
Consultant's Terms of Reference for Client Satisfaction Tool Development

1. Organisational context

ChildFund Australia is an independent international development organisation that works to reduce poverty for children in developing communities.

We partner to create community and systems change which enables children and young people in vulnerable situations, to assert and realise their rights.

At ChildFund Australia, we want every child and young person to be able to say: "I am safe. I am educated. I contribute. I have a future."

At ChildFund Australia we directly manage and implement programs with a range of local partners in Cambodia, Laos, Myanmar, Papua New Guinea, Timor-Leste, Vietnam, and other countries in the Pacific. We also manage projects delivered by partner organisations throughout Asia, Africa, and the Americas.

ChildFund Australia is a member of the ChildFund Alliance – a global network of 11 child-focused development and humanitarian organizations reaching nearly 32 million children and their family members in 70 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade which manages the Australian Government's overseas aid program.

2. Background

At ChildFund, we focus on strengthening the protection of children and young people by supporting existing local organisations to build their knowledge, skills and capacities in child protection and to create locally appropriate child-focused service responses and pathways. This is achieved by establishing or strengthening inter-government and local frontline service collaboration aiming to improve responses to child protection cases at the formal system level and through community-based child Protection Mechanisms. With appropriate knowledge and skills, services are able to deliver improved child protection services in accordance with global good practice standards and local contexts.

Under ChildFund Australia's strategic vision for 2022-2025 we have been refreshing our Child Protection Approach. This has led to focusing efforts on priority interventions, including System Strengthening (that includes GBV and Child Protection helplines) and Community Based Child Protection Mechanisms. As part of this, we have produced guidance papers and accompanying tools that support partners in the provision of quality child protection services and better track our joint effectiveness.

This consultancy will produce or select a tool that will sit across our Community-Based Child Protection Mechanisms (CBCPMs) and system-strengthening priority interventions to measure service satisfaction. It will be used by our country office project and MEL staff, partners and stakeholders. Results can also be collated and analyzed to understand an aggregate picture of protective services across the places where we work.

3. Purpose

This tool will track the level and percentage of satisfaction that individuals who use case management service provision have. The tool will also embed important indicators that will support understanding of service and organisational effectiveness

Satisfaction relates to the quality and effectiveness of the case management service process that aims to achieve an improvement in the level of overall well-being and safety of children and young people: The tool will consider:

1. Perceived improvement in their situation (safety and well-being)
2. The voice and age-appropriate agency of children and young people through the case management process and their involvement with the service/ organization.
3. General quality of the service provided by the service partner and Case Managers

4. Scope of Evaluation

Tool audience

Children and young people who have received case management services (parameters to be defined)

Who will use/ administer the tool?

- The tool will be cascaded downstream for use by services, organizations or case managers situated within a Community-based child protection mechanism (CBCPM) delivering case management services to children, young people and their families.

Tool adaptations

We aim for this tool to become the basis for further adaptation including:

- **Adults**- For use with adult clients accessing support services such as in GBV crisis support services and helplines
- **Remote support services**- Whilst the tool will be focused on client-facing work, it may also be then contextualized by our country's offices and partners for use in remote support services (like in crisis/ helpline work).
- **GEDSI considerations**- Whilst this tool will be mainstreamed, the consultant will hold consultations with stakeholders with expertise in social inclusion and disability and produce written recommendations on how the tool can be utilized or contextualized in consideration of gender and for use with children and young people with disabilities.

5. Methodology

The consultant will work closely with a working group of child protection technical advisors (remote) from the Sydney Head office and based at our country offices. The consultant will also be required to hold a consultation with external stakeholders and facilitate consultations with children and young people through our working group (no direct contact with children and young people will be required through this consultancy).

The consultant will work remotely.

6. Deliverables and Indicative Timetable

Deliverables

- Presentation of findings and recommendations
- Final report
- Final tool with guidelines (detailed below)

Work activity timeline

Note that the below is indicative and subject to negotiation with the Consultant.

Dates	Phases of work	Days	Who is responsible
1. Research and project design			
Feb 24	Establishing a working group with ChildFund Country Office Technical Advisors and list of stakeholders	0	ChildFund Australia and Country Offices
Feb 24	Initial induction meeting with CFA	0.5	Consultant and CFA
Feb 24	Develop consultation questions, guidelines and consent tools (incorporate child-safeguarding)	1	Consultant
Feb 24	Induction of working group and briefing with working group on undertaking ethical consultation with children and young people	0.5	Consultant, working group participation
2. Consultation, analysis and drafting.			
Feb/ early March	Review of existing literature and tools available	3	Consultant
Feb/ early March	workshops held with working group members (2 x 3 hours)	1	Working group led by consultant
March	Remote consultation with stakeholders on children and young people with disabilities	0.5	Consultant
March	Responses collated and analyzed	1	Consultant
3. Tool development			
April	Present preliminary findings and recommendations for tool for approval by ChildFund Australia	0.5	Consultant with working group and CFA CP team
April	Develop/contextualize selected tool	3	Consultant
4. Tool testing			
April	Testing of the tool in 4 locations across Mekong and the Pacific with a sample of partners and children and young people groups	1	Working group through partners and community stakeholders, coordination by Consultant
May	Analysis of the test results	2	Consultant
May	Adjustment of the tool accordingly	2	Consultant with feedback to working group/ CFA
5. Finalizing			
May	Provide a summary report of research and findings	1	Consultant
May	Finalize tool and include succinct guidelines on <ul style="list-style-type: none"> ● tool usage ● opportunities or parameters for contextualization ● child safeguarding considerations 	3	Consultant

	<ul style="list-style-type: none"> the requirements for contextualizing the tool for children and young people with a disability 		
End of May	Final submission of work to ChildFund Australia		Consultant
Suggested Total of days		20	

7. Management and Reporting Arrangement

The Consultant will report to **Sarah Reyes**. All reports must be written in English and provided in an electronic format (Microsoft Word).

8. Confidentiality

All discussions and documents relating to this ToR will be treated as confidential by the parties.

9. Child Safeguarding

The Consultant will undertake the Services to a high standard; use its best endeavours to promote the best interests of ChildFund; protect the reputation of ChildFund and work in a manner consistent with the mission, vision and policies of ChildFund which may include reference checks, police clearance and signing a code of conduct. ChildFund Australia has a zero-tolerance policy to abuse, exploitation and harassment in all its forms.

10. Counter-Terrorism and Anti-Money Laundering

ChildFund Australia acknowledges its obligation under the Australian laws relating to counter-terrorism and anti-money laundering. In order to meet its obligation, the consultant is obligated to provide information required for ChildFund to undertake counter-terrorism screening before engagement. The consultant's name, date & place of birth and ID number will be checked against Department of Foreign Affairs and Trade (DFAT) consolidated list, National Security Australia list, World Banks listing and the Asian Development bank listing to ensure not engage with entities or individuals appearing on the lists.

11. Conflict of Interest

The Consultant must declare any financial, personal, family (or close intimate relationship) interest in matters of official business which may impact on the work of ChildFund

12. Fraud and Corruption prevention and awareness

ChildFund Australia has a zero approach to fraud and corruption act. The successful consultant will be required to comply with ChildFund Australia's fraud and corruption prevention and awareness Policy and act against any form of fraud or corruption and not offer, promise, give or accept any bribes.

13. Insurance

The successful applicant will be required to have in place insurance arrangements appropriate to provision of the requirement in this TOR.

14. Acknowledgment and Disclaimer

ChildFund, its Board and staff make no express or implied representation or warranty as to the currency, reliability or completeness of the information contained in this ToR. Nothing in this ToR should be construed to give rise to any contractual obligations or rights, expressed or implied, by the issue of this ToR or the submission of Expression of Interest in response to it. No contract would be created until a formal written contract is executed between ChildFund and a selected consultant.

Selection Criteria for Consultant

The Consultant must be available for distance meetings as necessary.

Core competencies

- Commitment to ChildFund Australia's vision and values.
- Excellent time management and multi-tasking skills.
- Teamwork.
- Ability to work autonomously.
- Strong interpersonal and negotiation skills.
- Accountability.

Functional/Technical Competencies

- Specialised knowledge of social work practice, child protection and /or child development in an international development context
- Specialist knowledge of child protection services and case management in contexts where there are emerging child protection systems
- Specialist knowledge of evaluation and evaluation tools
- Excellent verbal and written English language skills

Qualifications & Experiences

- Proven track record of working within child protection systems, child protection programs and/or MEL or quality improvement
- Understanding and knowledge of evaluation frameworks and data collection
- Qualifications or relevant work experience in social work, psychology, child protection or related discipline.
- At least three years of professional work experience in child protection, social welfare, or international development projects.
- Experience of developing tools for use in community settings
- Experience working in the Pacific and or Mekong region

The Expression of Interest should include resume, referees, proposal containing competence for the required work, professional fee, approaches/methodologies and timeline based on the Terms of Reference.

Submit CV and proposal to Sarah Reyes, Child protection Advisor
sreyes@childfund.org.au