

# **Social Value Procurement Clauses Guide**

**Queensland Government Procurement**

**Social Procurement – Social Value Procurement Clauses Guide**

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**The State of Queensland (Department of Housing and Public Works) 2026.**

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This document is intended as a guide only for the internal use and benefit of government agencies. It may not be relied on by any other party. It should be read in conjunction with the Queensland Procurement Policy, your agency's procurement policies and procedures, and any other relevant documents.

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**Administration**

Version 5.0 of this document replaces all previous versions of this document and takes effect immediately.

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## Introduction

Social procurement in government is when buyers use their purchasing power to generate social value in addition to the goods and/or services they require such as procuring from social enterprises and Aboriginal and Torres Strait Islander businesses.

More information about social procurement is included the [Social Procurement Guide](#).

This guide provides example social clauses which can be adapted by Queensland Government buyers for use within tender documents or contracts to deliver social value.

## How to use this guide

This guide can help deliver on the government's commitment to consider social value in procurement.

It is primarily concerned with process and practice associated with purposeful public procurement outcomes on significant procurement.

## Social value clauses

### What are social value clauses

Social value clauses can be used within tender documents or contracts to deliver positive impacts on people, places or communities generated through procurement practices.

Social value clauses must take the context and circumstances of each procurement into consideration. These clauses reflect the importance government places on social value, such as:

- the creation of training and employment opportunities, particularly for disadvantaged or marginalised jobseekers such as people with disability and Aboriginal and Torres Strait Islander people.
- considering supplier's corporate social responsibility policies and practices.
- Procurement from social benefit suppliers such as social enterprises, Aboriginal and Torres Strait Islander businesses, and veteran-owned businesses.

The inclusion of social value clauses into tenders and contracts can influence supplier behaviour and help advance government objectives.

The wording of a social value clause will depend on the benefit being sought and how it will be evaluated.

Social value clauses need to be suitable for the communities affected by the procurement and proportional to the value, risk and objectives of the procurement. Requirements resulting from these processes are not aspirational goals, they need to be achievable and measurable, just like other deliverables within a contract.

Where appropriate, avoid being too specific about how social benefits are to be delivered, allowing for innovation from suppliers.

### When to use social value clauses

While not all procurement is suitable for a social value inclusion, many are, and it is important buyers test suitability to make sure best value is being achieved. Thorough analysis and planning will determine if the 'core need' of a procurement can be met, and the primary good or service delivered efficiently, while adding value by using social value clauses.

You should have a clear understanding of why a good or service is being procured, the context in which it is being procured and an understanding of communities affected by the procurement.

## Social value clauses in tender documents

Social value clauses in tender documents should include a clear statement about the positive impacts on people, places or communities that will be generated through procurement practices.

Clarity allows tenderers to readily determine their capacity to deliver on the requirement. Social clauses can be mandatory or not mandatory, weighted or unweighted criteria.

### Weighted social value clauses

Assigning a weighting to a tender clause involves allocating a relative value to a specific requirement. A higher weighting percentage signifies that the requirement holds greater importance to the procuring agency. Weighted clauses are particularly effective when the buyer is confident that suppliers in the market can deliver on the social value objectives.

Applying a weighting to a social value clause clearly communicates to tenderers the significance and value the buyer places on achieving social value. This approach is often linked to creating a stronger positive impact on people, places or communities.

The opportunity to apply a weighting to a social value clause is best identified through a thorough analysis of community needs and the supply market during the procurement planning phase. Engaging with industry early in the process can provide valuable insights to support this analysis.

### Unweighted social value clauses

Unweighted clauses enable an assessment of whether tenderers can deliver social value without deterring or excluding potential suppliers. This approach is ideal when you wish to consider social value but have limited knowledge of the supply market or community needs. It encourages tenderers to explore and gain an understanding of the communities they will be working in and to outline how they plan to address the social priorities of those communities.

## Social value clauses in contracts

Once a supplier has been selected, the social value commitments outlined in their tender must be incorporated into the contract and actively managed. The contract should clearly define the proposed social values, the expected deliverables, and the reporting requirements to monitor progress. These processes should be transparent and clearly communicated to suppliers to ensure there is no ambiguity regarding expectations.

Contract clauses should clearly outline:

- Measurable performance indicators, such as the number of employment hours a supplier will create for a specific target group of jobseekers (e.g. veterans) or the percentage of contract value (inclusive of GST) that will be allocated to social benefit supplier (e.g. social enterprise).
- Timeframes for implementation to ensure timely delivery of commitments.
- Reporting and monitoring requirements to enable the evaluation of outcomes and social value based on the supplier's reporting.

Effective contract management is essential for achieving success, and this is significantly easier when contract clauses are both achievable and measurable. Including unmeasurable outcomes in contracts reduces the likelihood of successfully delivering the intended benefits.

## Get Advice

Before releasing tender or contract documentation to the public, it is essential to review social clauses as part of the procurement process. This review should include obtaining legal advice where necessary. The clauses must align with the [Queensland Procurement Policy \(QPP\) 2026](#) and the agency's procurement procedures. Additionally, it is crucial to ensure that the procurement process adheres to probity principles.

## Using social value clauses in procurement documents

The following clauses are provided as examples only. Social value clauses should be tailored to reflect the specific context of the procurement activity. Thorough planning is essential to gain a clear understanding of the goods and services required, the potential social value opportunities, and the capacity of the supply market. As with all procurement processes, it is important to ensure that all potential suppliers are given equal opportunities to understand and meet the requirements.

For further information and guidance on conducting social procurement activities, please refer to the [Social Procurement Buyer Toolkit](#).

### Step 1 – Communicate your intent

It is advisable to include a clear statement within the tender specifications or objectives that outlines the social value outcomes the government aims to achieve through the procurement process. For example: “The Queensland Government is dedicated to improved environmental outcomes, including reduction of waste and increased use of locally recycled materials”.

### Step 2 – Incorporate Tender and Contract Clauses

There are several approaches to drafting social value clauses:

- **Prescriptive:** Tender documents define specific targets or outcomes. For examples: a minimum of 5 per cent of the total contract value including GST must be procured from veteran owned businesses.
- **Non-Prescriptive:** Procurement documents invite potential suppliers to outline the social value they can deliver and explain how they plan to achieve these outcomes.
- **Mixed Approach:** A combination of both methods can be used. For instance, a buyer may specify a particular social value relevant to the procurement, such as a minimum of 5 per cent of the total contract value including GST must be procured from veteran owned businesses, while also asking suppliers to detail their approach to meeting these requirements.

### Example clauses

Below are examples of social value clauses, categorised into prescriptive, non-prescriptive, and mixed social clauses. These examples align with the [Queensland Procurement Policy 2026](#) and reflect the latest guidance on achieving purposeful public procurement outcomes.

Each table includes:

- **Response Question:** Example clauses for tender documents, tailored to the procurement activity, market maturity, community needs, and desired social value.
- **Evaluation Guidance:** Criteria for assessing supplier responses to ensure alignment with procurement objectives.
- **Contract Clauses:** Example clauses for contracts, including monitoring mechanisms to ensure supplier compliance.

### Prescriptive Clauses

Prescriptive clauses are suitable when the desired social value and delivery method are well-defined. These clauses encourage detailed responses and stronger commitments from suppliers.

When to use prescriptive clauses:

- Confidence in the supply market’s capacity to deliver the intended social value.
- Specific requirements based on known community needs.
- Alignment with Queensland Government or agency priorities.

## 1. Example: Spend with social benefit suppliers (with set target)

Response Question	Evaluation Guidance	Contract Clause
<p>How will your organisation engage [insert social benefit supplier(s)] as part of your supply chain for this contract to meet a minimum of [insert percentage] of the total contract value including GST.</p> <p>Please provide your history of working with [insert social benefit supplier(s)].</p>	<ul style="list-style-type: none"> <li>• Agreement to meet a minimum [insert percentage] of the total contract value (GST inclusive) with [insert social benefit supplier(s)].</li> <li>• History of working with [insert social benefit supplier(s)].</li> </ul>	<p>The supplier agrees to:</p> <ul style="list-style-type: none"> <li>• Allocate a minimum of [insert percentage] of the contract value (GST inclusive) to [insert social benefit supplier(s)].</li> <li>• Provide quarterly reports detailing spend with [insert social benefit supplier(s)], including evidence of engagement and outcomes.</li> <li>• Notify the customer within 10 business days of any changes to [insert social benefit supplier(s)] partnerships.</li> </ul>

## 2. Example: Spend with social benefit supplier (no set target)

Response Question	Evaluation Guidance	Contract Clause
<p>How will your organisation engage [insert social benefit supplier(s)] as part of your supply chain for this contract to?</p> <p>Please specify the percentage of the contract value (GST inclusive) to be allocated to [insert social benefit supplier(s)], the types of goods or services they will provide, as well as your history of working with [insert social benefit supplier(s)].</p>	<ul style="list-style-type: none"> <li>• Percentage of contract value allocated to [insert social benefit supplier(s)].</li> <li>• Details of goods/services to be provided by [insert social benefit supplier(s)].</li> <li>• History of working with [insert social benefit supplier(s)].</li> </ul>	<p>The supplier agrees to:</p> <ul style="list-style-type: none"> <li>• Allocate [percentage] of the contract value (GST inclusive) to [insert social benefit supplier(s)].</li> <li>• Provide quarterly reports detailing spend with [insert social benefit supplier(s)], including evidence of engagement and outcomes.</li> <li>• Notify the customer within 10 business days of any changes to [insert social benefit supplier(s)] partnerships.</li> </ul>

### 3. Example: Inclusive Employment Practices for disadvantaged or marginalised jobseekers (with set target)

Response Question	Evaluation Guidance	Contract Clause
<p>How will your organisation support inclusive employment practices under this contract by ensuring that [specify the disadvantaged or marginalised jobseeker group(s) whose employment you aim to facilitate through this contract] contribute to a minimum of [insert percentage] of the total labour hours for the contract?</p> <p>Specifically, outline your strategies to increase employment opportunities for [specify the disadvantaged or marginalised jobseeker group(s) whose employment you aim to facilitate through this contract].</p> <p>Please include specific initiatives, and policies to support these objectives; as well as history of implementing inclusive employment initiatives to this cohort(s).</p>	<ul style="list-style-type: none"> <li>• Evidence of recruitment strategies targeting [specify the disadvantaged or marginalised jobseeker group(s) whose employment you aim to facilitate through this contract].</li> <li>• Partnerships with organisations such as employment services, training providers or organisations who specialise in provide employment or support to the cohort(s).</li> <li>• Clear plans to achieve the [insert percentage] labour hour target.</li> <li>• History of successfully delivering similar commitments.</li> <li>• Supporting documentation, such as diversity policies or workforce plans.</li> </ul>	<p>The supplier agrees to:</p> <ul style="list-style-type: none"> <li>• Ensure [specify the disadvantaged or marginalised jobseeker group(s) whose employment you aim to facilitate through this contract] contribute to at least [insert percentage] of the total labour hours for this contract.</li> <li>• Implement recruitment and workforce support initiatives to achieve this target.</li> <li>• Provide quarterly reports detailing progress towards the labour hour target, including the number of [specify the disadvantaged or marginalised jobseeker group(s) whose employment you aim to facilitate through this contract] employees and hours worked.</li> <li>• Notify the customer within 10 business days of any significant issues affecting the achievement of this target.</li> <li>• Participate in scheduled performance reviews to assess compliance and outcomes.</li> </ul>

#### 4. Example: Encouraging Inclusive Employment Practices (with no set target)

Response Question	Evaluation Guidance	Contract Clause
<p>How will your organisation promote inclusive employment practices under this contract?</p> <p>Specifically, outline your strategies to increase employment opportunities with [specify the disadvantaged or marginalised jobseeker group(s) whose employment you aim to facilitate through this contract]</p> <p>Please include specific targets, initiatives, and policies to support these objectives; as well as history of implementing inclusive employment initiatives.</p>	<ul style="list-style-type: none"> <li>• Evidence of inclusive employment policies and practices (e.g., diversity and inclusion policies, workplace adjustments for people with disability, flexible work arrangements).</li> <li>• Specific targets for employing people with [specify the disadvantaged or marginalised jobseeker group(s) whose employment you aim to facilitate through this contract] (e.g., percentage of workforce or number of hours or number of positions).</li> <li>• History of implementing inclusive employment initiatives.</li> <li>• Partnerships with organisations such as employment services, training providers or organisations who specialise in provide employment or support to the cohort(s).</li> </ul>	<p>The supplier agrees to:</p> <ul style="list-style-type: none"> <li>• Ensure that [percentage/number/hours] of the workforce under this contract comprises of [specify the disadvantaged or marginalised jobseeker group(s) whose employment you aim to facilitate through this contract].</li> <li>• Implement and maintain inclusive workplace policies, including reasonable adjustments and flexible work arrangements.</li> <li>• Provide quarterly reports detailing workforce diversity metrics, including the number of [specify the disadvantaged or marginalised jobseeker group(s) whose employment you aim to facilitate through this contract] employed under this contract.</li> <li>• Notify the customer within 10 business days of any significant issues affecting the achievement of these targets.</li> <li>• Participate in scheduled performance reviews to assess progress towards inclusive employment targets.</li> </ul>

### 5. Example: Supporting Housing Availability and Affordability

Response Question	Evaluation Guidance	Contract Clause
<p>How will your organisation contribute to improving housing availability and affordability as part of this contract?</p> <p>Please outline specific initiatives, such as providing affordable housing units, supporting local housing projects, or collaborating with community housing providers. Include any past performance in improving housing availability and affordability.</p>	<ul style="list-style-type: none"> <li>• Detailed description of proposed initiatives to address housing availability and affordability.</li> <li>• Number of affordable housing units to be delivered or supported.</li> <li>• Evidence of partnerships with community housing providers, developers, or local councils.</li> <li>• Alignment with local housing needs and government priorities.</li> <li>• Past performance in delivering housing-related projects or initiatives.</li> </ul>	<p>The supplier agrees to:</p> <ul style="list-style-type: none"> <li>• Deliver [number] affordable housing units or support [specific housing project] as part of the contract.</li> <li>• Collaborate with [community housing provider/local council] to address housing needs.</li> <li>• Provide quarterly progress reports detailing housing initiatives, including the [number of units delivered, funding allocated, or partnerships established].</li> <li>• Notify the customer within 10 business days of any significant issues affecting the delivery of housing commitments.</li> <li>• Participate in scheduled performance reviews to assess progress and outcomes.</li> </ul>

### 6. Example: Improved environmental outcomes, including reduction in waste and increased use of locally recycled materials

Response Question	Evaluation Guidance	Contract Clause
<p>How will your organisation minimise environmental impacts during the delivery of this contract? Please outline specific measures, such as waste reduction and increased use of locally recycled materials, as well as previous examples of your organisation delivering on these environmental outcomes.</p>	<ul style="list-style-type: none"> <li>• Evidence of proposed sustainability measures (e.g., waste management plans, and recycled materials).</li> <li>• Past performance in delivering environmentally sustainable outcomes.</li> </ul>	<p>The supplier agrees to:</p> <ul style="list-style-type: none"> <li>• Implement waste reduction strategies to achieve a [percentage]% reduction in waste</li> <li>• Use [percentage]% recycled materials in project delivery</li> </ul> <p>Submit biannual environmental impact reports, including metrics.</p>

## Non-prescriptive clauses

These clauses are broader and more high-level, allowing tenderers to provide more general responses.

They are particularly suitable when:

- the specific social impact sought is not uniform or may be highly variable across regions or communities.
- you aim to harness supplier innovation by having them propose unique and creative solutions for social outcomes.
- you want suppliers to choose their own methods for engaging social value enterprises (e.g., social enterprises, Aboriginal and Torres Strait Islander, female-led, or veteran-owned businesses).
- there is uncertainty regarding the supply market's current capacity to deliver specific social value requirements.
- the objective is to secure responses that address broader outcomes (e.g., housing availability and affordability, regional and community benefits) **without** imposing mandatory targets or detailed delivery methods.

**Note:** Tender documents should still include a description outlining the desired types of social value engagement.

### 1. Example: The specific social impact sought is not uniform or may vary significantly across regions or communities.

Response Question	Evaluation Guidance	Contract Clause
<p>How will your organisation deliver social value benefits tailored to the specific needs of the regions or communities involved in this contract? Provide examples of past experience.</p>	<ul style="list-style-type: none"> <li>• Evidence of understanding regional or community-specific needs.</li> <li>• Proposed initiatives aligned with local priorities.</li> <li>• Past experience in delivering region-specific social outcomes.</li> </ul>	<p>The supplier agrees to:</p> <ul style="list-style-type: none"> <li>• Implement social benefit initiatives tailored to the specific needs of the regions or communities as outlined in their response.</li> <li>• Provide regular progress reports detailing the outcomes achieved in each region or community.</li> <li>• Notify the customer within 10 business days of any significant changes to the proposed initiatives.</li> <li>• Participate in scheduled performance reviews to assess progress and outcomes.</li> </ul>

## 2. Example: Harness supplier innovation by having them propose unique and creative solutions for social outcomes.

Response Question	Evaluation Guidance	Contract Clause
How will your organisation use innovative approaches to deliver social value outcomes as part of this contract?	<ul style="list-style-type: none"> <li>• Creativity and feasibility of proposed solutions.</li> <li>• Evidence of innovative practices in previous projects.</li> <li>• Alignment with the desired social outcomes.</li> </ul>	<p>The supplier agrees to:</p> <ul style="list-style-type: none"> <li>• Implement innovative solutions as outlined in their response to deliver the proposed social outcomes.</li> <li>• Provide regular updates on the progress and impact of the innovative initiatives.</li> <li>• Notify the customer within 10 business days of any significant changes to the proposed solutions.</li> <li>• Participate in scheduled performance reviews to assess the effectiveness of the innovative approaches.</li> </ul>

## 3. Example: Secure responses that address broader outcomes (e.g., housing availability and affordability, regional and community benefits) without imposing mandatory targets or detailed delivery methods.

Response Question	Evaluation Guidance	Contract Clause
How will your organisation contribute to broader social outcomes of [insert outcome you are seeking e.g. housing availability, regional benefits, or community development], as part of this contract?	<ul style="list-style-type: none"> <li>• Evidence of proposed initiatives and their alignment with broader social outcomes.</li> <li>• Past performance in delivering similar outcomes.</li> <li>• Feasibility and potential impact of proposed initiatives.</li> </ul>	<p>The supplier agrees to:</p> <ul style="list-style-type: none"> <li>• Implement initiatives that contribute to broader social outcomes as outlined in their response.</li> <li>• Provide regular updates on the progress and impact of these initiatives, including measurable outcomes where applicable.</li> <li>• Notify the customer within 10 business days of any significant changes to the proposed initiatives.</li> <li>• Participate in scheduled performance reviews to assess progress and outcomes.</li> </ul>

## Mixed clauses

These clauses outline the desired social value impacts while allowing flexibility and encouraging innovative approaches to achieve them.

They are particularly suitable for procurement initiatives where government buyers have identified the social outcomes needed within a community but may not have a clear understanding of the most effective methods to deliver them.

### 1. Example: Engaging Social Benefit Suppliers

Response Question	Evaluation Guidance	Contract Clause
<p>How will your organisation engage [insert social benefit supplier(s)] as part of your supply chain for this contract? Also provide a target percentage of the contract value including GST to [insert social benefit supplier(s)]</p>	<ul style="list-style-type: none"> <li>• Evidence of partnerships with [insert social benefit supplier(s)].</li> <li>• Details of goods or services to be provided by [insert social benefit supplier(s)].</li> <li>• History of working with [insert social benefit supplier(s)].</li> <li>• Proposed strategies to engage and support [insert social benefit supplier(s)].</li> </ul>	<p>The supplier agrees to:</p> <ul style="list-style-type: none"> <li>• Engage [insert social benefit supplier(s)] as part of the supply chain for this contract, with a target of allocating [insert percentage] of the contract value to [insert social benefit supplier(s)].</li> <li>• Provide quarterly reports detailing engagement with [insert social benefit supplier(s)], including spend, types of goods or services provided, and outcomes achieved.</li> <li>• Notify the customer within 10 business days of any significant changes to the engagement with social benefit suppliers.</li> <li>• Participate in scheduled performance reviews to assess progress and outcomes.</li> <li>• The supplier is encouraged to propose innovative approaches to maximise the impact of engaging [insert social benefit supplier(s)], including partnerships, capacity building, or other creative solutions.</li> </ul>

Why this is a mixed clause:

- **Prescriptive Elements:** The clause specifies the desired social impact (e.g., engaging social benefit suppliers) and includes a target percentage for contract value allocation. It also requires regular reporting, notifications, and performance reviews to ensure accountability.
- **Non-Prescriptive Elements:** The clause allows suppliers to propose their own innovative approaches to achieving the desired social impact, such as partnerships or capacity-building initiatives, without mandating specific methods.

## 2. Example: Encouraging Inclusive Employment Practices for disadvantaged or marginalised jobseekers

Response Question	Evaluation Guidance	Contract Clause
<p>The contract requires that a minimum of 4 per cent of the total labour hours is undertaken by <b>[specify the disadvantaged or marginalised jobseeker group(s)]</b>.</p> <p>How will your organisation support inclusive employment practices under this contract by ensuring that <b>[specify the disadvantaged or marginalised jobseeker group(s)]</b> contribute to the workforce?</p> <p>Specifically, outline your strategies to increase employment opportunities for <b>[specify the disadvantaged or marginalised jobseeker group(s)]</b>. Please include specific initiatives, policies, and your history of implementing inclusive employment practices for this cohort(s).</p>	<ul style="list-style-type: none"> <li>Evidence of recruitment strategies targeting <b>[specify the disadvantaged or marginalised jobseeker group(s)]</b>.</li> <li>Partnerships with organisations such as employment services, training providers, or organisations specialising in employment support for the cohort(s).</li> <li>Clear plans to achieve meaningful workforce participation outcomes.</li> <li>History of successfully delivering similar commitments.</li> <li>Supporting documentation, such as diversity policies or workforce plans.</li> </ul>	<ul style="list-style-type: none"> <li>The supplier agrees to:</li> <li>Ensure meaningful workforce participation as part of this contract, with a minimum of 4 percent of total labour hours being undertaken by <b>[specify the disadvantaged or marginalised jobseeker group(s)]</b></li> <li>Implement recruitment and workforce support initiatives to achieve the proposed outcomes.</li> <li>Provide regular updates on progress, including metrics such as the number of employees and hours worked, where applicable.</li> <li>Notify the customer within 10 business days of any significant issues affecting the proposed initiatives.</li> <li>Participate in scheduled performance reviews to assess progress and outcomes.</li> </ul>

### Why This is a Mixed Clause:

- Prescriptive Elements:**
  - The clause includes a **target of minimum of 4 percent of total labour hours**, providing a clear goal for suppliers to aim for.
  - Reporting and performance review requirements.
- Non-Prescriptive Elements:**
  - The clause allows suppliers to propose their own strategies, initiatives, and policies to achieve the desired outcomes.
  - Suppliers are encouraged to innovate and find creative ways to maximise employment opportunities for the specified cohort(s).

## Support and assistance

For more guidance or information, check out the [Social Procurement Buyer Toolkit](#) or contact the Queensland Government Procurement Social Procurement Advisor at [socialprocurement@hpw.qld.gov.au](mailto:socialprocurement@hpw.qld.gov.au).