

Frequently Asked Questions

Is SWSPHN looking to commission a single provider for the district?

SWSPHN is not aiming to commission a single provider for the district both due to the geographical size of South Western Sydney and the diverse communities residing within the region. It is expected a number of organisations will be commissioned to provide services across the district with a mixture of providers covering geographical areas and specific vulnerable populations.

Applicants will be required to indicate whether they are submitting a tender application to provide services across a specific geographical area (up to four Local Government Areas) or towards a specific targeted population (e.g. CALD, people at risk of homelessness, etc.)

Will ACH providers be able to tender for additional funding?

Yes. ACH providers will be contracted via direct engagement for specific funding amounts; however, they have the option to participate in the tender process to acquire additional funding.

Will consortium bids be considered?

Yes. Consortium bids are when a number of smaller organisations come together to submit a joint tender application. Consortium bids must have an identified lead organisation for the purpose of contracting.

How will targeted populations enter the care finder program?

SWSPHN is commissioning a centralised intake service; however, all successful commissioned providers will also be required to maintain an internal intake system to accept direct referrals.

How will commissioned service providers be reporting their activity?

A national reporting system is being developed. Full details will be provided when the tender is released, including a copy of the minimum data set for the care finder program reporting system.

Will successful organisations be able to refer clients to aged care services provided by their own organisation?

Yes. However, it is recognised that there is an inherent conflict of interest. Steps to monitor potential conflicts of interest will be included in the commissioned contract, local review processes, and the national reporting system.

Will successful commissioned service providers have autonomy over their branding/promotion or will SWSPHN be implementing a shared branding/promotional model?

SWSPHN will be adopting shared branding for the care finder program called the Aged Care Connector Program (see image in top right corner of FAQ). This will identify commissioned service providers as a provider of the program/ This is similar to how programs within SWSPHN operate, such as You in Mind. As a result, there will not be a requirement for current services to rebrand from their current program name. This will also comply with the Department of Health and Aged Care's branding requirements.