

OSII Assist:

Information and assistance for social and private sector organisations and investors

The Office of Social Impact Investment ('OSII') is the central contact point for the NSW Government's work on social impact investing. We can provide information on social impact investment, generally, and on the market in NSW. We can also provide updates on progress to implement the NSW Social Impact Investment Policy, including the aim to deliver at least two new transactions to market each year.

General information about social impact investing and our activities is available on our website, the [Social Impact Investment Knowledge Hub](#). You can contact us if you want to know more about the content on the Knowledge Hub or are having trouble accessing information. We will resolve these queries as quickly as possible.

The OSII also coordinates the delivery of transactions. Transactions will be sought via formal request for proposals (RFP) processes on the [NSW e-tendering website](#). We will coordinate these processes and supporting activities, such as market sounding and information events with appropriate government agencies and subject matter experts. An interagency evaluation panel may invite select proponents to enter a joint development phase with the government to co-design and negotiate the proposed transaction. We will also support government agencies and proponents during this phase and, if the development is successful, will facilitate final approval for the relevant government agency to enter into the transaction and prepare for implementation.


The OSII cannot receive transaction proposals outside the formal RFP processes. However, we can meet with and provide limited information to those considering or developing proposals for social impact investments with the government before a formal RFP process begins.

What information and assistance can we provide?

We can provide general information about social impact investing and our activities in this area. The Knowledge Hub is a good resource for this kind of general information.

More tailored information and assistance may be provided if you are considering or developing proposals for social impact investment transactions in anticipation of formal RFP processes. This includes helping you to better understand:

- the requirements of the RFP process
- the timing of RFP processes
- the timing and details of market sounding activities
- the intent and timing of joint development phases
- the priorities of the NSW Government, including the Statement of Opportunities
- the NSW Government's principles for social impact investment transactions
- the lessons learnt from the social benefit bonds pilot
- government datasets that are available.



The OSII can facilitate contact with particular government agencies and participants in the social impact investment market. However, we will not advocate for or promote you or your proposal when doing so.

The OSII can also facilitate requests for government information and datasets that may be needed to develop proposals. Any information or data provided in response to a specific request will also be made publicly available on the Knowledge Hub and through other forums, like market sounding events, the Statement of Opportunities, or an RFP document.

We cannot provide detailed information or advice about individual proposals prior to or during a formal RFP process. The OSII can only provide specific feedback once proposals have been submitted to a formal RFP process and have been evaluated.

Information and Assistance Protocols

The OSII can engage with you via email or phone, or through scheduled meetings and events. The following sets out how the OSII may engage with you when providing information and assistance:

1. Limited number of meetings

The OSII may meet with you. In these meetings, you can seek information on government priorities and processes, and receive general assistance in the development of proposals for future RFP processes. However, these meetings are not an opportunity to promote your proposal and capabilities over other potential proponents.

Each engagement will be assessed on a case-by-case basis. However, as a general rule, the OSII has capacity to meet with you no more than twice on any particular potential proposal.

2. At least two OSII representatives will attend meetings

At least two OSII representatives will attend each meeting. We will aim to ensure the same two representatives are involved throughout any request for information or assistance for a particular potential proposal. Where appropriate, representatives from relevant government agencies may also attend.

3. We will keep accurate and detailed records

Records will be kept of all interactions, including the method and purpose of engagement, details of participants, summary of discussions, and key actions.

4. We will request standard background information

You will be asked to provide the following background information when engaging with the OSII:

- What is the aim of engaging with the OSII?
- Has the potential proposal previously been submitted to the NSW Government via a formal process? If so, when?
- Who in the NSW Government has been approached previously about the potential proposal?

- What was the nature and outcome of these approaches about the potential proposal?

5. We will respect intellectual property and confidentiality of information

The OSII respects and will preserve your intellectual property rights and confidential or commercially sensitive information. You can decide whether you disclose this information to us.

We will ask you to explicitly identify any disclosed information that you regard as confidential or commercially sensitive, or your intellectual property. The OSII will keep a record of any such confidential or commercially sensitive information, and the details of any intellectual property you provide.

Any confidential or commercially sensitive information that you disclose will not be disclosed to others without your written consent, unless required by law or a court.

If you intend to provide intellectual property to the OSII, you will be required to set out, in writing, the basis on which it is provided and the OSII's permitted use of such property ('the authorisation'). The intellectual property will be used according to the authorisation.

Contact us



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When contacting us via email, please tell us what information and assistance you are seeking together with your contact details. The OSII will respond to you as soon as possible, and will provide whatever information and assistance possible within the terms set out here.