

After Hours mobile primary care service for Residents in Aged Care homes – Expression of Interest

EOI Reference Number: EOI-2526-03

COORDINARE has received funding from the Commonwealth Department of Health, Disability and Aging to deliver a project that delivers Mobile Primary Care After Hours to Residents living in aged care homes in the Illawarra region. For this Grant, the Illawarra refers to Wollongong, Shellharbour and Kiama Local Government Areas (LGAs) only.

This Mobile After Hours project is aimed at reducing unnecessary transfer to hospital during the unsociable after hours period when ACOS (aged care outreach service) and the resident's usual general practitioner (GP) are not commonly available.

Residential Aged Care (RAC) homes that are participating in the COORDINARE Mobile Primary Care After Hours Project will receive a financial contribution of **\$15,000** (excluding GST).

Eligibility

Through a competitive Expression of Interest, COORDINARE is seeking up to **six (06) RAC homes** from **Wollongong, Shellharbour, and Kiama LGAs** to take part in this project.

To be involved, each RAC Home must:

- **Commit staff time** to support and engage with the project.
- **Provide leadership** throughout the process.
- **Take on extra admin tasks** to help achieve the project's goals.

Other mandatory eligibility criteria:

- RAC must be located in the **Wollongong, Shellharbour and Kiama LGAs**.
- RAC must hold a current accreditation.
- RAC must have an active Australian Business Number (ABN) or Australian Company Number (ACN).
- RAC must have and maintain adequate insurance coverage.

Only RAC Homes that **meet all the selection criteria** in the application document will proceed to the evaluation stage.

Background

The Strengthening Medicare Taskforce Report recommends improved access to primary health care in the after hours period and to reduce pressure on emergency departments by increasing the availability of primary health care services for care needs.

COORDINARE's Needs Assessment shows that 46% of potentially preventable hospitalisations in NSW involve people aged 65 and over, who also account for 62% of total hospital bed days for these conditions. In South Eastern NSW, older adults present to emergency departments (EDs) after hours for lower-urgency issues at a rate significantly higher than the national average (43.8 vs. 27.5 per 1,000). Care workers report that RAC residents often prefer to avoid ED visits, citing distress, long wait times, and risks such as pressure injuries and dehydration. Locally, feedback from RAC homes has highlighted the need for accessible urgent care during unsociable hours that does not require a hospital transfer but cannot wait until the resident's GP is available.

Scope and specifications

RAC homes will receive up to 12 months access to an on demand, in person, after hours clinical service at no cost to the resident or the RAC home. This service will be accessed through a single point of entry, referrals to the service will be clinically triaged upon receipt and in consultation with the RAC home.

RAC homes who have been successful in this EOI will receive orientation to the after hours service, its structure and access processes.

This after hours project is also offering participation in education on contemporary clinical practice and will work with RACH to identify any specific training opportunities that will build greater capacity. Homes that are successful through this Expression of Interest will receive \$15,000 to enable them to undertake a range of project specific activities that might fall outside the usual tasks.

For a comprehensive outline of the project scope, including specific deliverables and expectations, please refer to Section D. Activity in [Appendix 1 – Draft Grant Agreement](#).

Timeline

Activity	Date
EOI released	7 August 2025
Online industry briefing	14 August 2025
Closing date and time for applications	5:00pm 22 August 2025
Evaluation of EOI	1 st week September 2025
Clarification / negotiation with shortlisted providers	September 2025
Funding awarded	September 2025

Industry briefing

An information session will be held on 14/08/2025. This session will focus on the service structure and RAC home involvement. Session details:

Date:	Thursday 14 August 2025
Time:	12:00 – 12:30 pm (AEST)
RSVP:	To register for the webinar please RSVP directly at link Industry Briefing: After Hours mobile primary care service for Residents in Aged Care homes. <i>A meeting invite will be sent to you automatically after registration is completed.</i>
Mode:	Webinar (MS Teams)

After registering, you will receive a confirmation email containing information about joining the webinar. A recording of information session will be published on COORDINARE Website.

Evaluation and Assessment criteria

Application will be assessed by the following:

- Current After-Hours Procedures: Demonstrated understanding and documentation of existing after-hours protocols, including escalation pathways, staff roles, and communication with primary care providers.
- Staff Confidence in After-Hours Primary Care Engagement: Ability to identify and address factors influencing staff confidence when interacting with primary care providers after hours, such as training, support systems, and access to clinical advice.
- Resident Transfers to Emergency Services: Capacity to provide accurate data on the number of resident transfers to emergency departments between 8:00pm and 8:00am over the past 12 months, including frequency and outcomes.
- Emergency Admissions Over 48 Hours: Ability to report on the proportion of emergency transfers resulting in hospital admissions exceeding 48 hours, indicating the acuity and appropriateness of transfers.
- Repeat After-Hours Transfers: Evidence of tracking and reporting on residents who experienced multiple after-hours transfers, highlighting patterns or systemic issues.
- Telehealth Utilisation: Demonstrated use of telehealth services during both business and after-hours periods, including frequency and context of use.
- Barriers to Data Collection: Awareness of potential challenges in collecting and analysing data related to resident transfers and characteristics, such as staffing, system limitations, or data access.

- Staff Training Access: Clear steps or strategies to enable training for staff working after hours, including identification of needs, delivery methods, and resource allocation.
- Project Outcomes and Goals: Articulation of expected benefits from participating in the project, such as improved care coordination, reduced unnecessary transfers, or enhanced staff capability.

The final decision regarding the allocation of grants will be based on the following considerations:

1. Geographic Distribution of RAC homes across South Eastern NSW

To ensure equitable access and regional coverage, COORDINARE may prioritise applications that contribute to a broad geographic distribution of proposed RAC homes across South Eastern NSW.

2. Order of Submission Received

In instances where applications are similar in scope and quality, COORDINARE may consider the date and time of submission as a determining factor.

Contract arrangements

Participating RAC homes will enter into a Grant Agreement with COORDINARE. The term of the contract is up to twelve (12) months from the date of the Grant Agreement execution. Please read the draft Grant Agreement (see [Appendix 1](#)) and familiarise with the terms of conditions.

The Grant Agreement will form a legally binding agreement on signing by the parties. The RAC homes must retain all insurances outlined in the agreement.

How to apply

Please read this EOI guidance and the [Appendix 1: Draft Grant Agreement](#) prior to applying to participate in the After Hours Mobile Primary Care Service for Residents in Aged Care Homes.

Applications can be submitted through the COORDINARE website using the [COORDINARE online application form](#).

One application must be submitted per RAC home. Organisations operating multiple facilities are required to submit a separate application for each individual home.

Important documents

- EOI guideline (this document)
- [Application form](#)
- [Appendix 1: Draft Grant Agreement](#)
- [Appendix 2: EOI Terms and Conditions](#)

Who to contact

All questions related to this EOI are to be directed to the Business Team via commissioning@coordinate.com.au