Government of **Western Australia**
Department of **Communities**

Aboriginal Representative Organisations (ARO) Request for Applications (RFA) Webinar

Questions and Answers from the webinar

Question	Answer
Is Communities seeking ACCOs ready to deliver immediately, or those willing to grow into the model?	Service Agreements will be awarded by April 2027, with service delivery expected to commence shortly after award in preparation for proclamation of the relevant sections of the Amendment Act in July 2027. Service delivery and partnership with AROs will operate under principles of continuous improvement and growth.
What supports will Communities provide to ACCOs appointed as an ARO?	Individual support needs will be identified in partnership with the appointed AROs and may differ between regions. Communities will provide appropriate training, templates and reporting materials. Additional supports could include governance advice, child protection practice knowledge sharing, relationship building with District office stakeholders.

Question	Answer
Will Communities consider a partnership or consortium delivery model?	Yes, any application from a consortium or partnership will need to address the criteria in the Request for Application outlining how the proposed delivery model will achieve the intended outcomes.
Can you please give a definition for 'location' especially for the FTE calculations and modelling. For example, is it for the region as a whole or for each Child Protection District within the region?	The definitions of the regions and locations can be found in the guideline document of the RFA. Only the Metro regions have multiple child protection districts.
Will there only be one ARO (ACCO) awarded per region?	That is correct there will be one ARO appointed per region.
Fixed Budget by Location does not appear to allow for Indexation, will Communities consider this or will AROs be expected to absorb the cost.	The Service Payment is fixed for the first year of the Term. Following the first year of the Term, the Service Payment will be varied in accordance with the Non-Government Human Services Sector Indexation Policy.
Does Communities require the ARO to offer a crisis response model? Will this need to be incorporated into the service delivery model?	AROs are not expected to provide a crisis response. Referrals for urgent consultations for emergency placement decisions are expected to be acknowledged and responded to within 24 hours, and if emergency action is needed to safeguard the child, Communities will be responsible for the decision making and consultation as soon as practicable. There is no expectation of ARO service provision outside of standard business hours.

Question	Answer
Is there a word limit to respond to each criterion?	There is no word limit in the criteria, please provide the information that best presents your organisations ability to meet the criteria.
Is the Guidelines document available online?	All the documents are available on Tenders WA.
How will ARO's be supported during accelerated 3-month Onboarding? Training on Model, Software available designed to safeguard confidentiality of client information	ARO's will be supported on an individual basis depending on the specific organisational need. Communities will develop a readiness plan with each successful ACCO that is aligned with their requirements, and the capacity of Communities ARO Project staff.
On ARO Application under Service Delivery suitability, PART B Service Delivery Experience currently does not have an Applicant to Complete section	This has been amended in the document – thank you.