



Request for Quote

RFQ-2627-03 – Advance Care Planning and Death Literacy Community Education Program



Activity	Date
Release date / time	07/09/2026
Live Q&A session <i>Registration is required. Click here to register</i>	12.00 pm – 12.15pm 16/09/2026
Closing date and time <i>Note: late applications will not be accepted</i>	5.00 pm AEST, 25/09/2026
Shortlisting/ Clarification / Negotiation	28/09/2026 – 09/10/2026
Funding awarded	10/2026
Contracts start	10/2026

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1. Organisation overview

COORDINARE, as the South Eastern NSW Primary Health Network, is dedicated to fostering healthier communities. Our role is to improve the health and wellbeing of our community which is one of the largest rural and regional populations in NSW. To do this, we collaborate with the community, general practices and other stakeholders to design solutions that make it easier for people to get the health care they need. We also use our knowledge and commissioning expertise to attract new funding partners to expand our impact.

Our region stretches from Helensburgh in the north to the Victoria border in the south and inland to Cooma/Monaro, Queanbeyan, Yass and Goulburn.

More information about COORDINARE can be found on our [website](#), including [COORDINARE's Strategic Directions 2024-2027](#).

2. Project background

Purpose

COORDINARE's [Palliative and End-of-Life Care Needs Assessment](#) identified low levels of death literacy, limited uptake of Advance Care Planning (ACP), across the South Eastern New South Wales region. Many community members lack confidence to discuss end-of-life preferences, while health professionals face challenges integrating ACP into everyday care. These gaps can contribute to delayed or crisis-driven decision-making, increased reliance on hospital-based care, and care that may not align with individual preferences.

This project seeks to address these challenges through targeted education and engagement activities that increase awareness, build confidence to have conversation about death, dying and future care planning, and support individuals, families and carers to make informed decision. Further information can be found at [Palliative and End-of-Life Care Needs Assessment](#).

Request for Quote

COORDINARE seeks to engage a provider to design, coordinate, deliver and evaluate a regional education program that improves community understanding and uptake of Advance Care Planning (ACP), while building confidence to have conversations about future care preferences. The program will be delivered over an 18-month period commencing October 2026.

Providers must be willing to work collaboratively with COORDINARE to ensure coordinated planning, scheduling and delivery of activities across the region. Details of scope of work outlined under [Scope of Work](#).

Expected Outcomes

The program is expected to achieve:

- Increased community awareness and understanding of Advance Care Planning

- Increased confidence among community members to discuss future care preferences with family, carers and health professionals
- Increased intention to undertake, support or document Advance Care Planning activities.

Outcomes will be measured and evidenced through [Monitoring and Evaluation](#).

Scope of work

Target Audience

This program is intended for community members, carers, volunteers and individuals interested in improving their understanding of death, dying, caregiving, grief, bereavement and advance care planning.

Key Activities

The successful provider will design and deliver a community education program that builds death literacy and improves community understanding of Advance Care Planning (ACP) across the South Eastern New South Wales region.

The program is expected to enable community members to:

- Increase their understanding of Advance Care Planning.
- Build confidence to have conversations about future care preferences.
- Identify and communicate their values, wishes and goals for future care.
- Improve understanding of ACP documentation and available planning resources.
- Take action to document or progress their Advance Care Planning.
- Encourage discussions between individuals, families, carers and health professionals.

Workshops may also include broader topics related to death, dying and end-of-life care where these support understanding of Advance Care Planning and future care discussions.

Project Delivery Requirement:

The successful provider will:

- Work with COORDINARE to identify priority locations, communities and delivery opportunities, and engage priority populations and communities identified.
- Deliver a minimum of **24 community education workshops**, focused on death literacy and advance care planning, over the contract period (at least two workshops within each of the 12 Local Government Areas (LGAs)).
- Deliver workshops primarily face-to-face to encourage participation, discussion and community connection. Alternative delivery methods may be proposed where required to improve access for rural, remote or priority populations.
- Promote workshops through local partnerships and networks to maximise participation and reach.
- Provide workshop resources, participant materials and promotional collateral.
- Use existing ACP resources and documentation where suitable and avoid creating new tools or materials that duplicate publicly available resources.
- Collect participant attendance, feedback and evaluation data, including agreed death literacy and Advance Care Planning outcome measures.

Deliverables and Reporting requirement

The successful provider(s) will provide the following:

Program Management

The successful provider will provide:

- A project implementation plan, stakeholder engagement approach and delivery schedule in partnership with COORDINARE.
- Progress reports against agreed milestones, activities and outcomes.
- Attendance, engagement and evaluation data for all workshops delivered.

Monitoring and Evaluation

The successful provider will:

- Develop a monitoring and evaluation approach in partnership with COORDINARE.
- Collect participant attendance and participation data.
- Collect participant satisfaction and feedback data.
- Measure changes in knowledge, confidence and intended behaviours.
- Administer agreed evaluation measures including DLI-9 (see **Appendix 2 and Appendix 3**) for community activities where applicable, using survey template provided by COORDINARE.
- Provide a final project report summarising outcomes, lessons learned and recommendations.

Performance measures

Key performance indicators (KPIs) will be included in the contract with the successful Respondent, to enable performance monitoring against outputs and outcomes.

Final KPIs will be negotiated and agreed upon during the contracting phase with the successful Respondent, however indicative KPIs for this service or program are likely to include:

1. Access: Number of community sessions delivered across PHN catchment
2. Access: Number of participants attended each session
3. Effectiveness: Completion rates for pre and post Death Literacy Index questionnaire (DLI-9)
4. Effectiveness: Proportion of sessions showing improvements in outcomes.

Activities out of scope

The activities do not include:

- Individual advance care planning consultations
- Provision of legal advice
- Clinical care or case management services
- Development of new ACP documentation, legal forms or tools
- Ongoing service delivery beyond the contract period unless separately commissioned.

To support successful delivery of the project, COORDINARE may, where appropriate, assist with stakeholder connections, sharing relevant resources, and facilitating engagement opportunities. Such assistance will be provided at COORDINARE's discretion and should not be considered a core project deliverable or dependency.

3. Eligibility criteria

Scope and specifications criteria

Respondents must meet the following eligibility requirements to be considered for application assessment:

Eligibility criteria	Guidance
Entity	Respondent must be registered with an ABN. Respondent must be registered for GST. Applications from partnerships or consortia are permitted. A lead organisation must be nominated, with the roles and responsibilities of all partners clearly defined. COORDINARE will only contract with the nominated lead organisation, which will remain responsible for all contractual obligations.
Geographic location	Organisations located within or outside the SENSW PHN region may apply. All project activities must be delivered within the SENSW PHN region, including: Bega Valley, Eurobodalla Shire, Goulburn Mulwaree, Jervis Bay, Kiama, Queanbeyan-Palerang, Wollongong, Shellharbour, Shoalhaven, Snowy Monaro, Upper Lachlan Shire, Yass Valley.
Professional registration	Providers must hold, or be actively working towards, any mandatory registration or accreditation with relevant professional bodies to deliver this project (if applicable).
Reporting Requirements	Respondents must demonstrate a willingness and capacity to work with COORDINARE's Planning and Insights team to meet data and reporting requirements.
Compliance to RFQ	Applications may be deemed ineligible and excluded from assessment if: • Any application that fails to meet the minimum eligibility requirements outlined in this guidance will be excluded from assessment. • Applications that present a real or perceived conflict of interest, which cannot be appropriately managed or mitigated, may be excluded from consideration. • Applications that are incomplete, contain false or misleading information, or fail to provide required documentation may be disqualified. • Submissions that do not comply with deadline, or procedural requirements may be excluded from the process.

4. Project funding

A **total** funding pool of **up to \$60,000 (excluding GST)** is available through this initiative to support delivery of the Advanced Care Planning and Death Literacy Community Education Program commencing **October 2026**.

Funding awarded will reflect the scope, scale and value for money of the proposed activities. Please note that the funding allocations outlined above are indicative only and may be adjusted based on the proposals received, available budget, and assessment outcomes.

Applicants should include all delivery costs within the proposed Service Quote, including but not limited to:

- staffing
- travel
- venue hire
- promotional activities
- participant resources
- webinar hosting
- evaluation activities
- administration and project management costs.
- Other expenditure directly related to project delivery (must be specified).

5. Application guidance and requirements

Respondents are advised to carefully review all sections of this RFQ document and follow the outlined instructions, timelines, and documentation requirements to ensure a complete and compliant submission.

Requirement	Details
Industry Briefing	Optional Live Q&As session is organised as below: - Time: 12.00pm – 12.15 pm - Date: 16 September 2026 - Venue: Microsoft Teams (online) Registration via Microsoft Virtual Events Powered by Teams
Evaluation and Contract Arrangement	Successful respondents will be selected through a competitive process. Submissions will be evaluated by a panel against the published criteria outlined in the Application Form (Appendix 1). If additional information beyond what is requested in this document is required during the evaluation, COORDINARE may request written responses or interviews at no cost to the organisation. Successful respondents will be required to enter into a Contract for Service with COORDINARE. Final terms will be negotiated with shortlisted providers.
Questions and Answers	All questions regarding the RFQ process or content can be submitted to Business Team via email: commissioning@coordinare.org.au. Response will be provided within 2 business days. Please note that all relevant questions, responses, and points of clarification will be shared with all participating providers in a de-identified format. Any identifying information about the organisation submitting the question will be removed to maintain confidentiality.

How to submit your application	A complete Application should include: 1. Appendix 1 – RFQ application form 2. Proposed Service Quote / Budget 3. Any mandatory compliance documents specified in Appendix 1- RFQ application form 4. Any supporting documents to evidence any statements (if any) made in the RFQ application (6 pages maximum) Submit your complete application to Business Team via commissioning@coordinare.org.au by 5:00 PM (AEST) on 25 September 2026. Late or incomplete submissions will not be accepted. File formats accepted: word, excel, pdf and jpg files are all acceptable formats.
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6. Interpretation

The following table includes key term definitions relevant to this RFQ.

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

7. Conditions of this Request for Quote

ABN/Taxation requirements	COORDINARE will only deal with Respondents who have an Australian Business Number (ABN).
Acceptance	Non complying submissions may be rejected. COORDINARE may not accept the lowest priced proposal and may not accept any proposal.

Additional information	COORDINARE reserves the right to request additional information from respondents. If additional information required by COORDINARE when, written information and/or interviews may be requested to obtain such information. Respondents are required to provide additional 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. COORDINARE is entitled to consider all information known to COORDINARE in relation to a respondent and their submissions when assessing submissions.
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 RFQ process, or in the event their proposal is successful.
Expenses	All expenses and costs incurred by a Respondent in connection with this RFQ 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 RFQ 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 RFQ should be construed to give rise to any contractual obligations or rights, express or implied, by the issue of this RFQ 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 Business Team at commissioning@coordinate.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 RFQ process described in this document for whatever reason, prior to the signing of any agreement/contract with any party.
Relevant information	COORDINARE reserves the right to consider any information in its possession which it considers may be relevant to a decision to enter into a contract with a successful provider.