

# Early Intervention Healthy Ageing at Home Grants Program

## Expression of Interest

### South Western Sydney PHN

|                             |   |
|-----------------------------|---|
| <b>EOI title:</b>           | Early Intervention Healthy Ageing at Home Grants Program  |
| <b>Issue date:</b>          | Monday, 22 June 2026  |
| <b>Submission due date:</b> | Monday, 27 July 2026  |
| <b>Place for lodgement:</b> | Tenderlink: <a href="http://www.tenderlink.com/swsphn">www.tenderlink.com/swsphn</a>  |
| <b>Note:</b>                | Respondents are advised to register on SWSPHN's Tender Portal <a href="http://www.tenderlink.com/swsphn">www.tenderlink.com/swsphn</a> to receive any further information such as amendments, addenda, and additional conditions which may apply to this EOI document contents. |

### Contents of this document

- Part A: Invitation and Overview of Tender
- Part B: SWSPHN Tender Process
- Part C: Response Evaluation

### Associated Attachments (Provided on Tenderlink)

- Attachment 1 - SWSPHN Commissioned Services Agreement (CSA) - Contract Terms and Conditions
- Attachment 2 - SWSPHN Activity Work Plan Template (to be uploaded with submission)
- Attachment 3 - SWSPHN Budget Template (to be uploaded with submission)

## PART A: Invitation and Overview of Tender

### 1. Invitation

Interested parties are invited to express interest to South Western Sydney Primary Health Network (SWSPHN) in accordance with the instructions outlined in this document for the Early Intervention Healthy Ageing at Home Grants Program.

### 2. Background

SWSPHN is a not-for-profit organisation funded by the Australian Government, Department of Health, Disability and Ageing (DHDA) with the key objective of increasing the efficiency and effectiveness of primary care services, particularly for those at risk of poor health outcomes, and improving coordination of care to ensure patients/clients receive the right care in the right place at the right time.

SWSPHN's region services seven Local Government Areas (LGAs) of Bankstown (pre-amalgamation), Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee and Wollondilly (see Figure 1), with an estimated total population of 1,215,244 in 2021. Spanning an area of 6,243 square kilometres, with a combination of low and medium density housing, pockets of commercial and industrial areas and rural areas to the south and west, substantial population growth in the next decade is forecasted, driven by the South West Sydney Growth Centre.

The population living in SWS is culturally, linguistically, and socioeconomically diverse and it also has the largest urban Aboriginal community in metropolitan Sydney. For further information please see, Health of Our Region: <http://www.swsphn.com.au/healthofourregion>.

SWSPHN would like to acknowledge the Dharawal, Gundungurra and Dharug people as the traditional custodians of the land within South Western Sydney and pay respects to Elders both past and present. SWSPHN acknowledges Aboriginal and/or Torres Strait Islanders as the first people of Australia.



Figure 1 – SWSPHN catchment area

### 3. Overview of Procurement

SWSPHN is seeking Expressions of Interest (EOIs) for innovative, community-based programs that respond to local needs and deliver meaningful outcomes for senior Australians (target population), at a grassroots level.

Proposed initiatives must align with at least one of the following priority areas:

- Increase healthy lifestyle behaviours
- Reduce social isolation and loneliness
- Improve management of chronic disease
- Increase access and connection to existing services

Respondents must clearly outline the rationale for their proposal, including how the initiative will respond to local needs and improve health and wellbeing outcomes for the target population.

Initiatives may include workshops, education sessions, community activities, or targeted programs for priority populations.

#### 3.1. Objectives

The objectives of this grant are to:

- Increase older people's ability to age safely and independently at home within the South Western Sydney region.
- Improve physical health, wellbeing and functional capacity of older people through early intervention and preventive activities.
- Reduce social isolation and loneliness by increasing opportunities for social connection and community participation.
- Support older people to maintain healthy lifestyle behaviours and manage chronic conditions.
- Improve access to, and navigation of, local health, social and community services, including addressing practical barriers that impede access to such services.
- Ensure programs are accessible, culturally appropriate and inclusive, with a focus on priority populations.
- Strengthen community-based, place-based responses to healthy ageing that are evidence-based and responsive to local needs.

#### 3.2. Intended Outcomes

The following outcomes are intended for this grant:

- Increased participation of older people in community programs and activities
- Improved health behaviours, including physical activity and engagement in healthy lifestyle initiatives
- Reduced social isolation and improved social connection among older people living at home
- Improved awareness of and connection to local health and community services
- Improved confidence and ability of older people to live independently at home for longer

### 3.3. Out of Scope

The following are considered out of scope for this grant:

- Initiatives not aligned with the listed SWSPHN priority areas
- Capital works, including purchasing and refurbishment of assets
- Services that replicate or duplicate existing service provision(s)
- Costs associated with research
- Clinical treatment or direct healthcare services
- Projects outside the SWS region, and;
- Services which require on-going funding from SWSPHN to be sustainable.

## 4. Contract Term

The contract term is up to 12 months, with the opportunity for an establishment and embedding phase, followed by full implementation and service delivery phases, if required.

Respondent should not rely on future financial funding. Recurrent funding provisions will be determined following the outcome of contract reviews and further availability of funding.

## 5. Funding

Funding will be provided through a formal executed funding agreement.

Funding between **\$100,000 and \$200,000** is available per successful applicant, with a total funding pool up to **\$564,430.00**.

The funding outlined above is **exclusive of GST**. GST is payable.

Funds will be committed at the discretion of SWSPHN via the EOI evaluation and contract negotiation process.

Respondents are asked to demonstrate how the funds will be allocated across the 2026-2027 financial year and provide a detailed budget using the budget templates provided.

Whilst the intent is to expend the funds in the 2026-2027 financial year, Respondents may propose a second alternative allocation of these funding amounts across financial years depending on the budget and activities submitted which will be considered by SWSPHN. Funds will be expended in accordance with the indicative cost caps in the table below.

| Component  | % Cost Cap |
|--|------------|
| Indirect support and administration costs/operating costs including the following:<br>Rent, utilities, telecommunications, HR, finance, IT, insurance, banking and audit fees, recruitment, contract management and administration costs | 20%        |

|                             |             |
|-----------------------------|-------------|
|                             |             |
| Direct service/salary costs | 80%         |
| <b>Total</b>                | <b>100%</b> |

## 6. Eligible Organisations

EOI submissions are sought from private, government, non-government, community-based or Aboriginal Community Controlled Organisations.

In addition:

- Organisations that demonstrate capacity and capability to deliver proposed activities.
- Organisations that have strong community links and experience providing services to older people in the community.
- Organisations that have marketing and promotional capacity to engage with older people on a medium to large scale.

Organisations may wish to apply as a partnership or consortia. Consortia or partnerships must have a single lead agency identified for the purpose of the contract and all other engagements, including intake and referral, with SWSPHN.

SWSPHN may award agreements to one or more Service Providers based on the outcome of this EOI.

Services must be delivered within the local government areas of Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee, Wollondilly, and Bankstown (pre-amalgamation).

The Service Provider must not have any partnership or funding arrangement with any gambling operator, organisation which generates revenue from gambling, gambling-related association or generate revenue from gambling, for the term of the Agreement (if successful).

## 7. Specifications

### 7.1. Target Population

Older people aged 65 and over and Aboriginal and Torres Strait Islander people aged 50 or over; and living at home within the South Western Sydney region of Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee, Wollondilly and Bankstown.

### 7.2. Eligibility Criteria

The following populations are eligible to receive services under the grant:

- Older adults aged 65 years and over living in SWSPHN region
- First Nations people aged 50 and over living in SWSPHN region
- Older adults who are physically inactive or at risk of declining mobility
- Older adults experiencing social isolation or reduced community participation
- Older adults managing chronic health conditions who would benefit from safe physical activity
- Older adults living within the community

### *7.3. Ineligibility Criteria*

The ineligibility criteria that applies to this grant are:

- People residing outside of the South Western Sydney region of Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee, Wollondilly and Bankstown.
- People residing in Residential Aged Care Homes

### *7.4. Service Activities*

Service providers will be required to deliver activities aligned with the program objectives and priority areas.

Activities may include but are not limited to:

- Delivery of community-based programs that promote healthy lifestyle behaviours, including physical activity, strength, balance and wellbeing.
- Activities that reduce social isolation and loneliness, including group-based programs and opportunities for social connection.
- Support for self-management including education, referral and linkage to appropriate health and community services.
- Navigation and connection support, including assistance to access existing health, social and community services including community transport where relevant.
- Engage with priority populations to ensure services are accessible, culturally appropriate and inclusive.
- Collaboration with local service providers to support integrated and coordinated care.
- Collection of data and participation in monitoring, evaluation and continuous improvement activities.
- Final service activities will be negotiated as part of the contract development.

### *7.5. Collaborations and Partnerships*

Respondents must demonstrate their ability to establish and maintain effective working relationships with local services to support integrated service delivery. This includes:

- Existing or proposed partnerships with community, council, health, aged care and/or transport services.
- Engagement with local stakeholders to avoid duplication and enhance service integration.
- Willingness to participate in planning, networks and service coordination activities.

### *7.6. Specified Personnel*

The successful Service Provider will be required to maintain staff/subcontractors that have the necessary skills, training and cultural competencies to deliver evidence-based services for the duration of the contract term. Registration, credentialing or recognition is preferred.

## **8. Requirements**

### *8.1. Governance Requirements*

The successful Service Provider will ensure that appropriate operational policies, procedures and systems are embedded including:

- Compliments and complaints handling
- Appropriate confidentiality and privacy arrangements in accordance with relevant legislation
- Support for the appropriate use of the Privacy Act 1988 and the Australian Privacy Principles
  - Clear communication mechanisms
  - Quality systems and quality improvement
- Financial Management
  - Reporting and evaluation
  - Efficient and effective resource allocation

### *8.2. Data and Reporting Requirements*

Specific data reporting requirements will be determined based on the program submissions presented. Submissions must include high-quality evidence supporting the desired intervention, along with a clear plan to measure the impact in the community. Reporting requirements will include, but are not limited to:

- Quarterly score cards and/or progress reports
- Quarterly financial reporting
- Client experience measures

### *8.3. Insurances*

The successful Service Provider, must maintain insurances of:

- \$20 million public liability
- \$10 million professional indemnity
- \$1 million cyber security insurance
- Workers compensation

SWSPHN will only enter into an Agreement with a Respondent who has the appropriate necessary insurances or is committed to having the relevant insurances in place by the time of contracting. The insurance must cover the Respondent and SWSPHN against any liability arising out of or in connection with the performance of Respondent's obligations under the Agreement.

## PART B: SWSPHN Tender Process

### 9. Timeline

The below table provides indicative timelines for this procurement:

| Activity   | Date                        |
|--|-----------------------------|
| EOI open   | 22 June 2026                |
| Information session  | 29 June 2026 @ 2pm          |
| Last queries date  | 22 July @ 5pm               |
| EOI Closing date   | 27 July @ 5pm               |
| Evaluation period  | 29 July – 28 August 2026    |
| Recommendations to SWSPHN Board and Executives                   | August / September 2026     |
| Successful applicant notified and contract negotiations commence | Mid-September 2026          |
| Contract execution   | October 2026                |
| Unsuccessful applicants notified                                 | October 2026                |
| Establishment and Embedding Phase                                | October 2026 – January 2027 |
| Full implementation and service delivery commencement            | 1 February 2027             |

### 10. Information Session

Respondents are invited to attend an information session to be held on **Monday 29th June 2026**.

The purpose of the meeting is to provide an overview of the EOI, outcomes sought, the process for submission and to allow potential respondents to ask questions.

Please follow the instructions on the Information Session invitation to register.

All questions and answers as well as PowerPoint slides, will be posted on Tenderlink within one (1) week of the meeting.

### 11. Enquiry Procedures

Any questions in relation to this EOI should be lodged, in writing, through the forum on the Tenderlink portal. Questions will be sent to SWSPHN to be addressed and the response will be posted on the forum. All

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

### 11.1. Last Queries Date

Respondents should lodge their questions on the Tenderlink forum before the last queries date.

Last queries date: **Wednesday 22 July 2026 at 5 pm.**

## 12. Submission Lodgement

The deadline for the submission for this EOI is **5pm on Monday, 27 July 2026.**

Respondents must submit their EOI through SWSPHN's Tenderlink portal [www.tenderlink.com/swsphn](http://www.tenderlink.com/swsphn)

Application submissions via any other means aside from the SWSPHN Tenderlink portal will not be considered and will be returned to the Respondent.

To use the Tenderlink Portal system, you must first be a registered provider. Visit [www.tenderlink.com/swsphn](http://www.tenderlink.com/swsphn) then select the Registration Tab and complete the form. Once confirmed, you will be able to submit applications through the e-tender box facility. There is no charge to register with Tenderlink.

Once registered, you will be able to access a video tutorial on how to use the Tenderlink website and for technical assistance you can contact the Tenderlink support help desk on 1800 233 533 or email [support@tenderlink.com](mailto:support@tenderlink.com).

Respondents are encouraged to lodge their proposal via Tenderlink at least two hours before the proposal closing time, and ensure they are familiar with Tenderlink well before the submission date.

All electronic copies of files to be attached must be virus checked by the respondent before lodgement.

## 13. Evaluation Process

Submissions will be evaluated for full compliance with any mandatory requirements identified in *Part A Invitation and Overview of Tender* and *Part Response Evaluation*. Respondents are reminded that any requirements identified as mandatory are of fundamental importance to the satisfactory delivery of the goods and/or service, and a fully compliant response is required.

### 13.1. Evaluation Criteria

SWSPHN will accept one submission per organisation. Respondents will be evaluated and scored against the following criteria. Weightings reflect the relative importance of each criterion to the successful delivery of the services.

#### (i) Evaluation Criteria One:

Clearly defined program

Weighting: (20%)

The extent to which the proposed program demonstrates a clear, feasible and effective service delivery approach, including:

- Alignment with grant objectives and identified local needs
- An understanding of the barriers older people living at home face (including unique barriers for priority populations if applicable) and how your program addresses this specifically
- How you plan to respond to changing community needs
- Monitoring, evaluation and continuous improvements approaches

**(ii) Evaluation Criteria Two:**

Demonstrated Capability

Weighting: (25%)

The organisation's capability and capacity to deliver the required services, including:

- Governance and management arrangements.
- Workforce capability and capacity to provide services to the target population (including the LGA/s and priority population group/s (if applicable) you intend to target as a part of your program delivery). Note: Applicants are not expected to deliver their program in every LGA.
- Quality, safety, risk and complaints management systems.
- Ability to meet contractual, reporting and compliance requirements.
- If applicable, organisations should provide evidence or a track record of effective service delivery and meeting deliverable deadlines through current or previously funded agreements. Note: Organisations are still eligible to apply if they have not been previously funded by an external organisation.

**(iii) Evaluation Criteria Three:**

Demonstrated Experience

Weighting: (25%)

The extent to which the respondent demonstrates relevant experience in delivering similar programs or services, including:

- Experience working with older people and/or priority populations
- Prior experience delivering programs aligned to the priority areas (healthy lifestyles, social connection, chronic disease management, access to services)
- Evidence of previous outcomes achieved and lessons learned
- Experience working within community-based and primary care settings

Providers should also outline how they will continue to engage with older people to ensure programs remain responsive to local needs, community feedback and lived experience over time.

**(iv) Evaluation Criteria Four:**

Activity Workplan

Weighting: (15%)

A comprehensive Activity Work Plan on the template provided, that aligns with the objectives of this grant.

Your Activity Work Plan should clearly state:

- The aims of your program
- Planned activities
- Realistic outcomes and how you intend to measure these outcomes
- Achievable timeframes

**(v) Evaluation Criteria Five:**

Budget

Weighting: (15%)

A comprehensive budget on the template provided, that aligns with the activities presented in the Activity Work Plan and demonstrates efficient and effective allocation of funding.

**(vi) Unsourced criteria:**

- \$20 million public liability Insurance per claim
- \$10 million professional indemnity Insurance per claim
- \$1 million cyber security insurance per claim
- Workers' compensation
- Evidence of relevant accreditations
- Agreement with the standard SWSPHN Commissioned Services Agreement (CSA)

Respondents should provide supporting information to enable the criteria to be assessed, by completing every section of the submission. General Required Criteria will contribute to 100% of the total assessment. All the criteria must be satisfactorily addressed. Unsourced criteria must be addressed but will not be individually scored. An applicant who does not address the unsourced criteria may not be considered for evaluation.

### **13.2. Proposal Shortlist Criteria**

SWSPHN reserves the right to short-list a limited number of respondents, based on its initial assessment and continue detailed evaluation of this smaller group of respondents to the exclusion of all others.

If SWSPHN chooses to include a shortlisting stage in its evaluation process, it is not, at any time, required to notify respondents or any other person or organisation interested in submitting a proposal.

### **13.3. Secondary Evaluation Process**

There are occasions when a secondary evaluation process is required. SWSPHN may request further clarification, where appropriate, of the bid but need not make the same request of all respondents. This may occur as a part of the original plan or be necessary to differentiate between short listed submissions.

A secondary process may include, but not be limited to:

- Clarification of particular aspects of the submission,
- Additional information on some aspect of the proposal,
- Responses to additional requirements,
- Negotiations on personnel, project delivery, milestones, and price; Or
- Short listed providers will be notified of the secondary process.

A secondary response may be requested in writing or in the form of a presentation.

#### *13.4. Additional Bid Rules*

SWSPHN will not be held accountable for any costs incurred in responding to the EOI (Bid), including responding to any secondary evaluation processes.

SWSPHN reserves the right to:

- Invite any person or entity to submit a bid;
- Extend the bid closing date;
- Vary the Specifications and Requirements at any time, subject to first giving each tenderer the opportunity to respond to the variations;
- Allow a tenderer to change its bid before the completion of evaluation of tenders, but only if the same opportunity is given to all tenderers;
- Exclude from consideration a bid that has not been submitted by the submission deadline (a late tender);
- Consider or accept (at SWSPHN's sole discretion) any tender including without limitation a late tender or the tender of a tenderer who has failed to submit in accordance with these bid rules;
- Abandon this invitation process at any time;
- Clarify any aspect of a bid after the closing date;
- Seek the advice of external consultants to assist in the evaluation or review of bids;
- Make enquiries of any person or entity to obtain information about the tenderer and its bid;
- Seek information from any tenderer;
- Following evaluation of bids, invite revised bids or further information via presentation from one or more tenderers;
- Following evaluation of bids, negotiate with one or more tenderers;
- Negotiate with a tenderer for the provision of any part of the requirement, and to negotiate with any other tenderer with respect to the same or other parts of the requirement, and to enter into one or more contracts for all or any part of the requirements;
- Discontinue negotiations at any time with any tenderer; and propose revised or replacement contract terms at any stage in this procurement process in substitution for, or in addition to, the terms and conditions included.

#### **(vii) Respondents can expect that SWSPHN will:**

- Preserve the confidentiality of your confidential information;
- Afford every respondent the opportunity to compete fairly;

- Subject to SWSPHN’s right to terminate this process, consider a bid which is submitted in accordance with these Rules by a tenderer who has:
  - Complied with expectations as to probity
    - For this EOI an external probity officer has been engaged. The external probity officer is Rochelle Kirk, [rkirkconsult@gmail.com](mailto:rkirkconsult@gmail.com);
  - Provided the information required in this stage of the process as set out in this Invitation;
  - Co-operated with bid rules; and
  - Submitted its bid by the Closing Time

### 13.5. Complaints

If at any time during the tender process, a respondent considers that it has been unfairly treated, the respondent must first notify the Contact Officer in writing. If the matter is not resolved, the respondent may then contact the nominated procurement complaints officer below, and request in writing for the issue to be addressed.

|                 |  |
|-----------------|--|
| <b>Name:</b>    | Pritika Desai  |
| <b>Title:</b>   | Commissioning Manager  |
| <b>Address:</b> | Level 2, 1 Bolger Street Campbelltown NSW 2560                   |
| <b>Email:</b>   | <a href="mailto:tenders@swsphn.com.au">tenders@swsphn.com.au</a> |
| <b>Phone:</b>   | (02) 4632 3000   |

### 13.6. Feedback

Feedback may be provided to unsuccessful respondents upon request. Feedback will only be provided at the end of the process following tender award, debrief or contract execution.

## PART C: Response Evaluation

Part C contains the questions that require a response for the submission to be considered. Please note that strict word limits apply to the responses and responses should focus on the central points in the questions.

A template is provided for the Activity Work Plan and budget. These templates should be completed with the inclusion of all the relevant financial components that are in scope for funding.

**Only responses submitted via the online form in Tenderlink will be considered for evaluation. Please note, you will not be able to upload a word version of your submission.**

**Each response may address more than one evaluation criterion. Assessment will be undertaken against the relevant criteria and associated weightings.**

### Questions to be responded to that address the Evaluation Criteria

#### **Criteria Question 1 (Addresses Evaluation Criteria One):**

**(maximum 750 words)**

***Describe your proposed program that will meet the objectives of this grant.***

In your response, please include:

- How the proposed program and activities will respond to identified needs of older people living at home in South Western Sydney.
- The LGA/s and priority population group/s (if applicable) you intend to target as a part of your program delivery. Note: Respondents are not expected to deliver their program in every LGA.
- How activities will be delivered in a way that is accessible, culturally appropriate and responsive.
- How will your organisation will provide person centred approaches, with clear referral pathways.
- How recovery-oriented practice, trauma-informed care and a no wrong door approach will be embedded in service delivery.
- How the service will adapt to changing community needs over time.
- Your approach to monitoring, evaluation and continuous improvement, including data collection and reporting.

#### **Question 2 (Addresses Evaluation Criteria Two and Three):**

**(maximum 750 words)**

***Describe your organisation's capability and experience to deliver the proposed services.***

In your response, please address:

- Your organisation's governance and management structures.
- Workforce capability and capacity, including relevant qualifications, skills and experience.

- Experience delivering similar community-based programs, particularly for older people and/or priority populations.
- Experience delivering services aligned to the priority areas:
  - increasing healthy lifestyle behaviours
  - reducing social isolation and loneliness
  - improving management of chronic disease
  - supporting access and connection to services (including community transport where relevant)
- Your organisation's approach to quality, safety, risk, complaints and continuous improvement
- Examples of outcomes achieved in previous or current programs

**Criteria Question 3 (Addresses Criteria Four):**

***Provide a comprehensive Activity Work Plan (Attachment 2) that aligns with the objectives of this grant.***

Please use the template provided and attach with your application.

In the Activity Work Plan please include:

- The aims of your program
- Planned activities
- Realistic outcomes and how you intend to measure these outcomes
- Achievable timeframes (aligning with implementation phases such as the embedding phase, followed by full implementation and service delivery phases, if applicable).

**Criteria Question 4 (Addresses Criteria Five):**

***Provide a comprehensive Budget (Attachment 3) that aligns with the activities presented in the Activity Work Plan and demonstrates efficient and effective allocation of funding.***

Please use the template provided and attach with your application.