



Australian Government
Department of Employment
and Workplace Relations

Minute to: s 22(1)(a)(ii), Deputy Secretary

Subject: Delegate approval of the Request for Expression of Interest for Transition to Work – Sydney East Metro Employment Region outcome

Action Due date: 19 September 2025. The reason is to ensure the new Provider is in place for 1 November 2025.

From: s 22(1)(a)(ii), First Assistant Secretary, Workforce Australia Provider Support Division

Copy to: s 22(1)(a)(ii) Assistant Secretary, Employment Services Programs Branch

Contact: s 22(1)(a)(ii)
Phone: s 22(1)(a)(ii)

Recommendation(s) – That you:

- 1) **note** the Delegate Report containing analysis of the recommended outcomes of the Request for Expression of Interest (REOI) process (**Attachment A**) noted / please discuss
- 2) **agree** to the Tender Review Committee's (TRC) recommendation outlined in the Delegate Report and supported by the TRC Deliberation and Recommendation Report and **sign** the Delegate's Instrument (**Attachment B**) to effect the recommendation. agreed / not agreed
signed / not signed
- 3) **agree** that information about the outcomes of the REOI be advised to the Minister for noting. agreed / not agreed
- 4) **note** that subject to your agreement to the TRC recommendation, the Employment Procurement Branch will notify Respondents of the outcomes of the REOI process, and the Employment Services Programs Branch will support the commencement of services from 1 November 2025. noted / please discuss

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Date: 11/9 / 2025

Signature:

Comments: this section is for the final approver (Deputy Secretary)

Thanks for the thorough review. I'm satisfied with the analysis and reasoning, noting the increased coverage and references, as well as value for money. ^{s 22}

Purpose

This minute seeks your approval as the Delegate under the *Public Governance, Performance and Accountability Act 2013* and Section 1062A of the *Social Security Act 1991* of the Request for Expression of

Interest for Transition to Work – Sydney East Metro Employment Region (selected Locations)
recommendation and requests that you:

- a. note the Delegate Report containing analysis of the recommendation following the REOI process (**Attachment A**)
- b. agree as Delegate to the TRC's recommendation in the Delegate Report (**Attachment A**) and sign the Instrument at **Attachment B**
- c. agree that information about the outcomes of the REOI be advised to the Minister for noting (MS25-000630 refers)
- d. note the next steps for the finalisation of this REOI process.

Issues

1. On 24 July 2025, the 5 Transition to Work (TtW) Providers as detailed in the Delegate Report, were invited to express their interest and respond to an opportunity in the Sydney East Metro Employment Region.
2. By the closing time of 3:00 pm on 11 August 2025, 3 organisations had successfully submitted a response to the REOI. No conformance issues were identified, therefore it was determined that all 3 responding organisations had satisfied the conditions for participation and the minimum content and format requirements.
3. Two organisations declined to provide a response. One organisation provided feedback that they didn't believe they could provide a quality service in the timeframe offered.
4. The evaluation of the REOI submissions was conducted in accordance with the Purchasing Plan and Probity Protocol approved by you as the Delegate, on 21 July 2025 (EC25-002247 refers). Assessments were quality assured by the Employment Procurement Branch, after which a preliminary recommendation for the TRC was produced by a NSW state-based staff member with the Director of Sydney South East NSW/ACT State Office endorsing the Business Allocation report (**Attachment C**).
5. The TRC's key responsibility was to consider the preliminary recommendation and make a final recommendation to you.
6. The TRC comprised the following members:
 - a. s 22(1)(a)(ii) (Chair), First Assistant Secretary, Workforce Australia Provider Support Division
 - b. s 22(1)(a)(ii) , Assistant Secretary, Employment Services Programs Branch
 - c. s 22(1)(a)(ii), A/g Victoria State Manager
7. The Delegate Report at **Attachment A** contains the outcomes of the REOI (assuming you support the recommendation) and this is supported by the TRC Deliberation and Recommendation Report at **Attachment D**.
8. The recommended outcome of the REOI process is:
 - a. Serendipity (WA) Pty Ltd to be offered business to deliver TtW services in the Sydney East Metro Employment Region in the specified Locations of the REOI.
9. It is recommended to accept the Serendipity (WA) Pty Ltd submission to deliver TTW at the Sites proposed in their submissions.
10. Providing Serendipity (WA) Pty Ltd accepts the Deed of Variation to their current TtW Deed, there will be 2 Providers operating in the Employment Region. The approximate value of the contracts for the Sydney East Metro Employment Region is outlined in Table 1.

Table 1: Details of the approximate contract values for the Sydney East Metro Employment Region

Provider	Site locations	Approximate contract value 1 November 2025 – 30 June 2027
Serendipity (WA) Pty Ltd	Burwood, Hurstville, Lakemba, Rockdale, Sutherland, Ashfield, Belmore, Campsie, Caringbah, Kogarah, Mascot, Miranda, Punchbowl, Engadine, Jannali, Leichardt, North Strathfield, Strathfield.	\$10 million

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11. Time has been set aside in your diary on 16 September 2025 (if required) to consider the recommended outcome of this REOI, supported by the TRC members and the Employment Procurement Branch.

Next steps

12. If you agree with the TRC recommendation, the Delegate's Instrument is at **Attachment B** for your signature.
13. Following your agreement, the Employment Procurement Branch will notify each organisation that responded to the REOI of the outcome of this process, including execution of a Deed of Variation and indicative start date.
 - a. Should you not agree with the recommendation, the TRC may need to reconvene.
 - b. The TRC Deliberation and Recommendation Report details the proposed course of action should the recommended Provider not accept the Deed of Variation.
14. The department will begin the transition process for the new Provider as soon as possible and offer every support for a smooth transition for when they commence delivering services on 1 November 2025.

Authority

15. Your approval is being sought as the Delegate under the *Public Governance, Performance and Accountability Act 2013* and section 1062A of the *Social Security Act 1991*.

Background

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This created a service gap in part of the Sydney East Metro Employment Region which would need to be addressed through an REOI process.

18. The following documentation was approved by you on the 21 July 2025 (EC25-002247 refers):
 - a. The REOI document that was sent to the selected TTW Providers.
 - b. The Selection Criteria Response form.
 - c. A Purchasing Plan to guide how the REOI would be undertaken, managed and evaluated.
 - d. A Probity Protocol that set out the principles and protocols to manage the probity of the REOI process.

Financial implications

19. Nil as the contract value for this new Provider is accounted for in the current demand-driven administered appropriation.

Consultation

20. The Employment Services Programs Branch, members of the TRC and the Internal Probity Coordinator have been consulted in the development of this minute.

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