



ACT
Government

CYFSP Targeted Support

Grant Guidelines

June 2026

Health and Community Services Directorate

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1. Introduction

1.1. Acknowledgement of Country

The Health and Community Services Directorate (HCSD) acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We respect Aboriginal and Torres Strait Islander people and their continuing culture and contribution to the Canberra region and the life of our city.

1.2. / Glossary

Refer to the **Glossary** at the end of this document for key terms used in these guidelines.

1.3. Background and Policy Context

The ACT Government is committed to improving outcomes for children, young people and families through a coordinated, integrated and evidence-informed service system.

This includes a strong focus on strengthening families, supporting safe and stable environments, and enabling children and young people to thrive. These guidelines outline the policy intent and intended outcomes of the Child, Youth and Family Services Program (CYFSP) Targeted Support Services Grant. The CYFSP consists of several grant streams delivered through a commissioning approach, which collectively contribute to an integrated service system that supports children, young people and families.

This grant aligns with key Government policies and strategies, including:

- The [ACT Wellbeing Framework](#)
- [Next Steps for Our Kids 2022–2030](#)
- [National Agreement on Closing the Gap](#)
- ACT Aboriginal and Torres Straits Islander Agreement 2019-2028
- [Our Booris, Our Way](#) reforms
- [Best Start for Canberra’s Children: The First 1000 Days Strategy](#)
- The CYFSP [Strategic Investment Plan](#)
- Implementation of the [Minimum Age of Criminal Responsibility](#) (MACR)
- Proposed domestic, sexual and family violence information sharing legislation
- The proposed Thriving Kids and Foundational Supports system. Thriving Kids will provide supports for children aged 0-8 with developmental delay and/or autism and with low to moderate support needs, and their families’ carers and kin. Thriving Kids will be part of a broader ecosystem of supports and may include
 - playgroups
 - peer support and social support groups for children
 - support for families, carers and kin to build confidence
 - therapy and developmental support
 - help to understand what services are available and how to get them.
- Broader child, youth and family system reform

These policy settings emphasise:

- early support and prevention
- reducing escalation into statutory systems
- improving service coordination and accessibility across an ecosystem of supports
- supporting culturally safe and inclusive services

Further information about the historic CYFSP program can be found at page 34 of the [Strategic Implementation Plan](#) (SIP).

From 1 July 2026, the CYFSP program commenced the first grant stream, the System Support Service which aims to:

- improve coordination and connection across services
- strengthen sector capability and capacity
- support a more integrated, inclusive and responsive service system
- enable continuous improvement across CYFSP services
- improve outcomes for children, young people and families through shared approaches and collaboration

The System Support Services delivers:

- monitoring and evaluation to support system performance and outcomes
- sector development and training to build workforce capability
- coordination and connection to strengthen integration across services

All CYFSP providers are expected to work with this new service.

1.4. About the Grant

The Targeted Support services grant funds services for children, young people and families whose needs are not met through universal services.

Funded services will provide structured, coordinated and more intensive support to:

- respond to needs not met through universal or early support services
- address multiple or intersecting challenges
- support engagement with education, health and other community services
- provide coordination and navigation across the service system

Services are expected to deliver tailored responses that improve outcomes and reduce the need for more intensive or statutory interventions.

1.5. Grant Objectives

The objective of this grant is to:

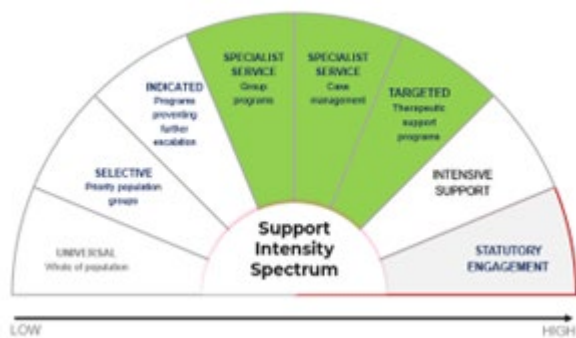
- provide targeted and tailored support for higher or more complex needs
- address gaps in service access and coordination
- strengthen protective factors and reduce risks
- improve outcomes across wellbeing domains through coordinated support

2. Grant Overview

2.1. Investment Focus

This grant was first identified through the CYFSP Strategic Implementation Plan following significant consultation with the sector. The [Strategic Investment Plan](#) articulates a support intensity spectrum diagram which demonstrates how services provide increasing levels of support based on a family's need. .

The support spectrum shows how services provide increasing levels of support based on need.



This grants process focuses on services in the **middle of the spectrum**, which respond to more complex or emerging needs.

Priority will be given to services that:

- provide structured and coordinated support
- can demonstrate it is evidence based with quality standards, clear guidelines, and practice frameworks
- respond to needs not met through universal or early support services
- support engagement with education, health and community services
- address multiple or intersecting challenges
- strengthen connections across the service system

Applications across multiple grant processes

Applicants may apply for funding across more than one grant process. Where this is the case, applications should clearly align with the objectives of each grant.

More information is provided in Section 7.

2.2. Grant Outcomes

Services funded under this grant must contribute to CYFSP outcomes across key wellbeing domains, including:

- identity and belonging
- safety
- access and connectivity
- social connection
- health
- education and life-long learning

Services must demonstrate how proposed activities contribute to these domains.

See Attachment A for CYFSP outcomes aligned to each domain.

2.3. Funding

Total funding available is **approximately \$7.01 million per year (GST exclusive)**.

Funding will be provided over an initial **4-year period**, with **two extension options (3 + 3 years)**, up to a total of 10 years.

Funding is indexed annually in line with community sector rates.

It is expected that funding may support a **mix of services and service models**, including both specific and integrated approaches.

2.4. Grant Timeframe

The timeline for this grant opportunity is outlined below.

This timeframe aligns with Mental Health Children Youth and Family grant process and CYFSP targeted supports stream.

Activity	Expected timeframe
Grant round opens	Midday Tuesday 14 July 2026
Sector briefing	Tuesday 21 July 2026
Grant round closes	3pm Tuesday 25 August 2026
Assessment of applications	September to November 2026
Delegate approval	December 2026
Notification of outcomes	December 2026
Contract negotiations	December 2026 & January 2027
Transition-out period (existing providers)	January to June 2027
Earliest start date of services	1 July 2027

2.5. Consideration of Existing Services

Applicants must consider existing child, youth and family and related services across the ACT when developing proposals.

Proposals should demonstrate how the service:

- Complements and can be integrated within the wider service system
- avoids duplication
- strengthens early support pathways

Applicants should refer to the CYFSP [Strategic Investment Plan](#), sector information and other relevant resources.

3. Eligibility and Scope

3.1. Eligibility Criteria

To be eligible for funding, applicants must:

- have an Australian Business Number (ABN) or Australian Company Number (ACN)
- be registered for Goods and Services Tax (GST)
- have an account with an Australian financial institution
- be financially viable to deliver the proposed service over the term of the grant

Applicants must be one of the following entity types:

- an incorporated organisation in Australia
- a company limited by guarantee
- an incorporated trustee on behalf of a trust
- a joint (consortia) application with a lead organisation
- registered with the Australian Charities and Not-for-profits Commission

3.2. Ineligible Applicants

The following are not eligible to apply:

- Commonwealth, state, territory or local government agencies or bodies
- individuals
- unincorporated associations
- for-profit entities
- overseas organisations

3.3. Scope of Grant

This grant supports **targeted support services** for children, young people and families.

Funded services must:

- provide structured and coordinated support
- respond to more complex or emerging needs
- support engagement with education, health and community services
- address gaps between early support and more intensive systems

Services must demonstrate alignment with the investment focus and outcomes outlined in Section 2.

Services must be delivered in the ACT.

3.4. Excluded Services

The following services are out of scope:

- services delivered by for-profit organisations
- government-operated services

3.5. Eligible Expenditure

Eligible expenditure includes direct and indirect costs that are required to deliver the funded service.

This may include:

- staffing and workforce costs
- service delivery costs
- materials and resources
- organisational overheads that support delivery

All expenditure must relate to the approved activities and incurred during the grant period.

3.6. Ineligible Expenditure

Grant funding must not be used for:

- purchase of land
- major capital works or construction
- costs associated with preparing the grant application
- activities already funded by another government program
- overseas travel
- activities for which another government body has primary responsibility

4. Service Requirements and Expectations

4.1. Service Description

The funded service must deliver **targeted support services** for children, young people and families.

Services must respond to more complex or emerging needs and may include case coordination, structured programs and integrated service models.

Funded organisations must comply with amendments to the *Human Rights Commission Act 2005* brought in on 1 August 2024 which make it mandatory for all organisations that provide services for children and young people to commence implementing the ACT Child Safe Standards Scheme (the Scheme).

In the ACT, the 10 Standards centre on promoting and protecting the rights, safety, and wellbeing of children and young people. For the purposes of implementing the Standards, the reference to 'child' refers to all children and young people aged under 18 years.

Organisations must apply the Standards in a manner that is culturally safe and inclusive for all children and young people, including by respecting and valuing the diverse and unique identities and experiences of Aboriginal and Torres Strait Islander children and young people (and their families).

4.2. Service Priorities

Funded services are expected to:

- provide structured and coordinated support
- demonstrate the program is evidenced based with quality standard, clear guidelines and practice frameworks
- respond to needs not met through universal or early support services
- address multiple or intersecting challenges
- support engagement with education, health and community services
- strengthen connections across the service system

4.3. Target Population Groups

The service must support children, young people and families, including:

- children in the middle years (approximately 9–14 years)
- young people (approximately 10–24 years)
- families/carers whose needs are not met through early support

Applicants must demonstrate how services respond to more complex needs across these groups.

Applicants must demonstrate how services will respond to the needs of priority groups, including:

- Aboriginal and Torres Strait Islander families
- children and young people experiencing complex or ongoing challenges

- young carers
- culturally and linguistically diverse communities

4.4. Core Service Requirements

Funded services must:

- deliver structured, coordinated and tailored support
- provide casework, coordination or integrated service delivery (as appropriate)
- address multiple needs across domains
- support engagement with services and systems
- be culturally responsive, inclusive and evidence-informed

4.5. Operational Requirements

Workforce requirements

- staff must have relevant qualifications, registrations and experience
- staff must hold Working with Vulnerable People registration (where applicable)

Risk management and business continuity

- applicants must maintain appropriate risk management frameworks
- services must have business continuity plans in place

Work Health and Safety

- services must comply with all relevant Work Health and Safety legislation

Privacy and information management

- services must comply with ACT privacy, information management, and where appropriate health records legislation

Sector collaboration and integration

- services must work collaboratively to achieve an integrated service system
- services must collaborate to provide holistic and coordinated care as required
- services must contribute to integrated service delivery

Client access and co-payments

- services should not require co-payments
- any proposed co-payments must be clearly justified and approved

4.6. Data and information sharing

Services must support appropriate data and information sharing to enable coordinated and effective service delivery.

This includes:

- exchanging timely and relevant information with other services and partners, where appropriate and in line with legislative requirements, to support referrals, and coordinated service delivery
- meeting reporting requirements (see section 10)
- ensuring information sharing practices are clear, consistent and support safe and effective service delivery
- using information to support collaboration, reduce duplication and improve client outcomes
- using data and information to inform service improvement and contribute to system-level understanding, including identifying emerging needs, service gaps and opportunities for better coordinated responses

5. Outcomes and Program Logic

5.1. Outcomes Framework

Services funded under this grant must contribute to CYFSP outcomes across key wellbeing domains. As described in Section 2.2.

Outcomes should reflect the targeted support focus of the program, including addressing more complex needs and improving coordination across services.

5.2. Program Logic Requirements

Applicants must submit a program logic that clearly describes how the proposed service will achieve its intended outcomes.

The program logic must include all elements described in Attachment B.

5.3. Monitoring, Evaluation and Learning (MEL)

Funded services must include monitoring, evaluation and learning activities to support continuous improvement and accountability.

This includes:

- collecting and reporting on agreed indicators
- contributing to evaluation activities
- using data and feedback to improve service delivery

Further detail on reporting and performance expectations is provided in Section 10.

MEL systems and a performance management framework are being developed for the CYFSP. The System Support Service will work with successful grantees to align their activities with these new program components.

6. Application Process

6.1. How to Apply

Applications must be submitted through the ACT Government grants portal – <https://dhcs.smartygrants.com.au/CYFSPTS>.

Applicants must complete all required sections of the application form and submit all requested information and attachments by the closing date.

6.2. Joint (Consortia) Applications

Applicants may partner with other organisations to deliver the proposed service.

A consortium must nominate a **lead organisation**. Only the lead organisation may submit the application and will enter into a grant agreement with the Territory.

The application must identify all consortium members and include a **letter of support from each partner organisation**. Each letter must:

- describe the organisation (including relevant experience and services)
- outline how it will work with the lead organisation and other partners
- describe governance and administrative arrangements, including decision-making, risk management, financial management and reporting
- confirm the organisation's roles, responsibilities and any resources it will contribute
- provide details of a management-level contact officer

Applicants must have a **formal arrangement** in place with all consortium members prior to execution of the grant agreement. The Territory may request a copy of this arrangement and supporting documentation (such as insurance or accreditation evidence).

The **lead organisation remains accountable** to the Territory for the delivery of all funded activities.

6.3. Applications Across Multiple Grant Processes

Applicants may apply for funding across more than one grant process. This includes:

- CYFSP Preventative Early Support
- CYFSP Targeted Support
- Mental Health Child, Youth and Families

Where an integrated service model is proposed, each application must clearly describe:

- how the proposed activities align with the objectives of each process
- how funding will be allocated across the integrated model
- how duplication between processes will be avoided
- the benefits of the integrated model
- the implications if funding is not received across multiple processes

6.4. Key Dates and Timeframe

Key dates for the grant round are outlined in Section 2.4.

Applicants must submit their application within the specified opening and closing dates. Late applications will not be accepted, unless due to an error on the part of the Territory.

6.5. Grant Briefings

The Territory may hold grant briefings or information sessions during the application period.

Details of any briefings will be provided via the grants portal and relevant communication channels.

6.6. Questions and Clarifications

Applicants may submit questions or requests for clarification via email until 5 business days before the application period ends.

Responses to questions will be shared with all applicants. Answers will be available on the SmartyGrants landing page - <https://dhcs.smartygrants.com.au/CYFSPTES>.

For technical or process difficulties email HCSDGrants@act.gov.au and HCSD will respond within 3 working days.

HCSD cannot determine your eligibility or assist you to apply.

6.7. What information to provide

Applicants must:

Complete the mandatory requirements questions in SmartyGrants and upload a statutory declaration.

Complete the weighted criteria questions with any attachments.

Complete the non-weighted criteria questions including referees and budget information

Where attachments are allowed:

Applicants may upload 1 attachment (visual or written) to support responses where applicable. The attachment must:

- be clear and easy to understand
- add value to the written response
- be referenced in the response and appropriately labelled
- be a maximum of 2 pages

More information about each of these sections, including the questions in the form, is described in section 7 Assessment process.

7. Assessment Process

Applications will be assessed through a structured process to ensure fair, transparent and consistent decision-making.

HCSD acknowledges that Thriving Kids initiative is a critical reform which will contribute to the broader ecosystem of supports for children and their families, carers and kin.

In assessing applications and/or through any subsequent negotiation process, the Directorate may consider how proposals:

- align with and support the intent of the Thriving Kids national model
- contribute to improved outcomes for children aged 0-8 with developmental delay and/or autism, and their families carers and kin
- demonstrate flexibility to adapt to evolving service system priorities

7.1. Overview of Assessment Process

The assessment process will include the following stages:

1. eligibility and compliance screening
2. assessment against mandatory criteria
3. assessment against weighted criteria (including scoring)
4. value for money and overall assessment
5. approval of funding decisions

Only applications that meet the mandatory requirements will proceed to full assessment.

7.2. Eligibility and Compliance Screening

All applications will undergo an initial screening to confirm that:

- the applicant meets the eligibility requirements (Section 3)
- the application is complete and submitted within the required timeframe
- all mandatory requirements and documentation have been provided

Applications that do not meet these requirements may be excluded from further assessment.

7.3. Assessment Against Mandatory Criteria

Applications will be assessed against the mandatory criteria to determine compliance with governance, capacity and other essential requirements. These questions are designed to confirm baseline governance and compliance requirements.

Mandatory Assessment Criteria
Grant governance/compliance questions (Yes/No response)

This declaration assures the Territory that the grant recipient has the capacity to govern, plan and manage the required service/program in accordance with ACT Government policies and procedures, and industry and legislative requirements. Applicants must complete the compliance and governance declaration as part of their grant application within SmartyGrants. If you answer No to questions 1- 10 (and 12 if relevant), or Yes to 11, you must provide supplementary explanation/commentary and appropriate evidence as part of their Grant Requirement response. Applicants must complete, have witnessed and uploaded into SmartyGrants a Statutory Declaration to support responses to the Governance and Compliance Declaration.	
MC1	Does the applicant have a Board or similar governance structure that oversees its function, processes, and funding? Note: <i>The applicant must be able to provide evidence of structures and processes during the application process, and the term of the grant <u>if requested by the Territory</u>.</i>
MC2	Does the applicant have a formal process which describes how the organisation ensures continuous quality improvement? Note: <i>The applicant must be able to provide evidence of formal processes during the application process, and the term of the grant <u>if requested by the Territory</u>.</i>
MC3	Does the applicant have a formalised approach to ensure cultural competency including staff training and experience in working with Aboriginal and Torres Strait Islander children, young people, and families? Note: <i>The applicant must provide evidence of formal approach during the application process, and the term of the grant <u>if requested by the Territory</u>.</i>
MC4	Does the applicant have a formal process which describes how the organisation obtains, uses, stores and shares information in line with relevant national/Territory legislation and policy (e.g., confidentiality, information security and specific technology/data management systems, policies and practices used by the organisation)? Note: <i>The applicant must be able to provide evidence of formal processes during the application process, and the term of the grant <u>if requested by the Territory</u>.</i>
MC5	Does the applicant have a formal process which describes how risks are identified, managed, and reported? Note: <i>The applicant must be able to provide evidence of formal processes during the application process, and the term of the grant <u>if requested by the Territory</u>.</i>
MC6	Does the applicant have appropriate insurance to cover delivery of the service/program (including public liability and professional indemnity insurance, if required as specified in Grant Requirements above). Note: <i>The applicant <u>must upload evidence/copies of insurance</u> to the application form and then as they expire during the term of the grant.</i>

MC7	Does the applicant hold relevant accreditation and do personnel possess appropriate qualifications and certifications (as required by the approach/model of service delivery), for example: • Relevant accreditation standards/requirements • Relevant industry/role certifications (e.g., Working with Vulnerable People registration) • Relevant professional qualification/registration (e.g., Certification IV in Youth Work, or Certification IV in Child, Youth, and Family Intervention, etc.) Note: <i>The applicant must be able to provide evidence of accreditation, qualification or certification during the application process, and the term of the grant <u>if requested by the Territory</u></i>
MC8	Is the applicant financially viable to support the sustainable delivery of the approach/model of service delivery over the term of the grant agreement, and can the applicant provide the last 3 years of audited financial statements? Note: <i>The applicant <u>must upload evidence/copies of audited financial statements</u> during the application process, and the term of the grant if requested by the Territory.</i>
MC9	Is the applicant compliant with relevant legislation, regulation, and policy (as required by the approach/model of service delivery), for example: • relevant Commonwealth and Territory legislation (e.g., Aged Care Act, Australian Aged Care Quality and Safety Commission Aged Care Quality Standards, Carers Recognition Act, work health and safety legislation and privacy legislation). • Being a Child Safe Organisation under the ACT Child Safe Standards Scheme. • ACT Government policy, including 'fair and ethical treatment of workers and prioritisation of local and secure employment.' • The successful Respondent is required to be compliant with ACT policy priorities, and where applicable Secure Local Jobs Code (SLJC) certification. Where SLJC certification is not applicable, it is highly recommended that the successful Respondent is SLJC certified or is working towards certification. Note: <i>The Respondent must be able to provide evidence of compliance <u>if requested by the Territory.</u></i>
MC10	Does the applicant agree to all performance requirements under the grant, or their justification for disagreement is satisfactory for an exemption? Note: <i>You will be asked to explain this in your application.</i>
MC11	Does the applicant have issues or risks* to disclose which may impact their ability/capacity to deliver the service/program, or which may adversely impact the reputation of the applicant organisation or the Territory as the funding provider? <i>*risks include any disciplinary action (current or historical) on the part of the organisation taken by a funding body, criminal/civil action taken against the organisation or staff members/grant recipient in the context of their employment, critical incidents, or failed accreditation, or if any of the services may be sub-contracted.</i> Note: <i>If yes, the applicant <u>must upload additional information</u> in the application form and as they become aware of the risks or issues during the term of the grant.</i>

Additional question for applicants involved in a consortium	
MC12	Can the applicant provide letters of commitment from all agencies identified in a consortium as well as consortium governance arrangements (including financial management, risk management and reporting arrangements)? Note: The applicant <u>must upload these documents in the application form</u> and updated documents during the term of the grant as updates occur.

Applications must meet all mandatory criteria to proceed to the next stage of assessment.

Applications that meet the mandatory criteria will be assessed against the weighted criteria.

7.4. Assessment Against Weighted Criteria

WC1	Weighted Criteria	Weighted score
WC1	Service/program to be delivered under the grant. Responses should demonstrate how your proposed service will meet the requirements in Section 4. Word limit: 1,500 words for each response 1a-1d.	/50
WC1a	Describe the service/program your organisation is proposing to deliver under this grant. Your response must clearly describe what services will be delivered, how they will be delivered, and where they will operate. Where relevant, indicate whether the proposed service is a specific service model or an integrated model delivering multiple supports. Responses must address all the following: A. Service overview and target group - the characteristics of the proposed service/program - the target population and any proposed eligibility criteria, including evidence of need and how the service responds to that need B. Service model and approach - the approach or service model, including how the service will be delivered, any evidence base or innovation, and how the model supports priority population groups - the evidence-based models including how the service model is informed by contemporary evidence, recognised best-practice frameworks, research, and proven intervention approaches.	/20

	- any innovative practices, technologies or service models that will be used to improve service delivery, efficiency or outcomes C. Service delivery and operations - service delivery arrangements, including locations, geographic coverage, modes of delivery and any outreach components - proposed service capacity, including expected throughput and intended outcomes for participants - proposed staffing model, including workforce coverage, full-time equivalent (FTE) and roster arrangements D. System alignment and contribution - how the proposed service aligns with the broader service system, including relevant strategic plans - how your program will complement existing services and support collaboration, capacity building, and knowledge sharing E. System improvement and outcomes - how your program contributes to a culture of continuous learning and improvement, and systemic change and improved outcomes. Applicants should refer to relevant strategic documents, including the applicable Strategic Investment Plan and outcomes framework, to inform their response. Applicants may upload 1 attachment (see section 6.7).	
WC1b	Develop and upload a program logic. The program logic must include all elements described in the Program Logic attachment to the grant guidelines: - Program Aim - Problem Statement - Program logic – table - Program outcome alignment - Theory of change - Assumptions - Evidence base and rationale - Indicators and measurement Keep answers concise.	/10
WC1c	Identify the key risks and challenges that may impact delivery of the proposed service. Describe how your organisation will manage these risks and identify any opportunities for innovation. Responses must address all of the following: key internal and external risks and challenges that may affect service delivery, including (but not limited to) workforce availability, client population needs, funding, legal and policy environment, quality and	/10

	safety, consortium arrangements, reputation and relationships, communication, technology, evidence, agency and advocacy • any risks associated with subcontracting arrangements (where applicable) • how the organisation will identify, assess and manage risks, including processes for managing higher-risk services where relevant • practical and proportionate strategies to mitigate risk, including contingency planning, workforce strategies, partnerships and adaptable service delivery approaches	
WC1d	Explain how the service you will deliver is informed by relevant Territory and National frameworks, strategies, contemporary evidence, and best-practice approaches. Consider: • relevant key Government policies and strategies listed in section 1.4 • clearly linking service design and delivery to relevant frameworks and strategies • culturally appropriate and inclusive practices • how the service will embed trauma informed practice that are safe, inclusive, and holistic • how the service will embed lived experience in service design, delivery, and monitoring and evaluation • How the service will demonstrate an evidence-based approach through the application of quality standards, practice frameworks, clear operational guidelines, and continuous improvement processes.	/10
WC2	Experience	/30
WC2a	Organisational experience and capability Describe your organisation's experience and capability to deliver services relevant to this grant. Your response must include: • experience delivering similar services or programs within the last three (3) years • experience working with target populations and priority groups, including how services have been designed to be accessible, inclusive and culturally responsive • how your organisation has tailored services to meet diverse needs and respond to identified demand • examples of outcomes achieved that demonstrate the effectiveness of your approach Word limit: 500 words	/10

	Applicants may include supporting documentation or examples where relevant. (see section 6.7).	
WC2b	System knowledge and service context Describe your organisation's understanding of, and connection to, the relevant service system. Your response must include: • understanding of the service system and operating environment relevant to this grant • knowledge of existing services, supports and pathways • how your organisation positions its services within the broader system to meet identified needs Word limit: 250 words	/10
WC2c	Collaboration and partnerships Describe your organisation's experience working collaboratively with other organisations, services and communities. Your response must include: • experience working with government, non-government organisations and community stakeholders • approaches used to initiate, build and maintain partnerships • how collaboration supports coordinated and integrated service delivery • how partnerships have contributed to improved outcomes for service users Word limit: 250 words Applicants may upload 1 attachment (see section 6.7).	/10
WC3	Organisational capacity	/20
WC3a	Describe your organisation's capacity and resourcing to deliver the proposed service. Your response must include: • an overview of your organisational structure (for example, organisational chart or similar) and how it will support delivery of the proposed service • existing resources, assets and staffing in place to deliver the service • any additional resources required, including plans to recruit or procure equipment, assets, staffing and other resources • the proposed service capacity, including expected timelines to reach full (100%) operational capacity	/10

	- a transition timeline or plan for establishing the service, where relevant - the roles and responsibilities of key personnel, including position titles, professional qualifications and any required registrations Word limit: 750 words Applicants may upload 1 attachment (see section 6.7).	
WC3b	Workforce sustainability, wellbeing and development Describe how your organisation will support a sustainable, capable and safe workforce to deliver the proposed service. Your response must include: - organisational approaches to workforce sustainability, including attraction, retention and workforce planning - processes to support a psychologically and physically safe workplace - workforce development activities, including training, supervision and professional development - strategies to support workforce wellbeing and performance - any initiatives to build workforce capability over time, including responding to emerging needs or service demands Word limit: 750 words Applicants may upload 1 attachment (see section 6.7).	/10

Assessment will consider:

- the quality and completeness of responses
- alignment with the objectives and priorities of the grant
- the strength of the proposed service model and outcomes

7.5. Scoring Methodology

Each weighted criterion will be scored using the following scale.

Assessment Criteria Scoring Matrix		
Descriptor	Response to Assessment Criteria	Score /10
Outstanding	Response to Weighted Assessment Criterion far exceeds all the relevant requirements and provides significant additional value to the Territory. Response demonstrates an outstanding understanding of the requirements as assessed against the Weighted Assessment Criterion and presents a strategic view of the requirement within the broader Territory context.	10

	Information provided is concise, extensive and offers some knowledge gain to the Territory. All claims are fully substantiated.	
Excellent	Response to Weighted Assessment Criterion exceeds all the relevant requirements such that the Territory will receive some additional value above the grant requirements. Response demonstrates an excellent understanding of the requirements as assessed against the Weighted Assessment Criterion. Information provided is comprehensive. All claims are fully substantiated.	9
Very Good	Response to Weighted Assessment Criterion meets all the relevant requirements and exceeds some relevant requirements such that the Territory will receive minor value above the grant requirements for those. Response demonstrates a very good understanding of the requirements as assessed against the Weighted Assessment Criterion. All claims are soundly substantiated. Some minor omissions in substantiation may be evident; however, the overall claim is well supported.	8
Good	Response to Weighted Assessment Criterion meets all the relevant requirements and may marginally exceed some relevant requirements. Response demonstrates a good understanding of the requirements as assessed against the Weighted Assessment Criterion. Some insignificant uncertainties are evident; however, claims or documentation contains most of the information expected of this Weighted Assessment Criterion.	7
Adequate	Response to Weighted Assessment Criterion meets all the relevant requirements. Response demonstrates an adequate understanding of the requirements as assessed against the Weighted Assessment Criterion. Some minor uncertainties or information gaps are evident; however, claims or documentation generally contains the information expected of this Weighted Assessment Criterion.	6
Reservations	Response to Weighted Assessment Criterion meets most of the relevant requirements. Response demonstrates a general understanding of the requirements as assessed against the Weighted Assessment Criterion; however, detail is lacking in specific areas. Some uncertainties or information gaps are evident within the key requirements.	5
Poor	Response to Weighted Assessment Criterion does not meet a minority of the relevant requirements. Response demonstrates a poor understanding of the requirements as assessed against the Assessment Weighted Assessment Criterion, with some shortcomings or deficiencies noted.	4

	Claims and documentation omit or are unable to substantiate key requirements of the Weighted Assessment Criterion.	
Very Poor	Response to Weighted Assessment Criterion does not meet a majority of the relevant requirements. Response does not demonstrate an understanding of the requirements as assessed against the Weighted Assessment Criterion, through lack of provided detail or information. Claims and documentation omit or are unable to substantiate requirements of the Weighted Assessment Criterion.	3
Inadequate	Response to Weighted Assessment Criterion meets only a negligible number of the relevant requirements. Response demonstrates a minor misunderstanding of the requirements as assessed against the Weighted Assessment Criterion. Significant flaws in approach are evident. Claims and documentation are largely unsubstantiated.	2
Not Acceptable	Response to Weighted Assessment Criterion does not meet any of the relevant requirements. Response demonstrates a significant misunderstanding of the requirements as assessed against the Weighted Assessment Criterion. The response lacks fundamental details to address this Weighted Assessment Criterion. Claims and documentation are unsubstantiated and unreliable.	1
Not able to access	Response did not address this Weighted Assessment Criterion. (NOTE: There needs to be confirmed evidence of this circumstance). Response was not evaluated, as it did not provide any requested information.	0
Guidance Note: During Phase 2 of Stage 3 - Assessment, each Assessment Panel member must assess and score each Response for each Weighted Assessment Criterion using the Scoring Scale Table. A total weighted score for each Response will be calculated from the sum of each individual Weighted Assessment Criterion rating and multiplied by the individual Weighted Assessment Criterion weighting. Following discussion and moderation of scores by Assessment Panel members, the agreed consensus score provides the overall score for each Weighted Assessment Criterion. All Weighted Assessment Criteria consensus scores will be multiplied by their respective weighting with the resulting figures tallied to give a total score out of a possible 100% for each Response. NOTE: The descriptions in the “Response to Assessment Criterion” column is intended to act only as guidance on assessing ratings. They are not intended to be wholly exclusive of the issues to be taken into account, nor to be applied literally.		

Scores will reflect the extent to which the application:

- addresses the requirements of the criterion
- demonstrates a clear, evidence-informed and feasible approach
- meets the intent of the grant and expected outcomes

Assessors will score each criterion independently. The panel will then discuss to:

- ensure consistency in scoring across applications
- address any significant differences in assessment
- confirm a final agreed score for each criterion

The same panel will assess both the Targeted Support and Preventative Early Support grant applications.

7.6. Non-weighted Criteria

The Territory will also consider non-weighted criteria to inform the overall assessment and funding decisions.

NW	Non-weighted criteria
NW1	Measurement and reporting You have provided indicators and measures as part of your program logic. Articulate how you will measure and report on the outputs and outcomes of the services, including consideration of: • Data management software (e.g., what systems and processes you will utilise to measure identified outcomes) • Other mechanisms and/or tools to collect evidence • Measurement methodologies (e.g., sample group, timepoints for data collection, context of data collection) • Measurement tool/s Tip: This should align with Section 5 – Monitoring, Evaluation and Learning, and Section 10 – Reporting requirements. Word Limit: 500 words
NW2	Budget Provide a breakdown of how the annual grant funding will be used to deliver the service under the grant. Please include: • Direct costs associated with service/program delivery - with a clear breakdown of each itemised cost for the financial year. Direct costs may include (but are not limited to): ○ Staffing

	○ Equipment hire ○ Consumables • Indirect costs which will support organisational capability over the life of the grant –with a clear breakdown of each itemised cost for the financial year. Indirect costs may include (but are not limited to): ○ Assets ○ Administration ○ Rent ○ Utilities ○ Communications ○ Insurance ○ Accreditation Tips: Provide your budget on the template provided in SmartyGrants. The ACT Costing Tools may be helpful when developing your budget. When providing your itemised costings, provide as detailed a breakdown as possible (e.g., Number of front line workers versus number of administrators etc
NW3	Funding Sources State if the proposal is dependent on another funding source. If so, specify the source/s and explain the implications for service delivery if the additional funding is not obtained. Clearly describe any dependencies between parts of the proposed service and different funding streams. Note: Applicants for across multiple grants streams should respond to items in section 6.3 here. Word Limit: 500 words
NW4	Referees Provide contact details for 2 referees who could substantiate documented experience. Note: <i>these referees may be contacted during the assessment process to verify your claims against the criterion.</i>

Non-weighted criteria will be used to support decision-making but will not be individually scored.

Applicants will also be asked to identify any actual, perceived or potential conflicts of interest as part of their application.

7.7. Value for Money Assessment

The Territory will assess the overall value for money of each proposal.

This includes consideration of:

- the relationship between cost and expected outcomes
- the quality and effectiveness of the proposed service
- risks associated with delivery
- the extent to which the proposal complements or overlaps with existing services

Value for money is not limited to cost and will consider the broader impact of the proposal (see glossary).

7.8. Assessment Panel

Applications will be assessed by a panel of ACT Government representatives and/or subject matter experts. The same panel will assess both the Targeted Support and Preventative Early Support grant applications.

All assessors and decision-makers involved in the grant process will be required to declare any actual, perceived or potential conflicts of interest.

Where a conflict of interest is identified, it will be managed in accordance with ACT Government policies and procedures.

The Territory is committed to ensuring that all stages of the grant process are conducted fairly, consistently and transparently.

Appropriate probity measures will be applied to ensure that:

- all applicants are treated equitably
- assessment decisions are based on the published criteria
- confidentiality of applicant information is maintained

The panel will:

- Work within ACT Government probity and conflict of interest frameworks
- review and score applications
- participate in moderation discussions
- identify strengths, risks and key considerations
- consider overall balance of the service system
- provide recommendations to the Delegate

The panel may:

- seek guidance, clarification or additional information from experts, where there is no conflict of interest in seeking this support.
- use information provided in your application and information from any previous or current HCSD applications in its assessment.
- seek additional information from applicants where required.

As the CYFSP and MHSP (Mental Health Child, Youth and Families Program) form part of a coordinated investment in the child, youth and family service system, the panels for both programs will discuss relevant applications to ensure alignment, minimise duplication and support system-wide outcomes.

7.9. Grant Approval

Final funding decisions will be made by the Delegate.

The Delegate will consider:

- assessment panel recommendations
- value for money
- availability of funding
- strategic priorities

The Delegate's decision is final.

7.10. Notification of Outcomes

Applicants will be notified of the outcome of their application in writing.

Feedback may be provided to unsuccessful applicants on request to email HCSDGrants@act.gov.au

7.11. Complaints

If you have a complaint about the grant process, you should submit it in writing to the Territory.

Complaints will be handled in accordance with ACT Government complaints management processes.

Submitting a complaint does not affect your right to seek other review processes.

8. Successful Applicants

8.1. Contract negotiation

Following notification, the Territory may undertake contract negotiations with successful applicants.

This may include:

- confirming service scope and delivery arrangements
- refining performance measures and outcomes
- finalising budgets and funding allocations

Applicants are expected to participate in good faith and provide any additional information required.

8.2. Grant agreement

After being notified of their successful application, applicants will be required to formally accept the funding offer.

Successful applicants must enter into a grant agreement with the Territory.

The grant agreement will outline:

- the funded activities and service requirements
- reporting and performance expectations
- payment arrangements
- governance and compliance requirements

Funding will not be released until the grant agreement has been executed by both parties.

8.3. Transition requirements

Transition refers to the process of implementing new or changed service arrangements following the grant process.

Transition activities may be required for both successful and unsuccessful applicants to support continuity of services and minimise disruption.

All applicants are expected to participate in transition activities where required and to prioritise continuity of support and the wellbeing of service users.

Transition must be managed in accordance with current agreements and/or the ACT Government [Human Services System Transition Policy](#)

8.4. Payment arrangements

Payment will be made in accordance with the grant agreement.

This may include:

- scheduled payments (for example, quarterly or milestone-based)
- payments linked to performance or reporting requirements

Applicants must have appropriate financial management systems in place to manage grant funding.

8.5. Reporting and performance monitoring

Successful applicants will be required to:

- collect and report on agreed data and performance measures
- participate in monitoring, evaluation and learning activities
- contribute to continuous improvement processes

Further detail on reporting and performance expectations is provided in Section 12.

8.6. Ongoing compliance with requirements

Funded organisations must:

- comply with all relevant legislation, policies and standards
- maintain required insurances, registrations and accreditations
- meet all requirements outlined in the grant agreement

The Territory may request evidence of compliance at any time during the grant period.

8.7. Variations

Any changes to the funded service, including scope, delivery model or budget, must be approved by the Territory.

Requests for variations must be submitted in writing and supported by appropriate justification.

9. Additional Information

9.1. Reservation of rights

The Territory reserves the right to:

- not fund any application
- fund part of an application
- fund one or more applications for the same or similar services
- negotiate with one or more applicants
- vary the amount of funding available
- suspend, cancel or vary the grant process at any time

9.2. Use of information

Information provided in applications will be used to assess proposals and may be shared within the ACT Government for this purpose.

The Territory will handle all information in accordance with relevant privacy legislation and policies.

9.3. No obligation to fund

Submitting an application does not guarantee funding.

Funding decisions are at the discretion of the Territory.

9.4. Costs of applying

Applicants are responsible for any costs associated with preparing and submitting an application.

The Territory will not be liable for any costs incurred through participation in this grant process.

9.5. Amendments to the grant process

The Territory may amend these guidelines or the grant process at any time.

Any changes will be communicated to applicants through appropriate channels.

10. Contract Management and Reporting

This section outlines the requirements for contract management, reporting, performance monitoring and engagement following the award of funding.

Funded organisations must comply with all requirements set out in the grant agreement and any additional directions provided by the Territory.

10.1. Reporting Requirements

Funded organisations must provide regular reports to the Territory in accordance with the grant agreement.

Reporting requirements may include:

- **performance reports**, demonstrating delivery against agreed activities, outputs, outcomes and indicators
- **financial reports**, detailing expenditure of grant funding
- **data reporting**, aligned with agreed outcomes and program logic
- **ad hoc or additional reporting**, where requested by the Territory
- **critical incident reporting**, as required

Reporting must:

- be accurate, complete and submitted on time
- align with agreed reporting formats and requirements
- support accountability for the use of public funds

Reporting requirements will be proportionate to the size, scope and risk of the funded service.

10.2. Performance Management

The Territory will partner with you to monitor the performance of funded services to ensure they are:

- delivering agreed activities and outputs
- achieving intended outcomes
- meeting service quality and safety expectations

Performance management may include:

- review of reports and data
- monitoring of service delivery against agreed targets or outputs
- assessment of progress toward outcomes
- identification and management of risks or underperformance

Where performance issues are identified, the Territory may:

- request additional information or clarification
- require improvements or corrective actions
- provide support to strengthen service delivery

Sustained underperformance may result in escalation in accordance with the grant agreement.

10.3. Meetings and Engagements

Funded organisations are expected to participate in meetings and engagement activities to support effective contract management and service delivery.

This may include:

- regular contract management meetings
- participation in program or sector meetings
- engagement with the Territory on service delivery, performance and emerging issues
- contributing to collaboration and coordination across the sector

Meetings and engagement activities support:

- shared understanding of service delivery expectations
- identification of emerging needs and issues
- continuous improvement and system coordination

10.4. Contract Management and Governance

The Territory will oversee contract management and governance arrangements to ensure funded services are delivered effectively and in line with government priorities.

Funded organisations must:

- comply with all terms and conditions of the grant agreement
- maintain appropriate governance arrangements to support service delivery
- participate in relevant governance or oversight structures, where required
- support coordinated and integrated service delivery across the system
- notify the Territory of any significant risks, issues or changes that may affect delivery

Governance arrangements may include participation in:

- program-level or sector-wide forums
- coordination mechanisms to support integration and collaboration
- monitoring and evaluation activities

Contract management processes will be proportionate to the complexity, scale and risk of the funded service.

These are long term contracts. ACT Government intends to move towards a relational approach to contract management over time. This reflects a shift

- away from rigid, compliance-driven contracts
- towards collaborative and flexible arrangements
- to establishing shared expectations and trust
- that embeds adaptability to better respond to complex needs.

11. Glossary

This glossary explains key terms used in these guidelines. It supports a consistent understanding of program design, service delivery, assessment and reporting requirements.

Use these definitions together with the context in the document.

A

Activity

Specific actions or tasks delivered as part of a program or service.

Applicant

An organisation that applies for funding under a grant process.

C

Carer

A person who provides unpaid care or support to someone with disability, illness or other needs.

Commissioning

The process the Territory uses to plan, design, fund and monitor services to meet community needs.

Community sector indexation

The annual funding increase applied by the Territory to help organisations meet rising costs.

Consortium

A group of organisations working together to deliver services under one application, led by a single organisation.

D

Delegate

The authorised decision-maker who approves grant outcomes.

Direct costs

Costs that can be clearly linked to delivering a specific service or activity.

E

Early support

Timely and proactive support provided when challenges first emerge, aimed at preventing issues from escalating and improving outcomes for children, young people and families.

Evidence-based model

A service or program approach that has been shown to be effective through research and tested methods.

Evidence-informed model

A service or program approach that draws on research, practice knowledge and local context to guide design and delivery.

F

Financial report

A report that shows how grant funding has been spent.

G

Grant

A financial contribution provided by the Territory to support specific projects, programs or services. Grants are awarded to eligible organisations to deliver agreed activities and outcomes. Recipients must meet reporting, performance and accountability requirements.

Grant period

The total duration of the funding agreement, including any extensions.

Grant recipient

An organisation that has signed a funding agreement with the Territory and receives grant funding to deliver approved activities.

I

Indicator

A measurable sign of progress toward an outcome.

Indirect costs

Costs that support overall operations but cannot be directly linked to a single service or activity.

Information sharing

The exchange of relevant data and information between services or organisations to support coordinated, safe and effective service delivery, in line with legislative requirements.

Integrated service model (how a service is delivered)

A coordinated approach where multiple types of support are delivered together, or in close partnership, to provide holistic and connected care for individuals and families.

Integrated service system (how services connect across the sector)

A coordinated network of services that work together to provide connected and holistic support.

L

Lead organisation

The organisation responsible for submitting a consortium application and managing the funding agreement.

O

Outcome

The change or impact that occurs as a result of delivering a service or program. Outcomes may be short, medium or long term.

P

Performance report

A report that demonstrates how a service is performing against agreed activities, outputs, outcomes and indicators.

Priority population group

Specific groups identified by the Territory as requiring targeted or additional support due to higher levels of need or barriers to access.

Program

A coordinated set of activities or services designed to achieve specific outcomes for a target group.

Program logic

A structured representation of how a program is expected to work. It shows the links between inputs, activities, outputs and outcomes, and explains how change is expected to occur.

R

Reporting (outcomes and performance)

The process of collecting, analysing and presenting information about how a service or program is delivered and what it achieves. This includes reporting on activities, outputs, outcomes and indicators to demonstrate progress, effectiveness, and compliance with funding and contractual requirements.

S

Sector

The network of organisations delivering related services within the ACT.

Service

A set of supports, interventions or activities provided to individuals, families or communities to meet identified needs and improve outcomes.

Service capacity

The level of service delivery an organisation can provide, including the number of participants supported, service volume, and available workforce and resources

Service model (also called model of service delivery)

A structured explanation of how a service is designed and delivered, including its purpose, target group, activities, delivery approach, and how outcomes will be achieved and measured.

Service provider

An organisation funded to deliver services under a grant agreement.

Service user

A person who accesses, uses, or has recently used a service, and, where relevant, their family or carers.

Stakeholder

Individuals, groups or organisations with an interest in, or affected by a program or service. This includes service users, families, providers, government and community organisations.

T

Target population

The group of people a service is designed to support, based on shared characteristics such as age, location, needs or circumstances.

Theory of change

A clear explanation of how and why a service or program is expected to achieve its intended outcomes. It describes the pathways, assumptions and conditions required for change to occur.

Transition

The process of moving from one service arrangement to another, including transferring service delivery or adapting services to new requirements.

V**Value for money**

An assessment of how well a proposed service or program delivers desired outcomes relative to its cost, risk and overall quality. It considers effectiveness, appropriateness, sustainability and impact, and how well the service complements other services. Value for money is not based only on lowest cost.

W**Workforce**

The staff and volunteers engaged in delivering a service, including their skills, qualifications and experience.

Appendix A: CYFSP Outcomes

Purpose statement

The CYFSP sector aims to deliver a flexible service that knows when, where and how to provide support to children, young people and families that collaboratively builds their strength and wellbeing as early as possible when they face challenge.

CYFSP Outcomes

HCSD recognises the critical importance of clear accountability in the CYFSP. The table below presents the Outcomes for the CYFSP. CYFSP Monitoring and Evaluation Plan will be developed in the second half of 2025-26.

Domain	Outcome
Identity and belonging	1. Children, Young People and Families are supported to participate fully in the community regardless of their age, gender, cultural background, or disability including: 1.1. Being empowered to connect with their cultural identity in a safe and respectful environment. 1.2. Having equitable access to diverse and culturally appropriate services. 1.3. Receiving timely support and experiencing inclusive, welcoming, and trauma-informed care. 1.4. Being supported by an inclusive and representative workforce with strong cultural competency.
Safety	2. Children, Young People and Families are Safe and Supported as they: 2.1. Experience safe and supportive environments that foster resilience, healing, and proactive support to prevent harm. 2.2. Live in safe, secure, and nurturing homes and communities. 2.3. Are supported to build skills and protective factors, make positive life choices, and pursue their aspirations. 2.4. Can identify and address harmful/unhealthy behaviours.
Access and Connectivity	3. Children, Young People and Families have access to supports and connect with the community in a way that meets their needs including: 3.1. Building safe and strong support networks. 3.2. Supports tailored to individual needs, characterised by accessibility, usability, respect, and ease of navigation. 3.3. Having access to support at the right time and for the right duration. 3.4. Having access to a well-connected and inclusive service system.
	4. Children, Young People and Families with complex and/or urgent needs are prioritised and supported to access the services they need when they need them.

Domain	Outcome
Social Connection	5. Children, Young People and Families have strong and supportive networks that: 5.1. Foster a sense of belonging, self-worth and social cohesion within their family, peer groups and community. 5.2. Equip children, young people and families with tools and strategies for effective self-regulation, family functioning and conflict resolution.
Health	6. Children, Young People and Families are empowered to effectively manage their physical, mental, and social health needs through: 6.1. Support to access the services they need to lead healthier lives and manage illnesses. 6.2. Support from a connected seamless program with pathways between its services and physical, mental, and social (e.g., AOD) health services. 6.3. Support to focus on their own health and wellbeing.
Education and Life-long learning	7. Children, Young People and Families are supported to gain essential skills and education to lead meaningful lives by: 7.1. Engaging with meaningful educational and employment opportunities. 7.2. Improved positive engagement with education and employment. 7.3. Improved capability and capacity to maintain their own wellbeing. 7.4. Support from an inter-connected program with strong links between its services and schools.

Appendix B: Program Logic Template

Instructions:

You may provide your program logic on your preferred template. Please ensure it includes all the elements described below.

The program logic you provide will be used in the assessment process. In addition, a final program logic may be co-designed between successful grantee and the Territory in the first 6 months of operation with the intention of attaching it to the contract.

1. Program Aim

Provide a brief description of the proposed service.

2. Problem Statements

What problem does your proposed service address?

3. Program Logic

Inputs → Activities → Outputs → Short-term outcomes → Medium-term outcomes → Long-term outcomes

Inputs (what you invest)	Activities (what you do)	Outputs (what you deliver)	Short-term outcomes	Medium- term outcomes	Long-term outcomes
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4. Program Outcome Alignment

Applicants must ensure that:

- their proposal meets the program objective and priority
- selected outcomes are clearly reflected in the program logic

- there is a clear link between activities, outputs and outcomes
- you will provide indicators to demonstrate how progress toward these outcomes will be measured at item 5 below.

Identify which program outcomes your service contributes to:

1. Identity and belonging

- ☐ **1.1** Children, young people and families are supported to participate fully in the community regardless of age, gender, cultural background or disability
- ☐ **1.2** Children, young people and families are empowered to connect with their cultural identity in a safe and respectful environment
- ☐ **1.3** Children, young people and families have equitable access to diverse and culturally appropriate services
- ☐ **1.4** Children, young people and families receive timely support and experience inclusive, welcoming and trauma-informed care
- ☐ **1.5** Children, young people and families are supported by an inclusive and representative workforce with strong cultural capability

2. Safety

- ☐ **2.1** Children, young people and families experience safe and supportive environments that foster resilience, healing and prevention of harm
- ☐ **2.2** Children, young people and families live in safe, secure and nurturing homes and communities
- ☐ **2.3** Children, young people and families are supported to build skills and protective factors, make positive life choices and pursue their aspirations
- ☐ **2.4** Children, young people and families can identify and address harmful or unhealthy behaviours

3. Access and connectivity

- ☐ **3.1** Children, young people and families have access to supports that meet their needs
- ☐ **3.2** Children, young people and families build safe and strong support networks
- ☐ **3.3** Supports are tailored to individual needs and are accessible, usable and easy to navigate
- ☐ **3.4** Children, young people and families have access to support at the right time and for the right duration
- ☐ **3.5** Children, young people and families have access to a well-connected and inclusive service system
- ☐ **3.6** Children, young people and families with complex or urgent needs are prioritised and supported to access services when needed
- ☐ **4** Children, Young People and Families with complex and/or urgent needs are prioritised and supported to access the services they need when they need them.

5. Social connection

- ☐ **5.1** Children, young people and families have strong and supportive networks
- ☐ **5.2** Children, young people and families experience a sense of belonging, self-worth and social cohesion
- ☐ **5.3** Children, young people and families develop skills for self-regulation, family functioning and conflict resolution

6. Health

- ☐ **6.1** Children, young people and families are supported to manage their physical, mental and social health needs
- ☐ **6.2** Children, young people and families can access services to lead healthier lives and manage illness

- ☐ **6.3** Children, young people and families are supported through connected services across physical, mental and social health
- ☐ **6.4** Children, young people and families are supported to focus on their own health and wellbeing

7. Education and lifelong learning

- ☐ **7.1** Children, young people and families engage in meaningful education and employment opportunities
- ☐ **7.2** Children, young people and families demonstrate improved engagement with education and employment
- ☐ **7.3** Children, young people and families build capability and capacity to maintain their wellbeing
- ☐ **7.4** Children, young people and families are supported through strong connections between services and education systems

5. Theory of Change

Describe how and why your service will achieve outcomes, including key pathways and mechanisms of change.

6. Assumptions

List key assumptions underpinning your service model.

7. Evidence and Rationale

Describe the evidence base informing your service model, including research, practice knowledge or lived experience.

8. Indicators and Measurement

Outcome

Indicator

Data source

Appendix C: Pricing template

The pricing template excel spreadsheet is available in SmartyGrants in the application form – <https://dhcs.smartygrants.com.au/CYFSPPEs>