



Grant Guidelines

Enhancing health and wellbeing services for vulnerable populations

Due: 5pm, 30 October 2024

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1. Introduction

COORDINARE - South Eastern NSW Primary Health Network (SENSW PHN) invites grant applications from local organisations or services to apply for funding to support existing activities that contribute to the health and wellbeing of vulnerable communities. As part of a broader approach to the vaccination of vulnerable people against COVID-19, COORDINARE is seeking to support the health of vulnerable communities more holistically through addressing barriers to engagement with primary healthcare and preventative measures (including COVID-19 vaccination). The purposes of these grants are to enhance services that address the social determinants of health through clinical service delivery, health and wellbeing education, service navigation and other supports that promote engagement with preventative and primary healthcare.

2. Who can apply?

Health and/or social care organisations that currently provide healthcare or services that address the social determinants of health and work closely with vulnerable communities across the South Eastern NSW catchment. Eligible providers may include, but are not limited to, charities and other organisations providing healthcare, health education or health navigation services as a standalone service or alongside broader supports for consumers who are (non-exhaustive):

- Experiencing unstable housing or homelessness
- Experiencing family and domestic violence
- Socioeconomically disadvantaged
- From an Aboriginal or Torres Strait Islander background
- Living with a disability
- Living in a remote or isolated community
- Culturally and linguistically diverse
- Part of the LGBTQIA+ community

Funding amounts

A total of \$400,000 excluding GST will be dispersed through this initiative, with grants of *up to* \$80,000 to be distributed to each successful applicant. Funded projects will run until 31 December 2025. Services and organisations of all sizes are encouraged to apply, noting that the grant value of \$80,000 excl. GST is the maximum amount to be distributed to any one service or organisation.

Completing the grant application template (Attachment 1)

Complete all sections of the Grant Application template (Attachment 1) and include all relevant documentation. All submissions will be reviewed by a selection panel.

Grant applications close 5:00pm (AEST) on 30 October 2024. Late submissions after cut-off date and time will not be considered.

3. Background

COORDINARE – South Eastern NSW PHN is one of 31 Primary Health Networks (PHNs) established throughout Australia with the key objectives of improving the efficiency and effectiveness of health services for patients, particularly those at risk of poor health outcomes, and improving coordination of care to ensure patients receive the right care in the right place at the right time.

COORDINARE works directly with general practitioners, other primary health care providers, secondary care providers and hospitals to bring about improved outcomes for patients. Our focus is on local health needs as well as national health priorities and funded programs, particularly in the areas of chronic disease (and potentially preventable hospitalisations), Mental Health, Alcohol and other Drugs, Aboriginal health, After-hours services and healthy ageing.

Commissioning is central to COORDINARE's ability to achieve these objectives and address local and national priorities. As a commissioning organisation, COORDINARE is involved in a continual cycle of developing and implementing health services and related initiatives based on a planning, procurement, review and evaluation cycle involving providers, communities and consumers. **More information about COORDINARE – SENSW PHN can be found on our [website](#).**

Issue background

The current advice in respect to COVID-19 vaccination specifies that adults 18-64 years are eligible for a booster dose every 12 months, and that regular vaccinations are the best way to maintain protection against severe illness. Consumers from certain vulnerable groups experience barriers to engagement with mainstream health services and may have other health and social issues that are more pressing than vaccination. Subsequently, certain vulnerable communities are at higher risk of under-immunisation for COVID-19. Strategies to improve vaccine uptake in these communities involve building trust, implementing customised strategies, providing outreach and collaboratively developing solutions that meet local need.

In response to several vulnerable populations within the SENSW catchment, there is a need to increase access to safe and appropriate health and wellbeing services, delivered by providers that are trusted by the communities with whom they work. Building trust, improving engagement with preventative healthcare and providing a holistic approach to health through addressing the social determinants of health is anticipated to improve vaccine uptake.

Funding Purpose and Objectives

Funding Purpose

To improve the accessibility and engagement with primary and preventative health measures among vulnerable consumers within SENSW by enhancing health and wellbeing services available to vulnerable groups. The intention is that improved access, engagement and trust in primary and preventative care, can support increased immunisation/vaccination uptake (including for COVID-19).

The funding objectives are to:

- Provide grants to organisations or service providers working with vulnerable people
- Sustain or boost services available, for example by increasing service hours or resources (additional clinicians or additional services)

4. Scope and specifications

Location

All funded activities must occur within the **South Eastern NSW catchment**.

Scope and specifications

Activities in scope include:

- Expanding or improving pre-existing health and wellbeing services for vulnerable people. These services are anticipated to be delivered alongside a broader social or health service (e.g. housing/homelessness services, food banks, shelters, clinical services delivered in the home or community, speciality health services for vulnerable populations).
- Examples include, but are not limited to
 - Health and wellbeing education, either one-on-one or group classes
 - Vaccination or immunisation clinics
 - Health and wellbeing service navigation services
 - Facilitation of consumer engagement with primary care services.

Activities out of Scope

The following activities are **ineligible** for funding under this project:

- Purchase of motor vehicles
- Depreciation of expenses
- Activities which duplicate those funded under other government initiatives
- Activities already undertaken or expenses already incurred
- Items not directly related to patient outcomes
- Payments for professional services (i.e., where a payment is made for a medical service item listed in the Medicare Benefit Schedule)
- Conference attendances
- Clinical trials
- Board fees

The above list is indicative and is not intended to be exhaustive.

Performance Indicators – outputs and outcomes

Providers will be required to implement a suite of appropriate performance indicators that enable the tracking of program activity and outcomes.

5. Eligibility

Eligible and ineligible organisations

Organisations eligible to receive funding under this initiative must be an organisation or individual with established legal status (e.g. under Corporations Law, Health Services Act, Trustee Act), and may include:

- Organisations operating within the South Eastern NSW region
- Organisations with a strong presence in their community and who work directly with vulnerable populations

Organisations not eligible for direct funding under this initiative include:

- State government services, such as Local Health Districts, NSW Ambulance etc.

6. Timeline

An indicative timeline is outlined below. COORDINARE reserves the right to modify these timeframes. Registered providers will be notified of key changes via our website at [link](#).

Activity	Date
Grant opportunity released	14 October 2024
RVSP for Industry Briefing*	12pm 18 October 2024
Industry Briefing & Q&As via Teams	3pm 21 October 2024
Deadline for questions from potential respondents via Commissioning mailbox	18 October 2024
Closing date and time for applications	5pm, 30 October 2024
Shortlisting of successful EOI submissions	Early November 2024
Clarification / negotiation with shortlisted providers	November 2024
Funding awarded	November 2024
Contracts commence	December 2024

* Please send a request to attend Industry Briefing & Q&As session to Business Team via commissioning@coordinare.org.au

7. Developing and submitting your submission

Responses to this Grant Opportunity should be submitted via commissioning@coordinare.org.au

Applications should be aligned to the scope and specifications and address all of the assessment criteria outlined in this document.

Please ensure you read each assessment criterion carefully and answer each component and section of the proposal template by considering all information provided.

Documents can be attached which are directly relevant to your response. Please avoid attaching large documents as only the first 5 pages will be read by the Evaluation Panel. If the documents are large please specify the relevant page number(s)/section(s) to your response.

File formats accepted: word, excel, pdf and jpg files are all acceptable formats.

8. Respondent Questions

All questions about the Grant Opportunity process or content can be submitted to the Business Team via commissioning@coordinare.org.au. Please note that any questions, answers and points of clarification will be shared with all other providers participating in the Grant Opportunity. Any identifying information about the organisation submitting the question will be removed.

9. Assessment Criteria

Please note, responses will be considered in the context of the size and resources of the organisation or applicant. Please indicate 'N/A' if any of the responses required are not relevant to your organisation or service.

Required Response	Weightings
1. Service model overview	
<p>Provide a brief overview of your pre-existing service, including the following key components:</p> <ul style="list-style-type: none"> Describe the health service or program delivered, including any contextual information about the broader organisation or service that it is part of Outline the existing resources attached to the service or program e.g. staffing profile Describe how you intend to enhance, expand or sustain the current service Describe the geographical reach of the activity Describe your existing relationships with other key services locally 	35%
2. Working with vulnerable communities	
<ul style="list-style-type: none"> Outline your target population and your experience working with this particular vulnerable group/s Outline the unmet needs of your identified community which your service addresses 	25%
3. Consumer-focused design and delivery	
<ul style="list-style-type: none"> Describe how your current service supports the activation and empowerment of consumers to engage in improving their health and wellbeing Outline the process in place to collect and implement consumer feedback 	20%
4. Governance and Leadership	
<ul style="list-style-type: none"> Provide a brief overview of your organisation's existing operational and clinical management functions and how they will relate to this project (if applicable) Details of existing clinical governance arrangements including relevant policies and procedures (if applicable) 	10%
Required Response	Weightings
5. Budget –complete an itemised estimate on the template provided	
<p>The amount of funding available for individual grants is up to \$80,000.</p> <p>Please provide your anticipated budget.</p> <p>Please ensure that you have completed and included the budget template provided (Attachment 2) with your application.</p>	10%
Total scored criteria	100%
6. Provide copies of your current accreditation certificate(s) from your professional body (if applicable).	Compliance
7. Provide copies of required insurances	Compliance

<ul style="list-style-type: none"> • Public liability insurance \$20 million per claim and in the aggregate of all claims • Professional indemnity insurance \$10 million per claim and in the aggregate of all claims • Copy of your workers compensation insurance policy for NSW. • Cyber Security insurance - not less than \$1 million in the aggregate of all claims (Optional) 	
8. Provide past 2 years audited financial statements or profit and loss statements.	Compliance
9. Include at a minimum two (2) professional referees Organisations that have previously received funding from COORDINARE are not required to provide a referee.	Compliance
10. Aboriginal and Torres Strait Islander Impact Statement, Aboriginal and Torres Strait Islander Health Strategy or a Reconciliation Action Plan (Optional)	Compliance

COORDINARE reserves the right to work with shortlisted bidders, to clarify and finetune submissions, and in some cases request revised proposals, prior to a contract being awarded.

Please refer to section 13. *Evaluation of submissions* for more information on COORDINARE’s approach to evaluating proposals.

10. Contracting arrangements

Successful respondents will be required to enter into a Service Agreement with COORDINARE. The final agreement and schedule, however, will be subject to negotiation with shortlisted Respondents. Funding recipients will be required to provide progress reports on agreed milestones. The format and framework for progress reports may take account of the size, costs, complexity and relative risks of the project being undertaken.

11. Evaluation of submissions

Successful Respondents will be selected through a competitive process. An evaluation panel will consider each submission against the mandatory requirements as well as the selection criteria outlined in section 11. Assessment Criteria. If additional information to that requested in this document is required by COORDINARE when proposals are being considered, written information and/or interviews may be requested to obtain such information at no cost to COORDINARE.

12. Interpretation

Definition of key terms

Term	Meaning
COORDINARE	The South Eastern New South Wales Primary Health Network and the organisation responsible for the EOI and the EOI process
Closing time	The time specified by which EOI responses must be received
Response(s) to EOI	A document/s lodged by a Respondent in response to this EOI containing a response to provide Goods or Services sought through this EOI process
Respondent	An entity that submits a response to this EOI
EOI Process	The process commenced by the issuing of this EOI and concluding upon formal announcement by SENSW PHN of the selection of a preferred respondent(s) or upon the earlier termination of the EOI process
Expression of Interest (EOI)	This document and any other documents designated by SENSW PHN

13. Conditions of this Expressions of Interest

ABN/Taxation requirements	For this Grant, COORDINARE will only deal with Respondents who have an Australian Business Number (ABN) and are GST-registered
Acceptance	Non complying submissions may be rejected. COORDINARE may not accept the lowest priced proposal and may not accept any proposal.
Additional information	If additional information to that requested in this document is required by COORDINARE when proposals are being considered, written information and/or interviews may be requested to obtain such information at no cost to COORDINARE. COORDINARE may also provide additional information or clarification.
Assessment	COORDINARE reserves the right to engage a third party to carry out assessments of a Respondent's financial, technical, planning and other resource capability.
Conflicts of interest	Respondents must declare to COORDINARE any matter or issue which is or may be perceived to be or may lead to a conflict of interest regarding their submission or participation in the EOI process, or in the event their proposal is successful.
Expenses	All expenses and costs incurred by a Respondent in connection with this EOI including (without limitation) preparing and lodging a submission, providing COORDINARE with further information, attending interviews and participating in any subsequent negotiations, are the sole responsibility of the Respondent.
Explanations	Verbal explanations or instructions given prior to acceptance of a proposal shall not bind COORDINARE.
General	Respondents should familiarise themselves with this document and the separate online Submission Form and ensure that their proposals comply with the requirements set out in these documents. Respondents are deemed to have examined statutory requirements and satisfied themselves that they are not participating in any anti-competitive, collusive, deceptive or misleading practices in structuring and submitting the proposal.

Legal entity	COORDINARE will only enter into a contract with an organisation or individual with established legal status (e.g. under Corporations Law, Health Services Act, Trustee Act), or a natural person at least 18 years of age with mental capacity to understand the agreement.
Lobbying	Any attempt by any Respondent to exert influence on the outcome of the assessment process by lobbying COORDINARE staff, directly or indirectly, will be grounds for disqualification of the proposal from further consideration.
Ownership	All submissions become the property of COORDINARE once lodged. COORDINARE may copy, or otherwise deal with all or any part of a submission for the purpose of conducting evaluation of submissions.
Negotiation	COORDINARE reserves the right to negotiate with short-listed Respondents after the EOI closing time and allow any Respondent to alter its submission. Contract negotiations are strictly confidential and not to be disclosed to third parties.
No contract	Nothing in this EOI should be construed to give rise to any contractual obligations or rights, express or implied, by the issue of this EOI or the lodgement of a submission in response to it. No contract will be created unless and until a formal written contract is executed between COORDINARE and a Respondent. Respondents will not be considered approved until a final service agreement is in place.
Notification of Probity Breach	Should any supplier feel that it has been unfairly excluded from responding or unfairly disadvantaged by the process, the supplier is invited to write to the Commissioning Business Team at commissioning@coordinare.org.au
Part applications	COORDINARE reserves the right to accept applications in relation to some and not all of the scope of activity described, or contract with one, more than one or no Respondent on the basis of the proposals received.
Process	COORDINARE reserves the right to withdraw from, or alter, the EOI process described in this document for whatever reason, prior to the signing of any agreement/contract with any party.