Copy of educator rosters
- All complaints received and any action taken to resolve these complaints and the timeframes for resolution
- Child, parent and staff feedback
- Details/results relating of any National Quality Framework audit conducted in connection with the OSHC Service

Report the following within two business days:

- Incidents, injuries or issues that have impacted in the health, safety or wellbeing of any child
- Occupational health and safety matters
- Any Formal Compliance Directive issued to the Licensee by the Regulatory Authority in connection with the OSHC Service
- Where the service provider has been charged with a criminal or regulatory matter, found guilty by court, cautioned, or otherwise pursued by either the Police, Local Authority or other regulatory body or subject to enforcement activity.

Report any instances where the service provided, in relation to the licensed premises, have been assessed and rated as Significant Improvement Required under the National Quality Framework within five business days.

A report prior to the commencement of any new specified personnel detailing name, contact details and a copy of the Working with Children Check.

Upon occurrence immediately report:

- Damage to or an accident in the licensed area
- Any notice or report received in relation to the licensed area, and provide a copy of the report

#### Key Performance Indicators (KPIs)<sup>[A18]</sup>

KPI	Performance Target
NQF Rating	NQF ratings to remain at Meeting or Exceeding the National Quality Standard (NQS) for all 7 quality areas.
User Satisfaction	85% of children users to respond either at or above expected satisfaction levels based on a satisfaction survey, if requested by School Councils.
Customer Service	85% of adult users to respond either at or above expected satisfaction levels. Areas to be included but not limited to; would be ease of booking, reliability of and timeliness of communication, quality and accessibility of facilities, variety of activities, questions/concerns are responded to promptly, suitability of staff employed, learning and engagement levels of participants etc. This would be based on a survey devised in consultation with the School Councils.
Reporting	100% of reports to Schools Council are delivered within the nominated timeframes.

Submissions must address the service provider's provision of quality management systems and key KPIs used to track the performance of the contract.

#### 5. License Fees & Amounts Payable<sup>[A19]</sup>

If applicable, the successful service provider will be required to pay the following License Fees:

\$1.00 per Quarter

License fee includes (but are not limited to):

- Washroom consumables
- Pest control
- Carpet (steam cleaning) / vinyl flooring (polish or seal) cleaning as applicable
- Cleaning and cleaning consumables
- Additional maintenance of facility
- Electricity / gas

License fees will be payable: Quarterly in advance.

License fees will be reviewed annually, prior to the anniversary of the contract.

The successful service provider will be required to pay a security deposit of \$2500.00 prior to commencement of the service.

#### 6. Insurance

Minimum insurances the service provider are required to hold include:

##### a) Public Liability Insurance

\$10 million per event.

##### b) Property Insurance

Insurance cover for the reinstatement or replacement value of the Licensees' own property against the destruction of or damage of such property which is housed, stored, kept or used in or at the Licensed Area.

### c) WorkCover Insurance

Insurance in accordance with the requirements of the *Accident Compensation Act 1985 (Vic)* and the *Accident Compensation (Work Cover Insurance) Act 1993 (Vic)* which provide the Associates of the service provider (including equivalent cover for volunteers) with cover against personal injury or sickness arising from provided goods or services or working in or on the Licenced Area.

## 7. Selection Criteria<sup>[A20]</sup>

The selection criteria for rating responses received from service providers are as follows:

### 1. Quality:

- Demonstrated experience as an approved provider of OSHC service(s). This may include evidence of overall assessment and rating(s) against the National Quality Standard of at least Meeting for similar service(s) operated by the approved provider.
- Demonstrated ability to plan, deliver and monitor an education program that reflects the needs and values of a Schools community.
- Commitment to the appointment and retention of suitably qualified staff and their ongoing professional development.
- Demonstrated knowledge and understanding of the process to develop a Quality Improvement Plan and ensure continuous improvement.

### 2. Value for money:

- A proposed fee structure that offers value for money for families and allows all children to participate.
- A proposed fee structure that considers how all children may participate in activities that incur an additional cost.
- A transparent process for revising fees, including those for cancellations and late pick-up fees.
- A proposed licence fee that provides good value to the Schools community and gives a clear outline of all costs that may fall to Schools Council. This may include any income shortfall situations, advertising, utilities and maintenance.

### 3. Financial viability:

- The provider must be financially viable and have the capacity to apply sufficient financial and other resources to a new service.

### 4. Policies and processes:

- Demonstrated experience in engaging families in the policies and programs of an OSHC service.
- Demonstrated commitment to enacting policies and processes that reflect the needs and values of a Schools community.
- Demonstrated understanding of compliance and regulatory requirements in operating an OSHC service and commitment to Child Safe Standards.

### 5. Information sharing:

- Commitment to the information sharing detailed in the Department of Education and Training's OSHC Licence Agreement.

The above selection criteria are not presented in any particular order or ranking.

## 8. Contract Documentation

The successful service provider will be required to enter into an agreement with each School Council under the terms and conditions of the DET OSHC Licence Agreement, as attached to this EOI.

Special conditions may be included subject to the agreement of the School Councils.

# FORM 1 – COMPANY DETAILS

Attached is the Expression of Interest of:

<b>Business / Corporation / Person:</b> (Businesses list all proprietors)	
<b>Postal Address:</b>	
<b>Street / Physical Address:</b>	
<b>Australian Business Number (ABN):</b>	ABN: <b>OR</b> • Will you be applying for an ABN? Yes <input type="checkbox"/> No <input type="checkbox"/> (mark appropriate box)
<b>Is it proposed to sub-contract any part of the Goods and/or Services?</b> If "YES", specify full name and address of each sub-contractor and their relevant experience and expertise in relation to the offered Goods and/or Services	Yes <input type="checkbox"/> No <input type="checkbox"/> (mark appropriate box)
<b>Size</b>	Small <input type="checkbox"/> Medium <input type="checkbox"/> Large <input type="checkbox"/> Not for profit <input type="checkbox"/> (mark appropriate box) <i>Note: Small to Medium Enterprises (SMEs) are defined as firms with less than 200 full time equivalent employees. Under 20 full time equivalent employees is defined as Small, 20-199 full time equivalent employees is defined as Medium and 200 plus full time equivalent employees is defined as Large.</i>
<b>Supplier Diversity Status</b>	Indigenous Business <input type="checkbox"/> Disability Enterprise <input type="checkbox"/> Social Enterprise <input type="checkbox"/> Not Applicable <input type="checkbox"/> Other: _____ (mark appropriate box) <i>Note: Please include copies of relevant documentation to support your Supplier Diversity Status</i>
<b>Contact Name, Phone and Fax No:</b>	
<b>Contact email address:</b>	
<b>Authorised Signature(s):</b>	
<b>Name(s):</b>	
<b>Date:</b>	

## **FORM 2 – SPECIFICATION STATEMENT**

Please provide a written statement including:

- How you are best placed to meet the scope
- Details of your knowledge and previous experience in delivery of OSHC
- Details of your knowledge, resources and systems that will enhance the delivery of the OSHC service
- Any value added services, such as innovation, operating above staff ratio

### FORM 3 – OFFER REQUIREMENTS

1. Does your organisation understand and agree to provide the OSHC Services during the Hours of Operation outlined below:

Yes  No

Period	Start Time	Finish Time
Before Schools Care	6.30AM	8.45AM
After Schools Care	3.15PM	6.00PM
Student Free Day	6.30AM	6.00PM
Vacation Care	6.30AM	6.00PM
Early Schools finishes/ end of term finishes	2.30PM	6.00PM

Hours of Operation cannot be varied without agreement in writing from a nominated representative and relevant regulatory approvals.

*(if alternative hours of care are proposed, please attach details)*

*Response:*

2. Does your organisation understand and agree that the proposed Commencement Date for the OSHC Service is Monday 31<sup>st</sup> January 2022?

NOTE: This date is proposed only and the exact commencement date will be agreed to by the Schools and any successful service provider and may depend on time taken to receive Site Licensing Approval.

Yes  No

3. Does your organisation currently have provider approval to operate an OSHC service?

Yes  No

Please attach proof of this approval to the EOI response.

4. Has your organisation made full disclosure of all fees and charges in the Form 6 - Pricing Schedule?

Yes  No

*If No Response:*

5. Does your organisation currently have the financial capacity to deliver the service?

Yes  No

*Please provide details of your organisation's financial capability, such as a credit check, or steps that will be taken to improve the financial capability:*

## FORM 4 – HIGH QUALITY OSHC SERVICE

1. Please provide information on the education program you plan to offer (r. 75)

1a. Please provide a copy of the approved learning framework for the service.

1b. Service providers are to provide a sample of a routine five (5) day program for one calendar week (Monday to Friday) for both Before and After Schools Care and a five (5) day sample program for Vacation Care (if applicable), highlighting the diversity and quality of the activities and inclusive of the consideration of students with a disability or special needs.

1c. Service providers are also to address their approach to the following:

- Delivery of the educational program
- Staffing of the program and staff
- Review/ customisation of the program
- Approach to inclusion of all children

*Response:*

Has your organisation attached the sample programs?

Yes  No

2. Provide details of quality resources/play equipment available to support the programs being provided for use at the Schools site. Include a detailed list of both, resources and equipment as well as the estimated dollar value of resources and equipment.

*Response:*

3. Please identify how your organisation has implemented and compiles with the Child Safe Standards?

*Response:*

4. Service providers are required to provide details of how they will continue to strive for an improvement in services at the nominated site in order to achieve higher ratings awarded by the National Quality Framework Audits?

4a. Provide a sample Quality Improvement Plan (Maximum 5 pages)

*Response:*

5. Provide details of all services associated with Approved Provider's individual Service Assessment and Ratings under the National Quality Framework (NQF). Provide the overall service rating(s).

*Response:*

Number of Services currently operated in Victoria

Number of Services that have been assessed while you were the approved provider under NQF

Number of Services yet to be assessed under NQF

**Number of Services with each rating while you were the approved provider**

Exceeding National Quality Standard (NQS)

Meeting NQS

Working towards NQS

Significant improvement required to meet NQS

6. Detail below the enrolment numbers that your organisation considers to be the minimum number required to ensure a viable OSHC Service can be provided at this Schools.

*Response:*

<b>Service Provided</b>	<b>Minimum Enrolments</b>
Before Schools Care	
After Schools Care	
Student Free Days	
Vacation Care	
Early Schools finishes/ end of term finishes	

6a. Please detail how you would manage an increase in size.

7. Provide details on how children and families will benefit should your organisation be selected as the successful service provider.

*Response:*



8. Provide your complaints process, including escalation procedure.

*Response:*

9. Please provide copies of the following forms/documents as part of your response, as they relate to The National Law and National Regulations.

- Incident, injury, trauma and illness record forms (r.87)
- Medication record forms (r.92)
- Emergency and evacuation plans (r.97)
- Attendance and enrolment record forms (r.158-162)
- Policies and procedures (r.168 and r.171)
- Storage of records policy (r.183, and as set out in r.177)
- Law and regulations that will be accessible at the service (r.185)

*Response:*

## FORM 5 – QUALITY PERSONNEL AND PROCESS

1. Provide details of how you will recruit the staff required for the service and timeframe involved?

*Response:*

*Add cross-referenced attachment if required.*

2. Provide details of your proposed team information for the delivery of the OSHC Service for this Site. This information should include:

- Detail titles, roles, responsibilities, qualifications and experiences for each title listed.
- Identify the names of the personnel you plan to put forward and relevant qualifications (if applicable).
- Identify which roles you plan to recruit staff for.
- Outline how you intend to meet the capability requirements as outlined in the scope.
- Any use of temp or agency staff

*Response:*

2a. Does your organisation agree that all relevant personnel will hold appropriate accreditations and qualifications in terms of National Quality Framework for Early Childhood Education and Care and comply with the National Law and National Regulations, prior to commencement of employment at this Outside Schools Hours Care service?

Yes  No

If "No", Provide Details:

2b. Please indicate if you will provide, one month prior to commencement of services if selected, the names, qualifications, and a photocopy of the Working with Children Check or the receipt of application and contact details for all specified personnel.

Yes  No

3. Provide information on your organisation's process regarding the following:

- Enrolments
- Bookings
- Payments

Payment in arrears (end users are able to pay for services after attendance)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Payment in advance (end users are required to pay for services prior to attendance)	Yes <input type="checkbox"/> No <input type="checkbox"/>

Accepted payment methods:

Direct debit	Yes <input type="checkbox"/> No <input type="checkbox"/>
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Cash	Yes <input type="checkbox"/> No <input type="checkbox"/>
Cheque	Yes <input type="checkbox"/> No <input type="checkbox"/>
Money order	Yes <input type="checkbox"/> No <input type="checkbox"/>
Credit card	Yes <input type="checkbox"/> No <input type="checkbox"/>
BPay	Yes <input type="checkbox"/> No <input type="checkbox"/>
Other (please specify):	Yes <input type="checkbox"/> No <input type="checkbox"/>

If Yes, advise any Surcharge Fee(s) that apply (e.g. Credit Cards) \_\_\_\_\_

*Response:*

*Add cross-referenced attachment if required.*

4. Please advise whether the nominated facilities identified in the scope provide sufficient space for you to operate a service with the estimated numbers provided.

*Response:*

## FORM 6 – PRICING SCHEDULE

All amounts quoted are to be exclusive of GST. Prices are not to include rebates or discount structures.

Please also include information on the process for setting and revising fees.

### License fees

	2022	
Before Schools Care	Regular	\$
	Late Booking	\$
After Schools Care	Regular	\$
	Late Booking	\$
Student Free Day	Regular	\$
	Late Booking	\$
Holiday Program / Vacation Care	Regular	\$
	Late Booking	\$
Late collection Fees (If fees apply, detail how these are calculated).	Late collection	\$

With regard to other fees chargeable table below, the Schools would not expect these increase beyond CPI for each subsequent year of the contract.

Other Fees Chargeable	Fee Amount		Provide details
Enrolment, Membership or Application fee (please indicate)			
Absence Fee (advice of the absence is received) Please indicate whether the normal session fee would be charged and if a penalty charge is applied or if there is no charge applicable.	Session Fee	Penalty Fee	
Absence Fee (No notification of a child's absence from the service) Please indicate whether the normal session fee would be charged and if a penalty charge is applied	Session Fee	Penalty Fee	
Any other fees/charges (expand table as required) This is to include any charges applicable to payment of accounts			
Please provide information regarding incursions provided by your organisation including the type of incursions available, fees and cancellation policy.			
Please provide details of any situations where fees are adjusted, e.g.: siblings			
Please provide information regarding excursions provided by your organisation including the type of excursions available, fees and cancellation policy.			

**FORM 7 – CONFLICT OF INTEREST DECLARATION**

I / We, \_\_\_\_\_ make the following declaration of any actual or perceived conflict of interest, including but not limited to any pecuniary or other interests in Maryborough Education Centre, Dunolly Primary School and Talbot Primary School or any relationships our staff and office bearers have with Maryborough Education Centre, Dunolly Primary School and Talbot Primary School management teams, staff and/or Schools Council members.

**Name (print)**

**Signed:**

**Date:**

**FORM 8 - REFEREES**

1. Where possible, provide details of up to three (3) customers (preferably Schools) to which your organisation has/is provided/providing a similar Service. NOTE: These Schools MAY be contacted to verify past/present performances.

ORGANISATION	CONTACT PERSON	CONTACT NUMBER	EMAIL ADDRESS