



# Department of Communities, Disability Services and Seniors

## AGENCY PROCUREMENT PLAN 2018-22

### DEPARTMENT OBJECTIVES

- To contribute to thriving Queensland communities through accessible services for individuals, families and groups, by promoting active participation and inclusion, by advancing age friendly communities, supporting communities affected by disasters and by investing in the community services system to improve its social impact and contribution to the wider economy.
- To invest in prevention and early intervention responses throughout the community to reduce vulnerability and disadvantage and to enable individuals and community groups to participate in their community; improve access to individual support services; increase public awareness of the needs and issues experienced by vulnerable Queenslanders; and improve liveability, resilience and cohesion in Queensland communities.
- To enable Queenslanders with disability to have and exercise choice and control in their lives through access to disability services and other supports, and support for the transition to the National Disability Insurance Scheme (NDIS).

### PROCUREMENT HIGHLIGHTS 2018-19: Community Services & Seniors

The 2018-19 total operating expenditure for Community and Seniors Services is \$90.1 million. Procurement highlights include:

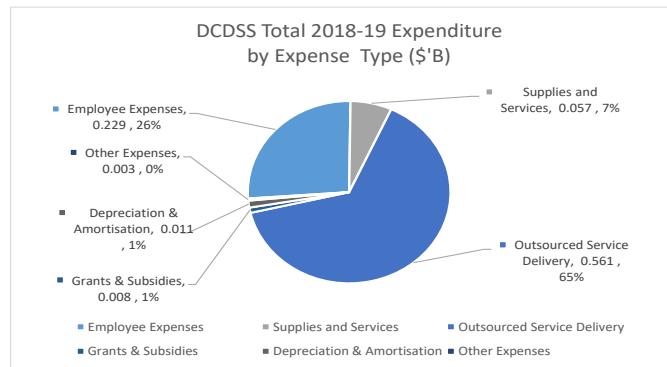
- ongoing investment of \$6.5 million per annum for the Better Budgeting Initiative which includes Good Money Stores in Cairns and the Gold Coast, providing budgeting advice and no or low-interest loans for vulnerable people.
- \$1 million over four years to expand Foodbank Queensland's successful School Breakfast Program supporting Queensland schools.
- \$3.3 million in 2018-19 to continue the delivery of Safe Night Precinct Support Services of the Tackling Alcohol Fuelled Violence Program.
- \$200,000 over two years for an online portal to assist ex-Australian Defence Force personnel to access information and support as part of the Government's \$4.3 million Supporting Veterans initiative.
- investment of \$3.5 million over four years from 2016-17 to modernise the Community Recovery Disaster Management System.
- \$12.7 million to continue the upgrade and construction program for multipurpose community and neighbourhood centres.

### PROCUREMENT HIGHLIGHTS 2018-19: Disability Services

In 2018-19, the total operating expenditure for Disability Services is \$2.177 billion including \$1.105 billion for administered payments to the Commonwealth Government in relation to the transition of Disability Services from the State to the National Disability Insurance Scheme (NDIS).

Procurement highlights include:

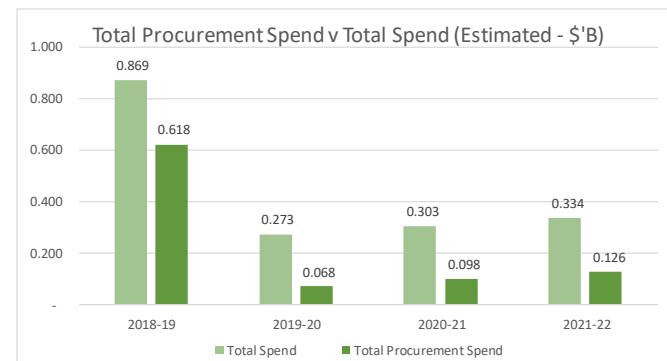
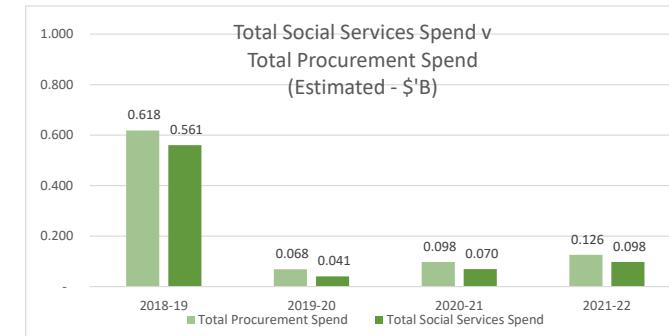
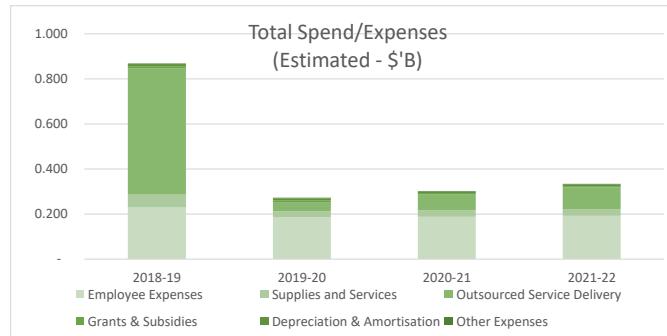
- providing \$10 million to continue community nursing and allied health services through the Community Care program for people who have transitioned to the National Disability Insurance Scheme (NDIS) until alternative contracts are created by the NDIS.
- \$9.5 million over three years from 2018-19 for disability advocacy support services, including \$750,000 in 2018-19 for the Queenslanders with Disability Network to provide peer-to-peer advocacy for people with disability who are yet to enter the NDIS, and increased funding of \$8.7 million over two years to 2020-21 to disability advocacy services after the State's full transition to the NDIS.
- \$6.2 million for aids and equipment and vehicle modifications to assist people with disability access and participate in their community.
- \$3.3 million to continue infrastructure upgrades, rectification works and construction of purpose-built accommodation for people with an intellectual or cognitive disability who exhibit extremely challenging behaviours.



### DCDSS in 2018-19 has estimated:

- controlled spend of \$0.869 billion.
- procurement spend of \$0.618 billion.
- Social Services procurement category spend of \$0.561 billion.
- spend on Information and Communication Technology; Building Construction and Maintenance; and General Goods and Services procurement categories of \$0.057 billion.

Social Services procurement category spend on outsourced service delivery to benefit vulnerable Queenslanders accounts for approximately 91% of DCDSS total procurement spend in 2018-19.





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## AGENCY PROCUREMENT PLAN 2018-22

GOVERNMENT OBJECTIVES

DCDSS (the Agency) is committed to having capable and competitive local Queensland suppliers of all sizes (including small business) given full, fair and reasonable opportunity to supply products and services for the benefit of vulnerable Queenslanders.

- The Agency awards more than 90% of its significant Social Services spend to local providers to where services are required.
- For all significant procurements the Agency conducts local benefits tests to focus its investment on creating/maintaining quality local jobs and to support local communities.
- For the provision of products and services in remote and regional areas, Requests for Quotations are targeted to facilitate offers first from Queensland regional suppliers and then other Queensland suppliers.
- The Agency seeks to award procurement spend to proven ethical, environmental and socially responsible suppliers.
- The Agency's procurement decision-making for low value/low risk procurements has been delegated to local officers closest to where the products and services are needed.

### GOVERNANCE & PLANNING

DCDSS is committed to increasing stakeholder and community confidence in the procurement of social services:

- DCDSS's procurement planning links to and supports the achievement of the Government's priorities and objectives as detailed in the DCDSS Strategic Plan 2018-22, its 2018-19 State Budget Service Delivery Statement, social services category plans where produced, and significant procurement plans based on their value and corporate risk.
- The Agency Procurement Plan is prepared annually and is published in June of each year following the State Budget and covers a period of four financial years.
- Planning for significant procurements within the Agency can be undertaken at the strategy or individual procurement level and address:
  - an analysis of demand and the supply markets
  - strategies to achieve value for money, including relevant economic, environmental and social outcomes
  - performance measures and contract management arrangements
  - an identification and assessment of risk related to the procurement in terms of the Agency's risk management framework.
- The Agency issues and maintains policy, procedures and business rules that relate specifically to its business and maintains a centralised system of support accessible by all of its staff. These are in addition to guidance produced for the whole-of-government.

Queensland Government procurement making a difference for vulnerable Queenslanders

### PROCUREMENT PRACTICE

DCDSS is committed to enhancing its procurement functions Agency-wide, building on its procurement capability, improving engagement with stakeholders and suppliers, and embracing innovation:

- The Chief Finance Officer is responsible for procurement practice as part of the Agency's system of expense management. The system embeds procurement capability, authority and accountability in each DCDSS business area to ensure procurement and contract management requirements are considered in all program and commissioning decisions, including clearly defining procurement objectives for innovation to meet changing business needs.
- The Agency pursues opportunities to drive systems innovation utilising the ICT SME Participation Scheme where practical.
- The Agency values its staff and continues to build their capability and DCDSS's capacity utilising the whole-of-government *Procurement and Contract Management Training and Accreditation Framework*.
- The Agency has a system of procurement category hubs that must be used by its staff when procuring items for use within the Agency, or external to the Agency for the benefit of vulnerable Queenslanders. Hubs exist for Social Services; Information and Communication Technology; Building Construction and Maintenance; and General Goods and Services.



### WORKING TOGETHER TO ACHIEVE OUTCOMES

DCDSS is committed to working together with other agencies to ensure that whole-of-government category approach to procurement, particularly social services procurement, are taken where appropriate to achieve enhanced outcomes for vulnerable Queenslanders:

- The Agency identifies significant procurements that have the potential to leverage greater benefits when undertaken with other social services agencies e.g. Department of Child Safety, Youth and Women and the Department of Health.
- The Agency utilises available common-use supply arrangements where practical, except where products and services are to be supplied in regional and remote Queensland locations where an additional economic benefit would be realised by utilising local supply arrangements or where utilising local suppliers gives them access to government procurement opportunities.
- The Agency will work with other social services category agencies to develop contemporary fit for purpose standard terms and conditions for procurement of services.
- The Agency contributes to the ongoing development of whole-of-government procurement operating model and its frameworks, guidelines, and tools implementation within the social services business context.



### VALUE FOR MONEY

DCDSS seeks to obtain best value for money in its procurement of products and services for vulnerable Queenslanders:

- The Agency considers whole-of-life costs and fit-for-purpose factors – e.g. quality, quantity/capacity, delivery location/place, and sustainability, associated with the provision of products and services.
- The Agency, on an assessment of each procurement's complexity, scope, opportunities and risks, selects a procurement method – selective, limited or open, most appropriate for achieving desired outcomes that contribute to its priorities.
- The Agency aims to publish forward notice of open market procurement processes.
- The Agency utilises QTenders website to publish all open market opportunities.
- The Agency may partner with other Queensland Government entities, e.g. Department of Child Safety, Youth and Women or the Department of Health to deliver holistic services to groups of vulnerable Queenslanders.

### INTEGRITY, PROBITY & ACCOUNTABILITY

DCDSS in undertaking procurement with Queensland and other businesses:

- Complies with applicable legislation, policies, agreements and industrial instruments as defined in the Queensland Procurement Policy 2018.
- Has an appropriate system of corporate governance in place to maintain the probity and integrity of the procurement decision-making process.
- Ensures its procurement process are defensible and documented relative to the value and risk of each procurement.
- Publishes details for awarded contracts in accordance with the *States Procurement Guidelines: Contract Disclosure*.

In addition to the Queensland Procurement Policy, DCDSS must also comply with a range of procurement related policies or instruments:

Category	Procurement Related Policy or Instrument	Responsible Department
All	Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy	Aboriginal and Torres Strait Islander Partnerships
	Queensland Charter for Local Content	State Development
	Project Assessment Framework	Queensland Treasury
	Queensland Leasing Approval Policy for Public Sector Entities	Queensland Treasury
	Quality Assurance Policy	Housing and Public Works
Building Construction and Maintenance	Capital Works Management Framework	Housing and Public Works
	Maintenance Management Framework	Housing and Public Works
	Queensland Government Building and Construction Training Policy	Education and Training
Information and Communication Technology	Information and Communication Technology Small and Medium Enterprise Participation Scheme	Housing and Public Works
	Relevant information standards, including IS13 for the procurement and disposal of ICT products and services	Housing and Public Works
Transport Infrastructure and Services	Transport Infrastructure Project Delivery System	Transport and Main Roads