

Request Proposal

Evaluation of RESET 4 Youth

Issue Date: 22/10/2025

RPF Due Date: 07/11/2025

1. RFP Purpose

Mission Australia seeks to engage a skilled and experienced organisation to collaboratively design and deliver an evaluation of the Rapid Engagement for Settled and Effective Tenancy (RESET4Youth) initiative in New South Wales.

2. About Us

Mission Australia is a national non-denominational Christian organisation, with more than 160 years' experience in standing together with Australians in need on their journey to independence. Our evidence-based, client-centred community services are focused toward our goal of ending homelessness and ensure people and communities in need can thrive.

In 2023-24, we supported 160,520 people in Australia through 477 services and 4,550 social and affordable homes, thanks to the work of 2,590 staff and 1,113 volunteers. Our programs and services include: programs targeting homelessness; services providing integrated family support; parenting programs; early childhood education; mental health services; residential drug and alcohol programs; youth programs; access to safe and secure housing; and programs to build capacity, resilience and opportunity for local communities.

3. About RESET4Youth

3.1 Background

In the past 10 years, youth homelessness remains the top unmet need in NSW¹. This is reinforced by insights gathered through the consultation of youth workers across the state.

Southwest Sydney has high rates of homelessness. As a proportion of the total population, homeless people made up 0.6% of the population in the region, slightly higher than the state rate of 0.5%. However, for Fairfield LGA, the percentage of homeless persons is double the state and region at 1.1%.

According to the 2016 census, there were 5,680 people in Southwest Sydney counted as being homeless on the census night, an increase of 47% since the last census. As for children and young people, they represented a large cohort of people in supported accommodation with children under 12 years of age (19%), youth (14%). Of people living in 'severely' crowded dwellings, over (51%) are between 19 and 34 years of age².

¹ Western Sydney University Youth Action Report

https://www.westernsydney.edu.au/__data/assets/pdf_file/0009/1672668/YA_Snapshot2020_Report.pdf

² South West Sydney Our Health in 2019 : an in-depth study of the health of the population now and into the future / phn South Western Sydney <https://nla.gov.au/nla.obj-1401326614/view>

Southwest Sydney has the fastest growing population rate in NSW but also has high levels of disadvantage and alarming statistics to indicate that more services are required³. The area has the highest rate of homelessness across NSW, highest rate of youth homelessness, a highly culturally diverse community with high proportion of migrants and refugees and the highest number of single income families with children under 15 with parents earning less than \$650 per week. Some of the most disadvantaged locations in Southwest Sydney include Bankstown, Fairfield, Liverpool, and Campbelltown which are locations of focus for this initiative.

Data from our Youth Homelessness services in Southwest Sydney have shown that we are hugely oversubscribed and there is a need for more services to support young people experiencing homelessness in the area. In the last two years we have had a 267% increase above our target case load numbers. About, 16% of our referrals are turned away due to limitations we have on required accommodation within our service and staff at maximum capacity with client numbers. The Youth Rapid Rehousing Program will allow us to move young people out of ours and other crisis accommodations sooner and will also allow us to support more young people referred to us due to a broader choice of subsidised accommodation.

There are a number of existing youth homelessness services in Southwest Sydney that are being delivered by Mission Australia as well as other providers. These services focus on crisis and transitional accommodation and various other supports. We believe that there is a significant gap for a rapid re-housing model, that helps young people into longer-term housing quicker with the added supports to enable them to retain their housing long term.

3.2 Objectives of Youth Network

RESET4Youth builds on Mission Australia's specialist homelessness services and other programs that have tested various elements of this proposed model. It brings key elements of best practice into one holistic program able to broaden and deepen its reach.

The Program assists young people into private rental accommodation and provides wraparound case management to support them to retain their housing and thrive.

It is an early intervention model which identifies young people at risk before they are entrenched in homelessness. It includes an outreach service through a Youthbeat van, where we reach and engage young people and provide them with information and education, specifically in more underserved areas of Southwest Sydney, where access to support is limited.

While young people are engaged in the service, they have access to brokerage to help them set up and be able to undergo "Rent it, Keep it" training to develop sustainable living skills and other skills to retain their tenancies. Young people also will have access to a variety of wrap around support services such as mental health services, alcohol and other drug services, mentors for education and employment and many others as required, to help in their journey to independence and sustainable housing. We will build on existing partnerships with housing providers to facilitate access to social housing properties for eligible young people. We will also explore shared accommodation housing models through the private rental market where this is appropriate.

³ District Profile - South Western Sydney | Tableau Public

What is Rapid Re-Housing?

Traditional homeless services usually require a move into transitional housing before a young person is deemed ready for long term housing. Rapid Re-Housing focuses on assisting young people to move more quickly into permanent home environments, with appropriate services and support, minimising the time they spend in crisis accommodation or on the street.

This Youth Rapid Re-Housing initiative targets young people between the ages of 18-25 who are currently in emergency or transitional accommodation, couch surfing or rough sleeping. The aim of this service is to:

- enable young people to transition to long term housing and not become entrenched in homelessness
- support young people to develop living skills
- support young people to access education and training
- enable young people to sustain their housing
- support young people to access housing rental subsidies through RentChoice Youth and
- practical assistance through brokerage

The RESET4Youth Initiative is a Housing First intervention, meaning young people will be housed as quickly as possible and supported to stay housed. Housing offered may be in social housing or the private rental market with housing subsidies offered through the DCJ.

3.3 RESET4Youth Outcomes

RESET works towards four high-level outcomes to support young people who experiencing or a risk of homelessness:

- **Stable housing:** Young have long-term affordable homes, enough money to meet their needs and the skills and resources to sustain their tenancies.
- **Health and wellbeing:** Young people feel safe in their home and in the community, have healthy relationships, good physical health and improved wellbeing.
- **Support and connections:** Young people have access to supports when they need it and are happy with their connections to community.
- **Choice, control and independence:** Young people feel in control of their lives, set and achieve their goals and live independently.

3.4 Available data

The RESET4 Youth includes a Minimum Dataset recorded in Mission Australia's client relationship Management system, MA Connect and our Impact Measurement Framework. This includes:

- Administrative service data (i.e. information on young people and the types of support they received)
- Impact measurement data to measure changes in outcomes at the start and end of case management support (i.e. housing, wellbeing, support and connections and independent living data).
- Client Satisfaction (i.e. young people's experiences and satisfaction with the service)

4. About the evaluation

Mission Australia seeks to engage a skilled and experienced organisation to collaboratively design and deliver an impact evaluation of RESET4Youth to build an evidence base and secure long-term

investment in the program. The evaluator will work closely with an Evaluation Reference Group, who provide oversight and feedback on the evaluation design, management, and reporting. It is critical that the evaluation design and delivery is informed by the voices and lived experience of young people.

4.1 Evaluation objectives

The purpose of the evaluation is to examine the appropriateness, effectiveness and efficiency of RESET4Youth. The objectives are to:

- Assess the implementation of the RESET4Youth, including the need and demand, establishment and implementation of the program, including quantity and quality of services provided.
- Assess the effectiveness of the early intervention model in meeting the needs of young people to transition to long term housing and not become entrenched in homelessness.
- Identify any barriers, enablers and components that are critical to the model.
- Understand and evidence the value-add of RESET4Youth bringing key elements and best practice into an integrated early intervention model to deepen its reach and impact for young people at risk of or experiencing homelessness.
- Determine the cost benefit and social value of the early intervention approach for young people.

The consultant will be required to develop specific evaluation questions to meet these objectives in collaboration with the RESET4Youth Evaluation Reference Group.

The evaluation findings will be used for both formative and summative purposes:

- Secure long-term funding and investment in RESET4Youth.
- Share best practice and evidence within Mission Australia and the broader sector.
- Identify opportunities to refine and improve the model.

4.2 Scope of the evaluation

The evaluation will assess the implementation and outcomes of the RESET4Youth from establishment in 2024 to December 2025.

4.3 Evaluation design

We are seeking a phased mixed methods evaluation design to assess the appropriateness, and effectiveness of RESET4Youth. It should include:

- Participatory approaches to capture the voices, experiences and outcomes for young people (and their families).
- A method to assess the longer-term outcomes for young people in sustaining their tenancies post service delivery.

- Value for money calculation to determine the economic benefit of the program using available metrics in published literature⁴

The evaluator will be expected to design the evaluation in collaboration with the Evaluation Reference Group and young people with lived experience.

4.4 Deliverables and timeframes

The timeframe for completing the evaluation project is March/April 2025. The specific deliverables required are outlined in bold under the key phases of Mission Australia's Evaluation Management approach.

Evaluation Stage	Key tasks and deliverables
Manage	1. Commencement of the evaluation contract.
Design	2. Initiation Workshop with the Evaluation Reference Group to provide an overview of the initiative, introduce the proposed evaluation approach, develop key evaluation questions and establish shared ways of working. 3. Develop an Evaluation Plan , including questions, methodology, timeframes, data collection plan, analysis approach, ethical and cultural considerations and evidence sharing approach.
Measure	4. Establish any additional data collection systems, procedures and templates to support data collection. 5. Connect regularly with the Evaluation Reference Group. 6. Undertake any data collection, as per the Evaluation Plan.
Analyse	7. Conduct analysis according to the Evaluation Plan. 8. Facilitate a face-to-face Validation Workshop , around 1 month before the final evaluation report, with the Evaluation Reference Group to present early findings and to seek clarification, interpretation and synthesis of data sources for each evaluation question.
Report	9. Produce a high quality and succinct Final Evaluation Report which clearly answers the key evaluation questions and provides recommendation based on the key findings.
Action	10. Facilitation of a face-to-face or virtual Key Findings Presentation with the Evaluation Reference Group and key organisational stakeholders after the final evaluation report has been produced.

4.5 Budget

The costs will be guided by the evaluation design; however, an indicative budget of \$50,000 is available.

⁴ Such as cost saving of moving an individual from homelessness to securely housed, the cost of temporary short-term accommodation (e.g. hotel or motel) under the Immediate Housing Response.

5. About your proposal

Please provide a proposal **by 5:00 pm (AEST) on 7th November 2025** outlining your demonstrated experience and capacity to complete the evaluation. Proposals should not exceed 10 pages and should include a concise description of:

- The proposed evaluation approach and methodology, including options for the impact evaluation design and methods.
- Content knowledge and previous experience, including key personnel who would be involved in the evaluation team.
- Capacity to deliver to the timeframes and milestones listed above.
- A quotation with the breakdown of costs for each deliverable/milestone.
- Overview of insurances held by the provider.
- Key contact for the proposal – name, position, telephone, and email address;
- An example of previous work and two referees.

The following selection criteria will be used to compare and evaluate all proposals. A shortlist of Applicants will be invited for a virtual interview.

Criteria	Description
Appropriateness of the proposed approach	The proposed approach and evaluation design is appropriate to the requirements of the RFP. All aspects of the service and evaluation design and ethical considerations have been considered and addressed.
Demonstrated experience and content knowledge	Experience in delivering similar evaluation projects and impact evaluations, with demonstrated experience in the homelessness and housing sector.
Organisational capacity	Ability to deliver the project on time and within budget. The evaluation team includes technical skills, suitable experience and the ability to respectfully engage with local staff, residents and other key stakeholders.
Value for money	Demonstrated value for money through careful considerations of the evaluation design costs, benefits, options and risks.

Selection of the successful applicant will be subject to negotiation and execution of a contract by Mission Australia.

All enquiries and submitted proposals should be sent by email to:

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