

# **Culturally Responsive Low Intensity Mental Health Services Expression of Interest**

## **Information Session**

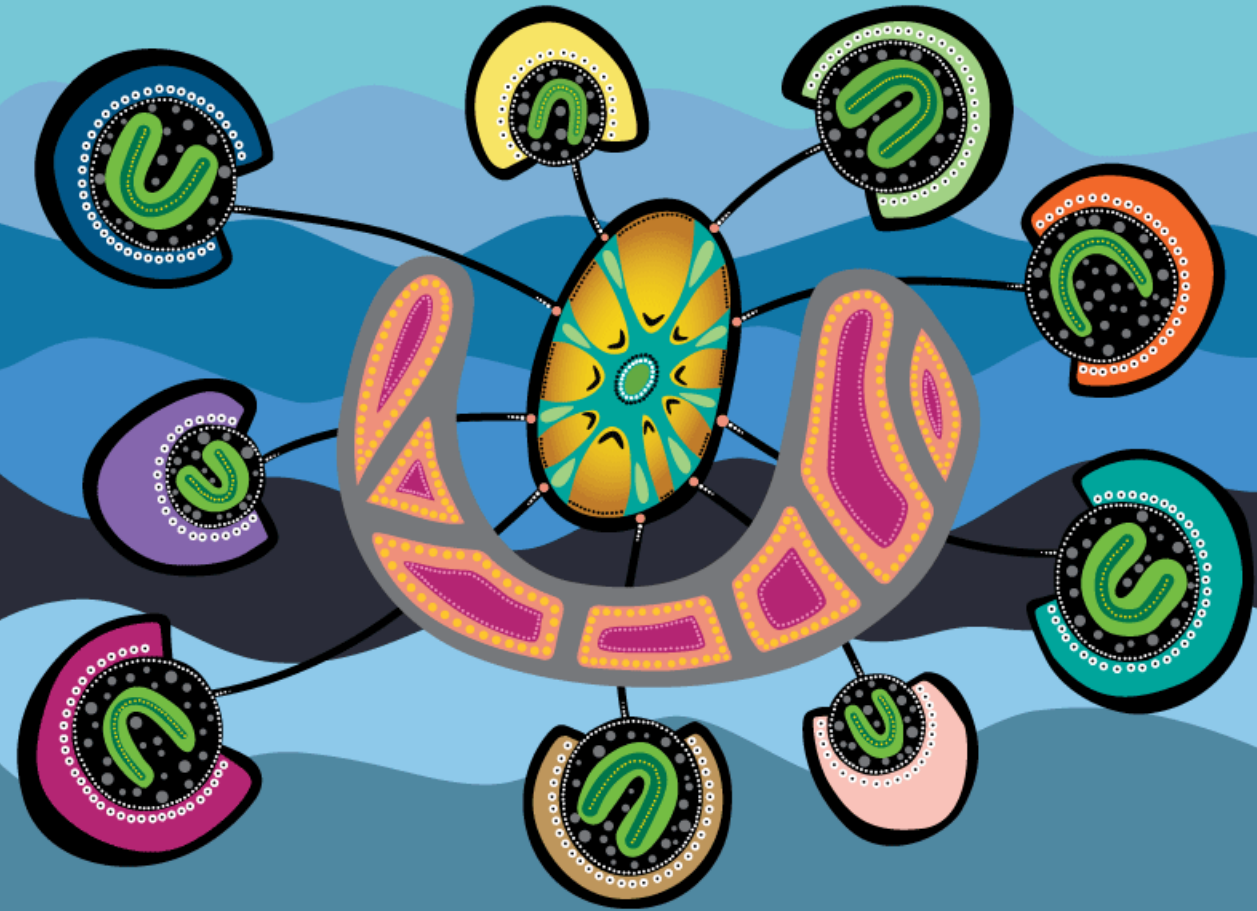
25 March 2026

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# Overview

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SWSPHN would like to acknowledge the Traditional Custodians of the land on which we meet today. We would also like to pay our respects to Elders past and present.



**South Western Sydney PHN services seven local government areas:**

- Bankstown
- Camden
- Campbelltown
- Fairfield
- Liverpool
- Wingecarribee
- Wollondilly

# South Western Sydney Community

The population living in SWS is culturally, linguistically, and socioeconomically diverse.

The largest urban Aboriginal community in metropolitan Sydney.



High  
Psychological  
Distress

Barriers in  
access to  
MH services

Lack of  
suitable MH  
services

# Background

*medicare*

## Mental Health Check In

SWSPHN has prioritised commissioning of low intensity mental health services that meet the needs of people who are unable to access mainstream services including MMHCI or for whom the service does not meet their needs.

## Overview of Procurement

EOI seeking applicants to deliver low intensity mental health services for Aboriginal and Torres Strait Islander and/or Culturally and Linguistically Diverse communities

One or more providers to achieve regional coverage, depending on the service areas and target cohorts proposed, and the overall quality and value of submissions.



## Service Objectives

Improved psychological wellbeing to clients experiencing stress, low mood or mild anxiety.

Brief, structured, cost effective and evidence-based therapies that meet the specific cultural needs of the target population.

Provide direct access via simple referral pathways, including self-referral.

Support the stepped care approach to mental health service provision.

## Service Outcomes

Reduced inequalities in accessing low intensity mental health supports.

Reduced levels of stigma associated with accessing mental health services.

Reduced rates of people escalating from mild to higher levels of mental ill-health.

Greater integration and collaboration of low intensity mental health services.

Greater awareness and utilisation of mental health supports.

# Target Population

Aboriginal and Torres Strait Islander **and/or** Culturally and Linguistically Diverse communities who are experiencing stress, low mood or mild anxiety and are not currently accessing existing mental health services.



# Key Principles

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Simple referral pathways including non-referral pathways

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Service Provision will align with Level 2 of the Initial Assessment and Referral Decisions Support Tool (IAR-DST)

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Suitability for the program must be assessed upon enquiry (self-referral) or receipt of referral.

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Services will be aligned with proven models of care and tailored to the unique cultural needs of target population

# Key Principles

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Services should be located where the target population can easily access them

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Providers should use a range of marketing modes to promote low intensity mental health services

## Specified Personnel

Applicants will need to demonstrate staff will have appropriate skills, training and cultural competencies to deliver appropriate services.

Registration, credentialing or recognition as a mental health professional is preferred.

# Out of Scope

## Services that:

- Are not aligned with the Objectives, Outcomes and Specifications and Requirements
- Capital works: Funds cannot be used for capital works, construction or installing facilities or fixtures.
- Activities that primarily provide social support services or lifestyle interventions (psychosocial supports). Examples include:
  - Broader life skills building, including confidence and resilience
  - Exercise, yoga or relaxation
  - Day-to-day independent living skills
- Replicate or duplicate existing service provision(s);
- Activity that is more appropriately funded through other funding bodies;
- Activity that is not supported by clinical evidence; and
- Costs associated with research.

# Eligible Organisations

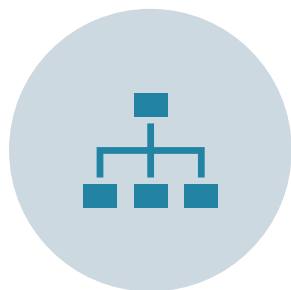


Submissions are sought from Private, Government, Non-Government, Community based or Aboriginal community-controlled organisations with demonstrated capacity and capability to deliver appropriate mental health services.



If applying in partnership or consortia, one organisation will be identified as the Supplier for the purpose of the EOI and Contract (if successful)

# Governance Requirements



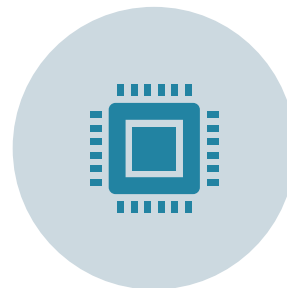
To implement policies and procedures to supervise, assess and mitigate operational risk



Capacity to ensure the fidelity of services to proven models of delivering low intensity psychological services and ensuring the services are culturally appropriate and accessible.



Ability to ensure that the workforce delivering the service has the necessary skills and accredited training required to deliver the model of service.



Capability and knowledge to screen for risk, routinely monitor a consumer's progress and support consumers to move to more appropriate services if required.

# Reporting Requirements



**Collect data to meet the Departmental Primary Mental Health Care Minimum Data Set (PMHC-MDS) requirements through your Client Information Management System**

Basic client information

K10, K5 or SDQ at regular intervals

Get Started - PMHC-MD



**Your experience of service (YES) survey**



**Quarterly score card and progress report (this will provide an update against the AWP)**

## Contract Term

12 month contract term

01 July 2026 – 30 June 2027

# Funding and Contract Term

The total funding pool for 1 July 2026 – 30 June 2027 is: **\$335,666.00 (ex GST)**

The funding may be divided across multiple service providers in our region. Funds will be committed at the discretion of SWSPHN via the EOI evaluation and contract negotiation process.

The following cost caps apply:

- Indirect service costs: Up to 20%
- Direct service costs: Min 80%

SWSPHN may propose an alternative allocation of these funding amounts across the financial year depending on the budget and activities submitted

## Evaluation Criteria

- Demonstrated capacity to deliver proven models of mental health supports for consumers from Aboriginal and Torres Strait Islander and/or Culturally and Linguistically Diverse backgrounds. **Weighting: (35%)**
- Evidence of strong connections to Aboriginal and Torres Strait Islander and/or Culturally and Linguistically Diverse communities across South Western Sydney and understanding of their unique mental health needs. **Weighting: (35%)**
- Detailed Activity Workplan that aligns with this EOI and demonstrates capability to collect minimum data reporting requirements. **Weighting: (20%)**
- Comprehensive budget that clearly aligns with the activities presented in the Activity Workplan that represents efficient and effective allocation of funding. **Weighting: (10%)**

## Unscored criteria

Successful respondent must maintain insurances of:

- \$20 million Public Liability Insurance
- \$10 million Professional Indemnity Insurance
- \$1 million Cyber Security Insurance
- Workers Compensation Insurance (*if applicable*)

Evidence of relevant accreditations

Respondents will also be required to indicate their agreement with the standard terms and conditions, citing any departures

# Timelines (indicative)

Milestone	Date
EOI Open	16 March 26
Information Session	25 March 26 @ 10am
Last queries date	20 April 26 @ 5pm
RFP Closure date	23 April 26 @ 5pm
Evaluation period	24 April 26 – 28 May 26
Recommendations to SWSPHN Board	May 26
Successful applicants notified	June 26
Unsuccessful applicants notified	June 26
Contract Commencement	01 July 2026

All submission must be submitted through [SWSPHN's Web Application form](#)

[www.swsphn.com.au](http://www.swsphn.com.au)

The deadline for the submission for this EOI is **23 April 2026 at 5pm.**

Any submissions submitted via other methods or after 5pm will not be accepted.

## Open tender and EOI opportunities

As a commissioning organisation, SWSPHN works with service providers and local communities to design and purchase services to address populations needs.

RFP: Stepping On falls prevention program

EOI: Multidisciplinary Team Care small grants program

EOI: Culturally responsive low intensity mental health services

Organisations looking to deliver culturally responsive mental health low intensity services across the South Western PHN region are now invited to express their interest.

[Learn more >](#)

## How to apply

Respondents must submit their EOI through this website by filling in the application form linked on this page and attaching relevant documentation including the completed Activity Work Plan and Budget templates, as well as copies of certificates of currency for relevant insurances.

Other important documentation to note before applying:

[EOI Tender Document](#)

[Example of Commissioned Services Agreement \(CSA\)](#)

All Expressions of Interest must be submitted by 5pm, Thursday, 23 April 2026.

## Culturally responsive low intensity mental health services EOI

Tip – have this information handy before you begin your application:

- details and copies of your certificates of currency for your public liability, professional indemnity, cyber security and workers compensation insurances where applicable
- download and complete these documents: [Activity Work Plan \[Word doc\]](#), [Budget Template \[Excel\]](#)
- contact details of two professional references
- be prepared to answer two free-text questions to describe your relevant skills and experience and readiness to take part in the program [view these questions beforehand \[txt\]](#)

### Step 1 of 5

You may complete this application in more than one session by selecting **SAVE & CONTINUE**. The information you enter will be protected with a unique link which is displayed on the page in plain, unencrypted text. You will enter your email address to receive this unique link via email.

### Privacy\*

I acknowledge and consent to the collection and use of my personal information in accordance with [South Western Sydney PHN's Privacy Policy](#). I also acknowledge that I am not sharing another person's personal information without their informed consent. I understand SWSPHN takes my privacy seriously and will handle my data securely.

### Your details

Organisation legal entity name

## Contact Person

- Name: Pritika Desai
- Title: Commissioning Manager, SWSPHN

Any questions in relation to this EOI should be lodged, in writing to [tenders@swsphn.com.au](mailto:tenders@swsphn.com.au)

# Questions and Answers

Respondents should send their questions relating to this EOI to [tenders@swsphn.com.au](mailto:tenders@swsphn.com.au) before the last queries date.

Last queries date: **20 April 2026**

Questions sent to SWSPHN will be addressed, and the response will be posted via the SWSPHN webpage.

All respondents will see the question and answer however, all identifying information of the organisation will be removed.



# Questions?

Questions	Answer
Where do I submit my response?	Via the SWSPHN website form only
Where can I send questions or enquiries?	<a href="mailto:tenders@swsphn.com.au">tenders@swsphn.com.au</a>



THANK  
YOU!