

Public Interest Certificate

This *public interest certificate* is issued under section 22(1) of the *Government Procurement (Judicial Review) Act 2018*.

I hereby state that it is not in the public interest for the following *procurement(s)* by the Department of Social Services to be suspended while complaints under section 18 of *the Act* are being investigated or while applications for injunctions under Part 2 of *the Act* are being considered.

AusTender ID(s)	RFT70019059
Tender(s) Close Date and Time	7/08/2024 at 2:00 PM
Procuring Entity	Department of Social Services
Contact Officer	Mike Hanbidge (02)61466431 Mike.Hanbidge@dss.gov.au
Category (UNSPSC)	93140000
Description	<p>This procurement is planned to engage a Supplier to operate the established Complaints Resolution and Referral Service and Hotline Services.</p> <p>The Hotline</p> <p>The Hotline was established to provide a national service to report abuse and neglect of people with disability in Australian Government, State and Territory funded services, and to ensure appropriate referral of the reports. People with disability, parents/carers, advocates, service delivery personnel, and health professionals can use the Hotline.</p> <p>The Hotline provides a complementary referral service to the complaints handling mechanisms of the States and Territories, as well as other complaints handling bodies such as the Ombudsman, Anti-Discrimination Boards and the Complaints Resolution and Referral Service.</p> <p>The Hotline works with callers to find appropriate ways of dealing with reports of abuse or neglect through referral, information and support.</p>

AusTender ID(s)	RFT70019059
	<p>CRRS</p> <p>The Complaints Resolution and Referral Service (CRRS) assists with the resolution of complaints from users of Australian Disability Enterprises (ADEs), advocacy services and users of disability employment services funded by the Australian Government.</p> <p>The CRRS was established to complement internal dispute resolution mechanisms of service providers, by providing an independent complaints option with a focus on facilitating and encouraging local resolution of issues between service users and service providers, or referral of problems to a more suitable body or jurisdiction where appropriate.</p> <p>The procurement includes:</p> <ul style="list-style-type: none">• a single stage open market tender approach via a Request for Tender (RFT); and• a contract with a planned period of 2 years (1 January 2025 to 31 December 2026). With an extension option for up to a maximum of 1 year.

Signature of *accountable authority*/delegate:



Kellie Spence

Group Manager, Disability Employment

11 / 6 / 2024