

# Low Intensity Mental Health Services for Underserved Groups

## Expression of Interest Information Session Q & A

<b>Date:</b>	Wednesday, 25 March 2026
<b>Time:</b>	10:00-11:00am
<b>Location:</b>	Online via Zoom
<b>Presenters:</b>	Luke Swain, Acting Mental Health and Alcohol and Other Drugs Team Lead, SWSPHN Laura Murphy, Procurement and Contract Coordinator, SWSPHN
<b>Recorded by:</b>	Delena Bailey

### [Questions and Answers from the Information Session:](#)

- 1. Q: The funding period is 12 months, but it doesn't seem to be a pilot, what is current thinking beyond the initial term?**

**Answer:** The schedule received from the Department of Health, Disability and Ageing (DHDA) is for a 12-month period to commission low intensity mental health services. With the National roll out of the Medicare Mental Health services, SWSPHN receives funding as per this schedule. Continuation is dependent on Government priorities and decisions; however, there are strong indications that funding will continue.
- 2. Q: Is there is a specific age range for the target cohort to be supported?**

**Answer:** The service is for adult clients (18 years or older).
- 3. Q: In terms of the funding, how is it funded (by block or month)?**

**Answer:** Typically, it will depend on the outlined service model. Block funding is usual for these types of proposals, however a fee for service model may be available, it is dependent on the proposed service model in the applications.
- 4. Q: How do we assess our capacity and alignment with the funding given there may be restrictions (e.g. in terms of coverage)?**

**Answer:** During evaluation, each application will be assessed. Applicants should highlight their strengths and should clearly outline any needs.
- 5. Q: Please elaborate on self-referrals, how will they be assessed and triaged and will they be via central intake?**

**Answer:** Self-referrals can be supported by SWSPHN central intake. Low Intensity Mental Health services are designed to have a simple referral process. There is also a self-referral pathway through the Medicare Mental Health phone line which comes directly to our central intake.

6. **Q: It was mentioned earlier that the funding pool is \$335,666.00. Is there a minimum or maximum grant?**

**Answer:** No, this has not been specifically outlined in this EOI. 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

#### Questions and answers received via email:

7. **Q: What is the criteria for determining suitability for this service for individuals from a CALD background? Are they required to be overseas born? Do they need the support of interpreters?**

**Answer:** The eligibility criteria for CALD consumers has not been defined for the purpose of this EOI, however may be defined by the successful respondent dependant on the service activities proposed and specific community targeted.

Typically, SWSPHN commissioned mental health services aim to engage CALD community who speak a language other than English at home. Support from interpreters may or may not be required, and if required options to access TIS National services free of charge (for consumers and providers) can be explored.

8. **Q: Is SWSPHN seeking providers who can deliver services to all kinds of adults in need of culturally responsive low intensity mental health services, or is SWSPHN open to providers who would target a specific sub-set of people who need these services (e.g. parents with young children, older adults, etc.)?**

**Answer:** Applicants are welcome to target specific sub-groups within either of the priority populations. We encourage respondents to clearly outline any sub-groups targeted when answering Criteria Question 1.

*Respondents are reminded to email [tenders@swsphn.com.au](mailto:tenders@swsphn.com.au) to ask any further questions before 5pm, 20 April 2026*