

Request Proposal

Evaluation of Dawson Lodge, Yeronga

Issue Date: 02/02/2026

RPF Due Date: 15/02/2026

1. RFP Purpose

Mission Australia (MA) seeks to engage a skilled and experienced organisation to collaboratively design and deliver an evaluation of the Tailored Support coordination (community development and support services) provided at Dawson's Lodge, Yeronga, QLD as part of an integrated model of housing support.

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 on our goal of ending homelessness and ensure people and communities in need can thrive.

In 2024-25, we supported 1471,552 people in Australia through 494 community services and 4,876 social and affordable homes, thanks to the work of 2,584 staff and 1,078 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.

2. About Dawson Lodge

2.1 Background

The project in Dawsons Lodge builds on the recent success in Somerset Street, Yeronga. The pilot program was initially for a 24-month partnership between Mission Australia (MA) and Buranda Housing Service Centre (BHSC) in response to long standing neighborhood fatigue in relation to the social housing complex at Yeronga. The collaboration was designed to build community relationships with the residents, reduce perceived community concerns, and improve wellbeing outcomes for residents.

2.2 Dawsons Lodge Model of support

Dawson's lodge is a Social Housing building, owned by the Department of Housing, also managed by Buranda Housing Service Centre (BHSC). It houses approximately 60 residents, flagged as an over 55 years, or over 45 years for Aboriginal and Torres Strait Islander peoples. However, since COVID 19 the cohort deviated from the original intention of the building. As some of the cohort are over 45, with mobility and health care needs, the service model has been adapted for this aging in place cohort with needs ranging from low to complex – including Trauma. Key characteristics of the model are:

- ✓ Delivered in **partnership** with Buranda Housing
- ✓ A consistent **on-site presence** to build trust and rapport with tenants, proactively address tenant needs and resolve issues before they escalate.
- ✓ Tenants are **connected** to the **supports** and **opportunities** they need to sustain their tenancies and to thrive.
- ✓ A **ramp up and ramp down approach** is utilised, with an initial focus on relationship building followed by a period of high intensity engagement, then a gradual transition out once tenancies have stabilised.
- ✓ A **place-based approach** to build rapport and trust, and tenant and community capacity to sustain changes independently once MA transitions out.
- ✓ **Tenant participation** (e.g. Tenant Advisory Groups) promotes ownership and cooperation, enhances the relationship between staff and tenants, and improves the quality of services.
- ✓ MA to be part of the **Intake / Referral** process with Housing

The Department and MA each have distinct roles to play to successfully deliver the model (see figure 1 below).

	Build positive relationships with tenants	Identify needs and goals	Connect to support and opportunities to thrive
Tenancy Management (Buranda Housing)	<ul style="list-style-type: none"> Key ongoing role in establishing positive relationships with tenants. Proactively help tenants to understand their rights and responsibilities, and how they can maintain their tenancy and participate in the community. 	<ul style="list-style-type: none"> Key role in identifying early signs of tenancy risk and vulnerability. May provide information or make referrals to mainstream supports. May identify tenants who have the capacity / motivation to achieve greater levels of independence and participation. 	<ul style="list-style-type: none"> Help tenants understand the support options and community resources available to them. Promote community activities and support services.
Asset Management (Department)	<ul style="list-style-type: none"> Property condition strongly linked to tenant satisfaction, and so Asset Officers have a key ongoing role to play in building positive relationships. 	<ul style="list-style-type: none"> Have a role to play to identify signs of risk or vulnerability when interacting with tenants or visiting the property. 	<ul style="list-style-type: none"> Promote community activities and support services.
Community Development (MA)	<ul style="list-style-type: none"> May engage with incoming tenants as they establish themselves in their new home and neighborhood. Lead role in creating opportunities for tenants to connect with Housing Provider and MA staff, each other and the community. Help tenants understand how they can participate in the community. 	<ul style="list-style-type: none"> Work with stakeholders to identify tenant and community needs and goals Facilitate connections with neighbours and provide opportunities for them to have a voice and address concerns Facilitate tenant committees and provide opportunities for tenants to have a voice Role in identifying tenants who have the capacity / motivation to achieve greater levels of independence and participation 	<ul style="list-style-type: none"> Help tenants understand the support options and community resources available to them, especially those not in priority groups for support services Facilitate opportunities for tenants to participate, connect, thrive and have a voice Initiate and facilitate projects to meet community needs and goals
Support Services (MA)	<ul style="list-style-type: none"> Establish presence onsite, proactively seeking opportunities to engage with tenants informally and encouraging drop ins at the onsite office. Build rapport and trust with tenants to facilitate connection to supports. Assertive engagement strategies are used with people whose tenancies are at risk. 	<ul style="list-style-type: none"> Lead role in engaging with individual tenants in priority groups to assess their holistic needs and identify goals. Support Housing Provider to build capability to identify early signs of tenancy risk and vulnerability. 	<ul style="list-style-type: none"> Lead role in connecting individual tenants in priority groups with support / opportunities to meet their needs and achieve goals. Coordinate supports and help tenants review their goals and adjust supports as needs change over time. Support Housing Provider to build capability to identify support options and community resources, activities and support services available to tenants.

Figure 1: distinction of roles

MA brings years of experience with support services and community development: mental health, nursing and housing insecurity / tenancy sustainment for older cohorts. MA has already embedded a nurse x 3 days per week at Dawson's lodge with a strong health focus, linking with Aged Care Specialists, Health Support as well as social connections, activities – bringing the current sense of isolation to one of community and support. It is worth noting Dawson Lodge backs on to our current pilot site, Somerset Street and we have invested considerable effort to engage within this Yeronga community.

Several improvements have already been implemented at Dawson's Lodge, including establishing a nurse's station, funding air conditioning for the station, hosting community events like barbecues, and providing tailored support coordination.

2.3 MA Objectives of Dawson's Lodge

1. To equip people to thrive

- We help ensure tenants are equipped with the skills, knowledge and support they need to sustain their tenancy and live successfully in the community
- We connect tenants with opportunities and support to improve their wellbeing, independence and achieve their goals

2. We work to strengthen the community

- We work to create thriving, resilient, healthy, inclusive and connected communities in which tenants can participate and thrive
- We work to create an integrated and seamless service system that meets the needs of tenants
- We work with community to facilitate opportunities for tenants and community members to meet their needs, reach their goals and thrive

2.4 Dawsons Lodge outcomes

The Dawson's Lodge model works towards four high-level outcomes to support older people who are experiencing or at risk of homelessness:

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

3. About the evaluation

Mission Australia seeks to engage a skilled and experienced organisation to collaboratively design and deliver a process and outcomes evaluation of Dawson's Lodge to build an evidence base for the model 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.

3.1 Evaluation objectives

The purpose of the evaluation is to examine the appropriateness, effectiveness and efficiency of **MA services provided at Dawson's Lodge**. The objectives are to:

- Assess the establishment and early implementation of Dawson's Lodge, including engagement approach, partnerships, need and demand for MA services, including the quantity and quality of MA's goal-based support services and community development activities
- Assess the effectiveness of the early intervention support model in meeting the needs of older residents to sustain their tenancies and to thrive.
- Identify any barriers, enablers and components that are critical to the model.

- Understand and evidence the value-add of Dawson's Lodge in bringing key elements and best practice into an integrated early intervention model to increase health, wellbeing and social inclusion among older residents.

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

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

- Secure long-term funding and investment in Dawson's Lodge and/or similar properties.
- Share best practice and evidence within Mission Australia and the broader sector.
- Identify opportunities to refine and improve the model.

3.2 Scope of the evaluation

The evaluation will assess the establishment and early outcomes from establishment in March 2025 through to December 2026.

3.3 Evaluation design

We are seeking a mixed methods evaluation design to assess the appropriateness, and effectiveness of Dawson's Lodge. It should include:

- Participatory approaches to capture the voices, experiences and outcomes for older residents (and their families).
- Methodologies to address any current data collection gaps.
- A process to capture and document key learnings to date.
- Recommendations to strengthen to model

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

3.4 Available data

Dawson's Lodge support coordination includes a Minimum Dataset recorded in Mission Australia's Client Relationship Management system and our Impact Measurement Framework. This includes data for residents who engage in support coordination:

- Administrative service data (i.e. information on residents receiving case management 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. wellbeing, support and connections and independent living).
- Client Satisfaction (i.e. residents experiences and satisfaction with the service)

3.5 Deliverables and timeframes

The timeframe for completing the evaluation project is December 2026/January 2027. 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.

3.4 Budget

The costs will be guided by the evaluation design; however, an indicative budget of \$40,000 (excl. GST) is available.

4. About your proposal

Please provide a proposal **by 5:00 pm (AEST) on 18th February 2026** 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; and
- 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:

Tracey Delaney

Evaluation Specialist

Centre for Evidence & Insights, Mission Australia

DelaneyT@missionaustralia.com.au