

# **EVALUATION REPORT**

**13257**

**Request for Expression of Interest  
138 Old Ipswich Road, Riverview  
Community Centre Partnership  
Opportunity**

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Community Engagement Manager  
11/04/2019  
V1.0

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## 1.0 GENERAL OVERVIEW

### 1.1 Policy Background

Council's Community Centre Operating Model Policy (adopted on 27 February 2018), details Council's approach to the management and operation of Council-owned community centres:

*"The operating model for Council owned community centres will be a partnership with a third party community organisation whose purpose aligns with the strategic intent of Council to manage the daily operations of the relevant Council's community centre (the Centre).*

*The partnering organisation will be selected through an Expression of Interest process on the basis of its relevance to local community needs and its ability to address key selection criteria."*

### 1.2 Background to Request for Expression of Interest

Ipswich city continues to experience population growth and social complexity. Ipswich continues to experience specific forms and of place based challenge as well as unique opportunities for strength, growth and change. Ipswich City Council (Council) is committed to implementing and overseeing community infrastructure and hence is opening this call for proposals for management of the Riverview Community Centre (the Centre) at 138 Old Ipswich Road, Riverview. The current lease of the Riverview Community Centre expires on the 30<sup>th</sup> of June 2019 and as such, Council is conducting an open call for applications from suitable community organisations to occupy and manage the Centre.

The Centre will:

- Allow for a diverse range of community members and groups to meet, engage and build social networks.
- Provide a safe and inclusive environment for the delivery of social services that meet the unique needs of the community.
- Develop, design, implement and evaluate the delivery of programmed community activities, programs, projects and events as well as facilitate learning and life experiences that enhance the quality of life for all members of the community.

The Partner will be responsible for driving targeted social change through its planned program of works which may be supplemented by Council's engagement and community development activities. The Partnership will deliver to the partner:

- An opportunity to be part of a strong social change agenda across Ipswich City.
- A place of operation in Riverview that is central to its key target audience under a pepper corn lease arrangement.
- Ongoing engagement with surrounding communities to inform and deliver on its strategic agenda.
- Partnership with Ipswich City Council and access to demographic data and other relevant information.

A Steering Committee (the Committee) will be established for the Centre and will comprise of the Partner, Council and may also include representatives from key services providers, government stakeholders, and identified community leaders. The Committee will play a strategic role in the management of the Centre.

### 1.3 Purpose of the Request for Expression of Interest

As owner of the Centre, Council offers a partnership opportunity for a community organisation as defined by *The Local Government Regulation 2012*, whose purpose and services align with the strategic intent of Council to facilitate the provision of quality social and community outcomes for the residents of Riverview and surrounding areas.

In conducting this REOI, Council's objectives are to:

- a) Establish an innovative partnership model to utilise the Centre to its' full potential, which includes providing services and community development programs to meet the current and future unique needs of Riverview and surrounding area.
- b) Partner with a community organisation as defined by *The Local Government Regulation 2012* to create an inclusive meeting place that facilitates the delivery of appropriate community services, engagement and community capacity building programs, which foster a sense of community, pride and well-being.
- c) Partner with a for a community organisation as defined by *The Local Government Regulation 2012*:
  - i. An evidence based approach to engagement and service delivery.
  - ii. A proven record of successfully delivering appropriate services that address the unique needs of a community such as Riverview.
  - iii. The necessary secured funding, organisational framework and resources to implement service delivery.
  - iv. Strong community engagement practices and working relationships with all levels of government, other services providers and across all sectors of the community.

### 1.4 Request for Expression of Interest

A Request for Expression of Interest was issued on Saturday 2 March 2019 (Attachment 1). The Request for Expression of Interest included the below table of timeframes:

Date	Milestone
Saturday 2 March 2019	Release of Request for Expression of Interest
Wednesday 20 March 2019	Last day for clarification requests
Tuesday 2 April 2019	Closing time for Expressions of Interest
Monday 15 April 2019	Anticipated date for selection of Partner
Friday 31 May 2019	Lease negotiations conclude and lease is finalised by all parties
Monday 1 July 2019	Anticipated Lease Start and Tenancy Begins

Three (3) responses to the Request for Expression of Interest were received.

### 1.5 Evaluation Panel

The Evaluation Panel consisted of 3 members and a chairperson as detailed in **Table 1**.

<b>Table 1: Evaluation Committee</b>			
<b>Position</b>	<b>Name</b>	<b>Position Title</b>	<b>Department</b>
Chair	Abbey Richards	Community Engagement Manager	Arts, Social Development and Community Engagement Department
Member	Brent Downes	Community Development Coordinator	Arts, Social Development and Community Engagement Department
Member	Sarah Sheehy	Community Grants Officer	Arts, Social Development and Community Engagement Department
Member	Tina Longford	Native Title and Cultural Heritage Officer	Works, Parks and Recreation Department

## **2.0 EVALUATION**

### **2.1 Responses to the Expression of Interest**

#### **2.1.1 Responses to the Expression of Interest Received**

The following 3 responses were received:

1. Multicultural Australia;
2. Ipswich YUPI Program Inc; and
3. Riverview Neighbourhood House Association Inc.

#### **2.1.2 Late Responses**

There were no late responses to this Request for Expressions of Interest.

### **2.2 Evaluation Process**

The Evaluation Panel met on Wednesday 10 April 2019. The Evaluation Panel first considered conflicts of interest. The following was noted:

- Abbey Richards – was previously on the panel which evaluated and awarded management of the Redbank Plains Community Centre to Multicultural Australia; has had no interactions with the Ipswich YUPI Program Inc; and has had interactions with and has knowledge of the historical management of the Riverview Community Centre by Riverview Neighbourhood House Association Inc.
- Brent Downes – currently has responsibility for the ongoing relationship with Multicultural Australia as the current manager of the Redbank Plains Community Centre; has had no interactions with the Ipswich YUPI Program Inc; and has had interactions with and has

knowledge of the historical management of the Riverview Community Centre by Riverview Neighbourhood House Association Inc.

- Sarah Sheehy - has had no interactions with the Ipswich YUPI Program Inc; has had interactions with and has knowledge of the historical management of the Riverview Community Centre by Riverview Neighbourhood House Association Inc; and has knowledge and awareness of the management of Multicultural Australia as the current manager of the Redbank Plains Community Centre.
- Tina Longford – has had no interactions or knowledge of either Ipswich YUPI Program Inc, Multicultural Australia or Riverview Neighbourhood House Association Inc.

The Evaluation Panel collectively determined that the above does not represent an actual conflict interest nor would any member personally or professionally benefit from the award of this partnership to any particular respondent. The Evaluation Panel did not consider any of knowledge or interactions detailed above would impede the objective assessment of the EOI responses and all Evaluation Panel members would proceed with the assessment of responses.

The Evaluation Panel then read, analysed and scored the responses systematically.

The scoring of responses was based on the degree of achievement by the Respondent to the requirements. Scoring was completed using a scale from zero (0) to five (5) with zero (0) being the lowest and five (5) being the highest. The five (5) point scale for general application throughout the evaluation process was as follows:

Note: Decimal points or half points were used in the scoring of evaluation criteria.

Score	Description
0	Has not demonstrated any level of understanding, capacity and has no prior experience.
1	Has demonstrated a minor level of understanding, capability and has no prior experience.
2	Has demonstrated a satisfactory level of understanding, capability and has some demonstrated experience.
3	Has demonstrated a sound level of understanding, capability and has demonstrated some experience.
4	Has demonstrated a high level of understanding, capability and has demonstrated experience.
5	Has demonstrated a significant level of understanding, capability and demonstrated significant experience.

### 2.3 Evaluation Criteria Assessment

As detailed in the Request for Expression of Interest the evaluation criteria is listed below. Each response was evaluated against these criteria:

#### 1. Criteria 1 – Innovative partnership model proposed

How would your organisation structure an innovative partnership with Council that:

- Utilises the Riverview Community Centre and other local community infrastructure.
- Fosters sound working relationships with organisations, service providers or not-for-profit organisations by working collaboratively to deliver services and community programs to improve the life outcomes.

- Allows your organisation to deliver services and activities at the Centre in keeping with the strategic intent of Council to facilitate the provision of quality social and community outcomes for the residents of Riverview and surrounding suburbs.

Provide examples of where your organisation has utilised community facilities and worked collaboratively with a group of stakeholders to achieve agreed outcomes.

**2. Criteria 2 – Alignment of organisation’s purpose with Council’s strategic intent for the Centre**

Explain the purpose of your organisation (illustrating its alignment to Council’s strategic intent for the Centre), use of data in planning service delivery and responsibilities of the staff who will be assigned to work from the Centre, include:

- Organisational aims and objectives and how they align to Council’s strategic intent.
- Organisational structure.
- How your organisation utilises, gathers and shares data to inform service delivery.
- Your organisation’s adopted Work Place Healthy and Safety, Multicultural Access and Equity and Complaints Management policies and procedures.

**3. Criteria 3 – Financial stability and administrative capacity to enter into a three (3) year partnership with Council**

Demonstrate your organisation’s financial stability and administrative capacity to enter into a three (3) year partnership with Council. Your response should reference and provide evidence of your organisation’s:

- Financial statements for the past three (3) financial years Certified by an Accountant.
- Current Annual Report.
- Current Corporate Plan and/or Operational Plan.
- Short statement detailing your organisation’s funding source stability.

**4. Criteria 4 – Demonstrated experience in delivering inclusive programs that respond to community need, build resilience or educate targeted community groups**

Demonstrate your organisation’s experience in delivering inclusive programs that respond to community need, build resilience or educate targeted community groups. Include:

- Examples of past programs which you have developed, designed, implemented and evaluated.
- Examples of how you have assessed and continue to assess community needs and design programs to meet these needs.
- Evidence of the efficacy and success of your community development programs including for example; quantitative data, anecdote, partner’s or stakeholder’s statements, letters of support.

Provide examples of how your have ensured that your programs have been and continue to be safe and inclusive for different and diverse members of communities.

**5. Criteria 5 – Demonstrated strong engagement practice, and quality of reputation with other key stakeholders and the community**

Demonstrated strong practice, and quality of reputation with other key stakeholders and the community. Include:

- Examples of how your organisation has engaged with community in the past.

- Evidence of your relationships and networks in the community including but not limited to; stakeholder statements, letters of support, contact databases, professional affiliations/networks, peak body membership etc.
- Examples of how your organisation has included the community in your decision making, planning and delivery processes.

Provide letters of reference and support that demonstrate your commitment and expertise in working with partners and communities to deliver sound community engagement and service delivery.

## 2.4 Positioning of Respondents and Deliberations

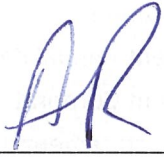
The Evaluation Panel's completed evaluation matrix and comments are attached as Attachment 2.

## 3.0 RECOMMENDATION AND APPROVALS


It is recommended that the following Respondent be accepted as the partner for the management of the Riverview Community Centre in accordance with the Expression of Interest 13257 and that lease and management agreement negotiations commence:


- Ipswich YUPI Program Inc.

### Prepared by Evaluation Committee Chairperson:

Name:	Abbey Richards	Signature:	
Position:	Community Engagement Manager	Date:	<u>11/04/19</u>

### Supported and Signed by Evaluation Committee:

Name:	Brent Downes	Signature:	
Position:	Community Development Coordinator	Date:	<u>11/04/19</u>

Name:	Sarah Sheehy	Signature:	
Position:	Community Grants Officer	Date:	<u>11/04/2019</u>

Name:	Tina Longford	Signature:	
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Position: Native Title and Cultural  
Heritage Officer

Date: 11/04/2019

**Approved / not approved:**

Name: Caroline McMahon  
Position: Chief Operating Officer

Signature:   
Date: 11/04/2019

**Comments**

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**4.0 ATTACHMENTS**

Attachment	Description	Document
1	Request for Expression of Interest	<u>Request for Expression of Interest</u>
2	Evaluation Matrix	<u>Evaluation Matrix</u>

