Australian Government

Department of Employment, Skills, Small and Family Business

Frequently Asked Questions
Request for Expression of Interest (REOI)
Youth Jobs PaTH Industry Pilots
2020–2021

Employment Services Purchasing

Document History

Date	Comments
Monday 19 August 2019	Initial release
Wednesday 28 August 2019	New questions at 2.8, 2.29, 2.30, 2.31, 2.32 and 5.2
Monday 2 September 2019	New questions at 2.33, 2.34, 2.35, 2.36, 2.37, 2.38, 2.39, 2.40 and 2.41

Contact Details

The Employment Services Purchasing Hotline (the hotline) (espurchasing@employment.gov.au) is the primary means of contact during the purchasing period.

Questions and requests for clarification about this can be made by:

- email: Employment Services Purchasing Hotline (espurchasing@employment.gov.au)
- phone: 1300 733 514, the hotline (Monday to Friday, 9.00 am to 5.00 pm Canberra time, excluding ACT and national public holidays).

Contents

Request for Expression of Interest process

1.1. What is the purpose of the REOI?

The Department of Employment, Skills, Small and Family Business (the department) is seeking responses from entities ('Respondents') interested in designing and delivering pilots that offer industry led pathways to assist Youth Jobs PaTH eligible job seekers fast track into employment.

Reference: REOI Section 1.1 – Purpose

1.2. Where do I find the REOI?

The REOI is advertised on AusTender (tenders.gov.au)

Reference: REOI Section 1.3 – Scope

1.3. What is AusTender?

AusTender is the centralised online procurement information system, [AusTender website](tenders.gov.au) (tenders.gov.au) for Australian Government agencies.

Reference: REOI Appendix B Glossary – AusTender

1.4. I don't have an AusTender profile, how can I create one?

You can create a new AusTender profile by completing a New User Registration at the [AusTender website](tenders.gov.au) (tenders.gov.au).

1.5. When will the REOI be released?

Release date of the REOI is 19 August 2019.

Reference: REOI – Indicative Timeline

1.6. What is the process for the REOI?

The department intends to purchase the services from up to 10 entities to deliver Youth Jobs PaTH Industry Pilots 2020–2021. This procurement will be undertaken in two stages:

- stage one – REOI
- stage two – Request for Tender (RFT) open only to Respondents to the REOI shortlisted by the department.

Reference: REOI Section 1.2 – Multi-stage Procurement

1.7. When does the department release the Request for Tender?

If the department proceeds, Respondents whose responses have been shortlisted through the REOI stage may be invited to respond to a RFT process in October - December 2019.

Reference: REOI – Indicative Timeline

1.8. When will successful respondents be notified of the REOI results?

Respondents will be notified in September and October 2019.
Reference: REOI – Indicative Timeline

1.9. How do I find out the outcome of the procurement?

The department will publish on AusTender a list of all Deeds it enters into with successful Respondents (if any) to the Youth Jobs PaTH Industry Pilots 2020–2021 purchasing activity.

Reference: REOI – Section 1.6 – Publication of Deeds

1.10. Where can I find a Glossary of terms for the REOI?

The Glossary is at Appendix B. In the REOI, unless a contrary intention occurs, all terms have the meaning given to them in the list of definitions.

Reference: REOI Appendix B Glossary

1.11. Will I receive feedback on my response to the REOI?

Yes. Respondents will be offered a verbal debriefing from the department. The request for a debriefing **must** be made within one month of the date the Respondent is notified of the outcome of the purchasing process.

Respondents shortlisted through the REOI will also be offered a face to face debriefing, prior to receiving an invitation to participate in stage two (RFT).

Reference: REOI Section 5.4 – Debriefing and Section 5.3.3 - Phase 3 Shortlisting of pilots and invitation to feedback meetings

1.12. What happens if there is a change in requirements for the REOI?

A number of requirements specified in the REOI may be subject to change. If there is a change to these requirements during the REOI response period, the department will issue an Addendum on 360Pro and AusTender that outlines the changes. Respondents should consider the requirements set out in the REOI in preparing their responses unless they are notified via an Addendum that these requirements no longer apply.

Reference: REOI Section 1.3 – Scope

2. Youth Jobs PaTH Industry Pilots 2020–2021

2.1. What is Youth Jobs PaTH Industry Pilots 2020–2021?

The Youth Jobs PaTH Industry Pilots 2020–2021 formed part of the 2019–20 Budget, as part of the New Employment Services Trial package.

The Australian Government has made available $10 million to help industry organisations develop pathways for young people to gain work experience and employment. This initiative responds to calls from industry for greater input in selecting, training, matching and supporting young job seekers into work.

Reference: REOI Section 2 – About Youth Jobs PaTH Industry Pilots 2020–2021

2.2. What are the objectives of Youth Jobs PaTH Industry Pilots 2020–2021?

The Youth Jobs PaTH Industry Pilots 2020–2021 will trial different models of pre-employment pathways in a demand-led approach. Industry pilots aims to:

- test if and how industry-led approaches can increase employer take up and more effective use of employment services, particularly the Australian Government's Youth Jobs PaTH program
- align pre-employment pathways with the needs of employers with significant workforce demand, and in growing industries
- inform the development of future employment service, including the design of future pre-employment and work experience programs.

Reference: REOI Section 2.2 – Youth Jobs PaTH Industry Pilots 2020–2021 Objectives

2.3. What are the key requirements of the industry pilots?

For information on the key requirements please refer to the REOI Section 2.3 – Service Requirements

Reference: REOI Section 2.3 – Service Requirements

2.4. Does the pilot have to include direct access to work experience and jobs?

Yes. It is expected that the proposed industry pilots will have direct access to job opportunities with suitable employers and work experience for young people within the industry pilot timeframe.

Reference: REOI Section 2.3 – Service Requirements

2.5. Will industry pilot providers need to work with employment service providers?

Yes. Industry pilot providers will:

- need to recruit eligible job seekers through jobactive, Transition to Work and Disability Employment Services providers, or self-referring job seekers registered with these employment services providers.

- be required to confirm eligibility of self-referring job seekers with their respective employment services providers
- ensure employment services providers receive accurate and timely information to support all participants.

Reference: REOI Section 2.6.1 – Industry pilot referral process

2.6. Can I use existing services in my industry pilots?

Yes. Respondents can use existing programs, services and supports combined with other services where appropriate, including vocational and non-vocational services. The use of Youth Jobs PaTH service elements is strongly encouraged.

Reference: REOI Section 2.3 – Service Requirements

2.7. If I use the Youth PaTH program, do I need to use all the elements?

No. While the use of Youth Jobs PaTH service elements in pilots is strongly encouraged, it is anticipated that pilots will incorporate one, some or all three elements in combination with other available services. The below diagram shows multiple pathways using elements of the Youth Jobs PaTH program. In your responses you should outline if you are using Youth Jobs PaTH and which elements. The diagram is provided for information only, and your response should be tailored for your industry's or organisation's needs.
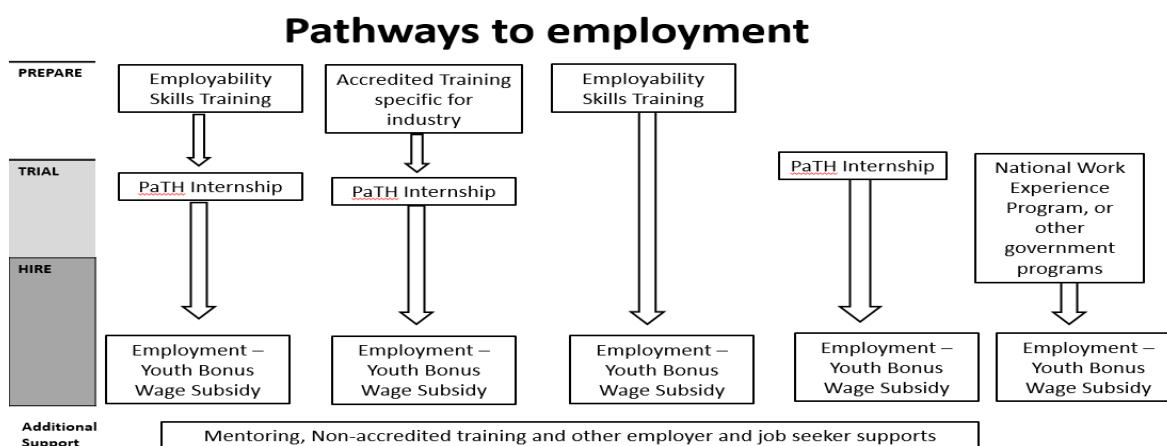
2.8. What is a risk assessment?

For the Internship element of Youth Jobs PaTH or other government work experience programs, such as the National Work Experience Program, respondents must consider risks in the workplace.

In accordance with all Employment Services Deeds and Guidelines, employment services providers must undertake risk assessments for each individual job seeker participating in a work experience activity. More information can be found in the department's program guidelines at docs.employment.gov.au/documents.

Additional information regarding managing workplace risk can be found on the Safework Australia website, safeworkaustralia.gov.au/risk.

2.9. What are the National Employment Standards?

The [National Employment Standards](#) outlines the 10 minimum employment entitlements that have to be provided to all employees. – More information is available on the Fairwork website [fairwork.gov.au/employee-entitlements/national-employment-standards](#).

2.10. Section 2.3 of the REOI says I have to operate within the existing guidelines. Where can I find these guidelines?

Where the industry pilot includes the elements of the Youth Jobs PaTH program, the pilot providers will be required to operate within the existing guidelines for the Youth Jobs PaTH program.

Information on the existing guidelines for Youth Jobs PaTH is available on the department's website [docs.employment.gov.au/collections/jobactive-guidelines](#).

Reference: REOI Section 2.3 – Service Requirements

2.11. Do I need to work with training organisations?

It is anticipated that pilots will include strategies to identify, source or develop suitable industry or employer specific pre-employment training for participants. All accredited training included in industry pilots, should be delivered by a Registered Training Organisation that complies with the Standards for Registered Training Organisations 2015 and includes the proposed accredited units on its scope.

Reference: REOI Section 2.3 – Service Requirements

2.12. I have included funded programs and services in my industry pilot. Should these be included in the pilot cost estimate?

No. Any funded programs and services included in the proposed industry pilot should be excluded from the industry pilot cost estimates.

Reference: REOI Section 2.3 – Service Requirements

2.13. Can I submit a proposal if I am not an employer?

Yes. Industry groups, business peak bodies, employers and group training organisations are encouraged to apply.

Reference: REOI Section 2.1 – Introduction to Youth Jobs PaTH Industry Pilots 2020 –2021

2.14. Where do I find the work experience program guidelines?

The work experience program guidelines are available at [docs.employment.gov.au/documents](#).

2.15. Is any type of work ok in a pilot?

No. The jobs listed below are inelgibile under the industry pilots:
- retail position involving nudity or in the sex industry
- volunteer work

- unpaid work (with the exception of the work experience component of the pilot)
- a job involving illegal activity
- a job involving income or funds from gambling deemed to be inappropriate by the department.

Reference: REOI Section 2.4 – Industry pilot delivery requirements

2.16. Why is the department evaluating the industry pilots?

The department intends to use the industry pilots to inform future employment services so they can better meet the needs of employers with significant workforce needs and in growing industries.

Reference: REOI Section 2.5.1 – Evaluation

2.17. Who is responsible for the evaluation of the industry pilot?

The department will engage an external provider to undertake the evaluation of the industry pilots. Industry pilot providers will be required to support the industry pilot evaluation.

Reference: REOI Section 2.5.1 – Evaluation

2.18. What do I do for the evaluation of the industry pilots?

Industry pilot providers will be required to collect, analyse and report quarterly on issues, trends, factors for and barriers to success in preparing job seekers to gain employment.

Reference: REOI Section 2.5.1 – Evaluation

2.19. What are the eligibility requirements for job seekers to participate in the industry pilot?

Job seekers requirements are set out in REOI Section 2.6. More information on the Youth Jobs PaTH, including job seeker eligibility is available on the department's website employment.gov.au/youth-jobs-path.

Reference: REOI Section 2.6 – Youth Jobs PaTH eligibility and job seeker pilot participation

2.20. How many eligible job seekers are in my area?

Eligible job seeker data is broken down into Employment Regions (ER) and Employment Service Areas (ESA). Refer to Appendix D.

Reference: REOI Section 2.6 – Youth Jobs PaTH eligibility and job seeker pilot participation

2.21. What is an Employment Region?

Employment Region means a geographical area identified and displayed at the Labour Market Information Portal (lmip.gov.au/default.aspx) as verified by the department at the department's absolute discretion.

2.22. What is an Employment Service Area?

Employment Service Area means a geographical area, within a Labour Market Region, identified and displayed at (lmip.gov.au/default.aspx) as verified by the Department of Social Services from time to time at the Department of Social Service's absolute discretion.

2.23. How do I know if a job seeker is eligible to participate in the industry pilot?

Industry pilot providers can confirm eligibility of self-referring job seekers with their respective employment services provider.

Reference: REOI Section 2.6.1 – Industry pilot referral process

2.24. Do I need to provide information on job seekers participation to their employment service providers?

Yes. Industry pilot providers are required to advise a job seeker's employment services provider of any activities the job seeker is undertaking within the pilot to ensure participation pathways are accurately recorded.

Reference: REOI Section 2.6.2 – Job seeker industry pilot attendance/participation

2.25. Who records job seekers attendance when they are participating in the industry pilot?

Employment services providers will record in the department's IT system a job seekers' efforts to find employment, including any training or work experience placements they have commenced.

Reference: REOI Section 2.6.1 – Industry pilot referral process

2.26. Do I need to report on the start and completion of Youth Jobs PaTH internships?

Yes. Host Employers and Job Seekers participating in Youth Jobs PaTH Internships are eligible for incentive payments which are provided on the basis of information entered into the department's IT systems by employment services providers. Reporting ensures employers and participants receive their entitlements accurately and on time.

Reference: REOI Section 2.6.2 – Job seeker industry pilot attendance/participation

2.27. Where will industry pilots be delivered?

Industry pilots must be delivered in Australia and can be delivered nationally, in one or more states, or in a single location.

Reference: REOI Locations and scope 2.6.3 – Locations and Scope

2.28. What is the New Employment Services Trial?

Government employment services are being transformed to deliver better services to job seekers and employers and provide a better system for providers. The New Employment Services Trial (NEST) is currently being trialled in two Employment Regions – Adelaide South in South Australia and Mid North Coast in New South Wales.

Under the NEST, job seekers who are job-ready and digitally literate will enter Digital First and self-service online. Job seekers who need extra support will be able to access digital services and receive face-to-face support from an employment services or training provider as needed under Digital Plus. The most disadvantaged job seekers will receive Enhanced Services delivered through

employment services providers. More information on the New Employment Services Model can be found at employment.gov.au/new-employment-services-model.

2.29. Can an Employment Service Provider apply for the REOI?

Yes. The REOI does not preclude an employment service provider from applying to the REOI. However, all respondents must have sufficient vacancies to be filled using their pilot services.

Reference: REOI Chapter 4 – Eligibility to Apply.

2.30. Are respondents limited to being employers, Group Training Organisations or industry groups?

No. Respondents are not limited to employers, Group Training Organisations or industry groups. Please refer to Chapter 4 of the REOI Youth Jobs Path Industry Pilots 2020—2021 that outlines the types of respondents eligible to respond to the REOI and be appointed as a Youth Jobs PaTH Industry Pilot provider.

Reference: REOI Chapter 4 – Eligibility to Apply.

2.31. My organisation is trialling a project similar to the industry pilots. Can I submit an application?

The REOI does not preclude your organisation from applying.

2.32. Will the industry pilots replace the current Youth Jobs PaTH program?

No. The industry pilots will not replace the current Youth Jobs PaTH program.

2.33. Do I fund all Employability Skills Training and internship costs through the industry pilot or can I partner with providers who use existing program funding?

The current Youth Jobs PaTH program is funded by the Australian Government, this includes all three elements – Employability Skills Training, internships and youth bonus wage subsidies. Respondents will need to engage with employment service providers to access elements of Youth Jobs PaTH and eligible young people. Refer to REOI Path Industry Pilots – 2.3 Service Requirements.

Respondents can use existing programs, services and supports combined with other services where appropriate, including vocational and non-vocational services. Based on your organisation's or industry's need, you could develop multiple pathways using the Youth Jobs PaTH program. For more information refer to frequently asked questions sections 2.6 and 2.7.

Reference: REOI Section 2.3 - Service Requirements

2.34. Can a not-for-profit organisation apply as a lead agency with group training organisations and an industry association as partners?

The respondents are not limited to employers, Group Training Organisations or industry groups. The REOI for PaTH Industry Pilots 2020—2021 does not preclude a not-for-profit organisation from applying to this REOI.

A group of two or more legal entities may respond as a Consortium, Joint Venture, Partnership or some other form of alliance in order to conduct the Youth Jobs PaTH Industry Pilot 2020–2021 services (a 'Group Respondent'). Where a response is being submitted by a Group Respondent, each member of the Group Respondent must have a current and valid ABN.

For more information please refer to Chapter 4 of the REOI for Youth Jobs Path Industry Pilots 2020—2021 that outlines the types of respondents eligible to respond to the REOI and be appointed as a Youth Jobs PaTH Industry Pilot provider.

Reference: REOI Chapter 4 – Eligibility to apply

2.35. Do the industry pilot participants have to follow the current Employability Skills Training blocks or can they just move into our proposed codesigned training for the pilot?

As per section 2.4 of the REOI - Industry pilot delivery requirements, pilots should include strategies to engage with suitable industry or employer specific pre-employment training for participants. All accredited training included in industry pilots, should be delivered by a Registered Training Organisation that complies with the Standards for Registered Training Organisations 2015 and includes the proposed accredited units on its scope. The Employment Skills Training element of Youth Jobs PaTH may be considered as an appropriate pathway.

Reference: REOI Section 2.4 – Industry pilot delivery requirements

2.36. Will participation in the Industry Pilot meet the job seekers activity requirements?

Yes. Participation in a pilot will meet job seeker activity test requirements.

2.37. Are there any insurance arrangements in place for job seekers?

Industry pilots using elements of Youth Jobs PaTH or any other government employment services/program will be subject to the specific program guidelines and requirements. The department purchases personal accident insurance and combined public and/or product liability insurance to cover participants undertaking Approved Activities, including PaTH Internships. Successful Respondents will be required to obtain and maintain the insurance specified in the Deed.

Reference: REOI Section 6.3.8 - Insurance

2.38. Is there a stipulation on how long the codesigned training has to be as well as the work experience component or can this be decided by the respondent?

Industry pilots using elements of Youth Jobs PaTH or any other government employment services/program will be subject to the specific program guidelines and requirements. The industry pilots are expected to deliver pathways tailored to the needs of industries or employers and that prepare job seekers to meet employers' needs. Duration of training is not stipulated by the department. It should be demonstrated that any proposed training is supported by proposed industry participants in the pilot.

2.39. Will current PaTH participants enrolled into the pilot receive the extra $200 incentive in their benefits?

Industry pilots using elements of Youth Jobs PaTH or any other government employment services/program will be subject to the specific program guidelines and requirements. Where a current PaTH participant is participating in an element of PaTH that is not included in the proposed pilot, if they meet eligibility for the proposed pilot they could potentially be enrolled into the pilot on completion of their current participation. In this circumstance, if the current participation is not in an internship, and the pilot includes internships, the participant would be eligible for the $200 incentive once commenced in an internship under the pilot. Where a current PaTH participant is participating in an internship already, the current internship must not be retrospectively counted as a pilot internship.

2.40. Do industry pilot employers receive $1000 incentive that employers in the current PaTH program receive?

Industry pilots using elements of Youth Jobs PaTH or any other government employment services/program will be subject to the specific program guidelines and requirements. The PaTH Internship host business is eligible to receive a $1,000 (GST inclusive) host payment to contribute towards costs of hosting the internship for each intern that commences in their business.

2.41. If an employer takes on an industry pilot participant and they were a PaTH participant will they still be eligible for the $10,000 incentive?

Industry pilots using elements of Youth Jobs PaTH or any other government employment services/program will be subject to the specific program guidelines and requirements. Each Wage Subsidy has specific eligibility criteria to ensure appropriately targeted assistance for the Participant and Employer. Job seekers registered with jobactive or Transition to Work may be eligible to attract a Youth Bonus wage subsidy of up to $10,000. Job seekers registered with a Disability Employment Service Provider and who complete a PaTH internship may be eligible for a Wage Start subsidy up to $6,000. The decision to offer a Wage Subsidy to an otherwise eligible employer is at the discretion of the job seeker's employment services provider.

3. Youth Jobs PaTH program

3.1. What is Youth Jobs PaTH?

Youth Jobs PaTH is an Australian Government employment service that helps young people to gain the skills and work experience they need to get and keep a job. It has three elements:

- prepare—Employability Skills Training helps young people better understand what employers expect of them in the workplace, and equips them with the skills and behaviours to be successful in finding and keeping a job.
- trial—voluntary PaTH Internships of 4 to 12 weeks give young unemployed people a chance to show what they can do in real workplaces.
- hire—a Youth Bonus wage subsidy of up to $10,000 (GST inclusive) helps businesses to hire young people.

More detail on the Youth Jobs PaTH program is available on the department's website at employment.gov.au/newsroom/youth-jobs-path.

Reference: REOI Section 2.2.1 – What is Youth Jobs PaTH

3.2. Why did the government introduce Youth Jobs PaTH?

Young people are more at risk of long-term unemployment and therefore welfare dependence. Around 150,000 young people are on Newstart or Youth Allowance (other) payments. Almost 100,000 unemployed young people aged 15–24 have never worked at all. Youth Jobs PaTH provides opportunities for young Australians under 25 years of age to improve their chances of competing in the labour market by increasing their job readiness with pre-employment training and work experience.

Reference: REOI Section 2.2.2 – What issues is Youth Jobs PaTH addressing

3.3. What is jobactive?

Jobactive is the Australian Government's primary employment services program that helps people find work and meet the recruitment needs of employers.

More information can be found on the department's website employment.gov.au/jobactive

Reference: REOI Appendix B Glossary – jobactive

4. Payments & Fees

4.1. What are the payment and fee arrangements?

Payments and fees are set out in the REOI in Section 2.7.1 – Payment of Fees.

4.2. When will the Pilot Establishment Fee be paid?

A one off industry pilot establishment fee will be paid on execution of the industry Pilot Deed.

Reference: REOI Section 2.7.1 – Payment of Fees

4.3. When will the Project Administration Fee be paid?

The Project Administration Fee is to be paid quarterly.

Reference: REOI Section 2.7.1 – Payment of Fees

4.4. When will the Final Pilot Plan be paid?

Payment of the Final Pilot Plan will be paid on the receipt of the plan (within one month of execution) to the satisfaction of the department.

Reference: REOI Section 2.7.1 – Payment of Fees

4.5. When will I receive the Quarterly Reporting Payment?

Payments for the Quarterly Report will be paid on receipt and acceptance by the department of a Quarterly progress report.

Reference: REOI Section 2.7.1 – Payment of Fees

4.6. How do I estimate the cost of the industry pilots?

Respondents should rely on accepted industry rates to arrive at the estimated total industry pilot costs. Services and costs may include but are not limited to:

- Project Management
- Coordination
- Brokerage
- Industry specific pre-employment training research & development
- Industry specific pre-employment training delivery, including supporting materials
- Promotion and Engagement
- Venue and equipment costs
- Job seeker and/or employer support services

Reference: REOI Section 2.7.1 – Payment of Fees

5. Responding to the Request for Expression of Interest

5.1. What is a character limit and what does this include?

Each Selection Criterion has a specific character limit which includes punctuation, spaces and formatting (including carriage returns).

The character limit per Selection Criterion is as follows:

- Selection Criterion 1 has a character limit of 12,000 characters
- Selection Criterion 2 has a character limit of 15,000 characters
- Selection Criterion 3 has a character limit of 12,000 characters.

Reference: REOI Section 3.2 – Selection Criteria

5.2. What is the level of detail required for the Selection Criteria?

The level of detail required should be of a sufficient depth to address the selection criterion. Please refer to Request for Expression of Interest Youth Jobs Path Industry Pilots 2020—2021 Chapters 3 and 7 for further information that will assist in lodging a response.

Reference: REOI Chapter 3 – Applying to deliver Youth Jobs PaTH Industry Pilots 2020—2021 and Chapter 7 – Lodgement of a Response

5.3. How do I respond to the REOI?

Organisations wishing to respond to this REOI must register with the 360Pro tender response portal (tinyurl.com/360pro-employment) to access all REOI documentation. Registration is available free of charge.

Responses submitted via AusTender will **not** be accepted.

5.4. Can I apply through AusTender instead?

No. Responses to the REOI **must** be submitted via 360Pro, not AusTender. Responses submitted via AusTender will not be accepted.

Reference: REOI Section 1.3 – Scope

5.5. What is 360Pro?

360Pro is the tool the department uses to collect responses to Approaches to Market (e.g. RFTs, Request for Proposals (RFPs)). It contains all documents Respondents (who can also be referred to as bidders, applicants or Participants) need, including forms requiring completion and is also where responses are submitted.

Reference: REOI – Section 7.2 360Pro

5.6. Will the department accept late responses?

No. Applications close at 12 noon (Canberra time) Wednesday 4 September 2019.

Reference: REOI – Indicative Timeline

5.7.   How do I know my response has been submitted successfully?

When responses have been submitted successfully, an official receipt is automatically emailed to the registered 360Pro user. Respondents should save and print this receipt as proof of lodgement. Failure to receive a receipt means lodgement of the response has not been completed correctly.

Respondents should contact the hotline (espurchasing@employment.gov.au) as a matter of priority if they do not receive an official receipt and believe they have successfully submitted their response.

Reference: REOI Section 7.2.1 Proof of Lodgement of Response

5.8.   Can I change my response or withdraw my response once it has been submitted?

Yes. Prior to the closing date and time, Respondents can re-open their submitted response to make changes. Note that after re-opening a response, Respondents **must** re-submit the amended response.

Only responses with a status of 'submitted' in 360Pro after the closing date and time will be considered by the department.

Respondents can withdraw from the process by re-opening their response and not resubmitting them.

Reference: REOI Section 7.2.2 – Changing or Withdrawing Responses

5.9.   If my organisation is a Group Respondent, are there any additional requirements to submit the response?

If lodging a response as a Group Respondent, each member of the Group **must** be a legal entity and the Group **must** appoint a lead member to lodge the response on behalf of all members of the Group and **must** complete and submit a **Group Respondents Form** in 360Pro.

Reference: REOI Section 4.1 – Group Respondents

5.10. Can my organisation submit multiple responses to the REOI?

Yes. A Respondent can submit multiple responses to this REOI where each response relates to a **different** location and/or industry or workforce need.

A Respondent **must** not compete against itself by submitting alternative or multiple responses relating to the same location and industry or workforce need.

Reference: REOI Section 4.3 – Competing entities

6. Communication

6.1. Who do I contact if I have a question about the procurement process?

Any questions about the process or services covered by the purchasing exercise should be lodged through the Employment Services Purchasing Hotline by emailing espurchasing@employment.gov.au or by calling 1300 733 514.

More information relating to this procurement exercise can be found on the department's website at employment.gov.au/purchasing.

Reference: Appendix A Communication Protocol

6.2. Who do I contact if I want to lodge a complaint?

The department has a complaints handling process in place for purchasing exercises. Purchasing exercises require, as is appropriate, involvement of senior management and officials independent of the process. Consistent with these requirements, persons with any concerns about the probity or integrity of the response process can raise these with the department's internal legal adviser, Shayne Howard, Shayne.Howard@employment.gov.au. Where appropriate, Mr Shayne Howard may refer enquiries to the external Probity Adviser. The external Probity Adviser is the law firm, Maddocks.

Reference: Appendix A Communication Protocol