

EOI Grant Opportunity

**Connect Well Outreach Healthcare for Victim-Survivors of Family,
Domestic & Sexual Violence: GP Clinics**

Due: 5.00pm AEST, Monday, 16 June 2025

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1. Introduction

COORDINARE - South Eastern NSW Primary Health Network (SENSW PHN) invites grant responses from general practices wishing to nominate female GPs to participate in the Connect Well program, operating within crisis accommodation services in three (3) locations in South Eastern NSW. These locations are:

- Moruya
- Goulburn
- Nowra

The project will run over two (2) financial years from July 2025 to June 2027.

Connect Well is a comprehensive and integrated model designed to meet the health needs of victim-survivors of family, domestic and sexual violence (FDSV) who have experienced gaps in health care because of experiencing and fleeing FDSV. The program is centred around the development of a dedicated Primary Healthcare Outreach Team (PHOT) which includes a GP, nurse and a health linker position, who work together as a multidisciplinary team to deliver the program at participating crisis accommodation services. This funding opportunity is for the GP as part of the PHOT.

The PHOT will collaborate to provide medical treatment and care coordination. Where there are barriers to access to health care services, brokerage funding will be available for Connect Well clients (women, infants and children).

Wherever possible, the team will link clients with local GPs, PHN-commissioned mental health, AOD and chronic disease services, as well as LHD services.

To support the program, COORDINARE has also secured a partnership with a dental provider which will enhance access to oral health services for Connect Well clients. Access to oral health care will be provided at no cost to the clients of the program.

Who can apply?

General practices in the Eurobodalla, Shoalhaven or Goulburn-Mulwaree local government areas are eligible to apply for funding and nominate a female GP for this program. There will be an opportunity for the GPs to engage in funded training prior to commencing work for this service.

To apply, complete all sections of the Response template (Attachment 1) and include all relevant documentation. All responses will be reviewed by a Tender Evaluation Panel.

Grant responses close 5:00pm (AEST) on 16 June 2025. Late responses will not be considered.

2. Funding

Funded services will run **until 30 June 2027**.

Funding includes clinic payments as well as funding to support the establishment of these clinics. Clinics will commence in approximately August 2025. These payments are outlined below.

Clinic payments

Successful Respondents' GPs will receive a payment of **\$1,200 (ex-GST) per four-hour fortnightly clinic** to cover non-billable work associated with delivering the program. This payment is not intended to co-fund or duplicate Medicare billing arrangements. GPs may bill Medicare for the delivery of patient care in accordance with the MBS.

Examples of MBS item numbers that could be used are: 23, 91891, 75870, 2717, 739, 10987, 44, 10990, 124, 2712, 24, 47, 2715, 36, 723, 735, 10997, 715, 2713, 721 and 37.

Establishment funding

An **establishment payment of \$3000 (ex-GST)** will be provided for work undertaken to support the establishment of the inreach clinic, including liaison with the service, site visits, planning to commence the clinic, establishment of clinic systems and processes.

3. Background

Funding background

Funding of \$5.748 million over two years from 2024-25 to 2025-26 was announced as part of the May 2024-25 Federal Budget for the *Supporting Outreach Healthcare in crisis accommodation and services* measure to support women and children fleeing family, domestic and sexual violence. It is part of a broad suite of measures to reduce all forms of FDSV against women and children, to support the implementation of the *National Plan to End Violence against Women and Children 2022-32*. COORDINARE was successful in securing a grant and will pilot the Connect Well program in three local government areas.

Building on [an earlier pilot on the Central Coast](#), the Connect Well pilot will address the unmet health needs of victim-survivors with a strong focus on early intervention for infants and children. To improve health outcomes, women and children impacted by violence need to be met where they are, taking account of their circumstances, providing them with choice and ensuring they are supported. Providing integrated health and community services helps reconnect these women and their children to society and rebuild their lives.

FDSV needs in South Eastern NSW

Local government areas within the South Eastern NSW region with domestic violence reported assault crime rates per 100,000 population significantly higher than the NSW state average (441.6) are Goulburn Mulwaree (632.2) and Eurobodalla (628.1). Shoalhaven LGA also has very high prevalence (420.6). These levels have risen substantially for most regions since 2021, in particular for Goulburn Mulwaree, which reported 357.7 in that year. Rates for Eurobodalla have remained consistently high, maintaining the highest rates in the SENSWPHN catchment for the past few years. These have contributed to Eurobodalla, Goulburn, and Shoalhaven being the focus areas for the delivery of this program.

Connect Well Commissioning Phases

Connect Well will be commissioned and implemented in three phases, as described below. This funding opportunity is phase one.

1. Commissioning of General Practitioners

This phase seeks to engage suitable practices who will nominate a GP to participate in the Connect Well program and be part of the PHOT.

GPs engaged as part of the PHOT will deliver a co-located inreach GP clinic at participating crisis accommodation services for four hours per fortnight. Clinic days and times to be determined in

collaboration with the nominated GP and relevant crisis accommodation service. To extend reach of this service, virtual options for primary health care delivery will also be explored for those individuals who require support but do not live at the crisis accommodation service; this could include victim-survivors who are part of the Commonwealth Safe Places Emergency Accommodation and NSW Staying Home Leaving Violence programs. Due to limitations with the location, there may also be occasions where individuals may need to visit a general practice setting for some treatment.

The GP will work to address the unique needs of individuals including facilitating referrals to specialists, completion of assessments required by other services and care plans as required.

2. Commissioning of in-refuge Health Linkers

This phase will engage a 0.5FTE Health Linker role in each of the three crisis accommodation services. The Health Linker is part of the PHOT and aims to remove barriers to care. It will work alongside the GP and Practice Nurse, serving as a direct support for women and children, guiding them through the healthcare system and facilitating access to appropriate health and support services, including follow up and liaison with other appropriate support services. The position will also ensure that the use of existing programs and services is optimised, ensuring the model retains a strong focus on primary health needs of women, infants and children including access to child and maternal health services and other therapeutic interventions. This role will work to facilitate integration, communication, and coordination between health, accommodation, justice, safety and education services.

3. Commissioning of a Practice Nurse

This phase will secure a suitable provider who will employ practice nurse(s) to be deployed as part of the PHOT. All GP clinic referrals will be via the nurse. The nurse will travel between the three sites over five days per week, with days to be determined in collaboration with the relevant crisis accommodation service.

Scope and Specifications

Program Purpose:

The purpose of this funding is to support the primary care response to victim-survivors of family, domestic and sexual violence.

Program objectives:

- In three sites, develop and implement an inreach model of support to improve quality of care for victim-survivors
- Increase access to holistic and integrated outreach health care to support victim-survivors including those from population groups at higher risk of FDSV
- Increase integration with health and community services to address barriers to accessing health and support services

Successful Respondents will be contracted to:

- Provide a 4-hour GP clinic in collaboration with the nurse and health linker at a crisis accommodation service, once per fortnight for the duration of the program
- Work to identify and support localised referral pathways for victim survivors to support comprehensive health care. e.g. referral pathways to clinics in the LHD or to appropriate private specialists*

- Work with the crisis accommodation service and local health care providers to ensure the successful implementation of the program
- Participate in monitoring and evaluation activities

*A flexible brokerage fund will be available to pay for external appointments with specialists such as paediatricians and gynaecologists, and allied health practitioners such as speech pathologists, podiatrists and occupational therapists.

Location

All funded activities must occur within the **Goulburn-Mulwaree, Eurobodalla and Shoalhaven local government areas**, delivering service within the following crisis services:

- Goulburn-Mulwaree: Anglicare community housing, Goulburn
- Eurobodalla: SEWACS Budjungal, Moruya
- Shoalhaven: SAHSSI Shoalhaven Crisis Accommodation, Nowra

Telehealth appointments may also be conducted with clients crisis services who are staying in other temporary housing and programs such as Safe Places Emergency Accommodation and Staying Home Leaving Violence. The Health Linker will be responsible for coordinating GP appointments in consultation with the GP.

Data collection

SENSW PHN will work with Department of Health and Aged Care to ensure the collection of relevant program activity data to support program evaluation. Our bespoke Performance Framework includes a customised data capture portal and reporting dashboard where minimum data will be collected, including:

- Client demographics
- Referral and episode of care details
- Service activity detailing occasions of service
- Client experience
- Service provider satisfaction
- Direct or proxy client outcomes
- Cost per service

4. Eligibility

Respondents eligible to receive funding under this initiative must be general practices accredited against the RACGP *Standards for general practices*. Nominated GPs must be female and have obtained Fellowship of RACGP and/or ACRRM.

5. Timeline

An indicative timeline is outlined below. COORDINARE reserves the right to modify these timeframes. Respondents will be notified of any key changes via email.

Activity	Date
Grant opportunity released	20 May 2025
Industry Briefing and Q&As via Teams *Please sign up to attend by submitting your request through the industry briefing link	6pm 28 May 2025
Deadline for questions from potential Respondents via Commissioning mailbox	5pm 5 June 2025
Deadline for completion of Q&A by COORDINARE	5pm 10 June 2025
Closing date and time for responses	5pm 16 June 2025
Shortlisting of successful Respondents	2 July 2025
Clarification / negotiation with shortlisted providers	8 July 2025
Funding awarded	July 2025
Contracts commence	July 2025

6. Developing and submitting your response

Responses to this Grant Opportunity should be submitted via commissioning@coordinate.org.au

Responses should be aligned to the scope and specifications and address all the assessment criteria outlined in this document.

Please ensure you read each assessment criterion carefully and answer each component and section of the proposal template by considering all information provided. Guidance regarding writing your response can be found on our website [Commissioning | COORDINARE - South Eastern NSW PHN](#) – scroll down to “Tender and submission writing for general practice.”

Documents can be attached which are directly relevant to your response. Please avoid attaching large documents as only the first five pages will be read by the Evaluation Panel. If the documents are large, please specify the relevant page number(s)/section(s) to your response.

File formats accepted: word, excel, pdf and jpg files are all acceptable formats.

7. Respondent Questions

All questions about the Grant Opportunity process or content can be submitted to the COORDINARE Business Team via commissioning@coordinate.org.au any time before 5pm on Thursday 29 May. Please note that any questions, answers and points of clarification will be shared with all other Respondents participating in the Grant Opportunity. Any identifying information about the individual or organisation submitting the question will be removed.

8. Assessment Criteria

Please note, responses will be considered in the context of the size and resources of the organisation or Respondent. Please indicate ‘N/A’ if any of the responses required are not relevant to your organisation or service.

Required Response	Weightings
1. Practice Information - Word Limit 1000	
Provide a brief overview of your practice, including the following components: <ul style="list-style-type: none"> in which of the three locations you are based details of the nominated GP's interests and experience the capacity of your practice and the nominated GP to deliver the clinic detailed in this document 	35%
2. Consumer-focused design and delivery - Word Limit 1000	
For the nominated GP, provide a brief overview of their: <ul style="list-style-type: none"> experience working in a multidisciplinary team (including non-health workers) providing services to vulnerable patients understanding of the complex needs of families who have experienced family, domestic and/or sexual violence and who are in crisis accommodation 	35%
3. Working with vulnerable communities - Word Limit 1000	
For the nominated GP, provide a brief overview of their: <ul style="list-style-type: none"> willingness to undertake training in trauma informed care experience in working with individuals who are vulnerable, and an understanding of the complexities associated with providing comprehensive primary health care experience in working with Aboriginal and Torres Strait patients, and processes you follow to ensure they receive culturally safe health care 	30%
Total Scored Criteria	100%

Compliance Documents (Mandatory)

1. Provide copies of your current accreditation certificate(s) from your professional body	Compliance
2. Provide copies of required insurances <ul style="list-style-type: none"> Public liability insurance \$20 million per claim and in the aggregate of all claims Professional indemnity insurance \$10 million per claim and in the aggregate of all claims Workers Compensation cover for NSW 	Compliance

COORDINARE reserves the right to work with shortlisted Respondents to clarify information provided and in some cases request revised proposals, prior to a contract being awarded.

Please refer to *Section 10. Evaluation of submissions* for more information on COORDINARE's approach to evaluating proposals.

9. Contract arrangements

Successful Respondents will be required to enter into a service agreement with COORDINARE. The term of the contract awarded will be from the date of execution up to 30 June 2027.

10. Evaluation of response

Successful Respondents will be selected through a competitive process. An evaluation panel will consider each response against the mandatory requirements as well as the selection criteria outlined in *Section 8 – Assessment Criteria*.

If additional information is required by COORDINARE when proposals are being considered, written information and/or interviews may be requested to obtain such information at no cost to COORDINARE.

11. Interpretation

Definition of key terms

Term	Meaning
COORDINARE	The South Eastern New South Wales Primary Health Network and the organisation responsible for the EOI and the EOI process
Closing time	The time specified by which EOI responses must be received
Expression of Interest (EOI)	This document and any other documents designated by SENSW PHN
Response(s) to EOI	A document/s lodged by a Respondent in response to this EOI containing a response to provide Goods or Services sought through this EOI process
Respondent	An entity that submits a response to this EOI
EOI Process	The process commenced by the issuing of this EOI and concluding upon formal announcement by SENSW PHN of the selection of a preferred Respondent(s) or upon the earlier termination of the EOI process

12. Conditions of this Expression of Interest

ABN/Taxation requirements	For this Grant, COORDINARE will only deal with Respondents who have an Australian Business Number (ABN) and are GST-registered
Acceptance	Non-complying submissions may be rejected. COORDINARE may not accept the lowest priced proposal and may not accept any proposal.
Additional information	If additional information to that requested in this document is required by COORDINARE when proposals are being considered, written information and/or interviews may be requested to obtain such 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.

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 EOI process, or in the event their proposal is successful.
Expenses	All expenses and costs incurred by a Respondent in connection with this EOI 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 EOI 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 EOI should be construed to give rise to any contractual obligations or rights, express or implied, by the issue of this EOI 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 Commissioning Business Team at commissioning@coordinate.org.au
Part responses	COORDINARE reserves the right to accept responses 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 Grant process described in this document for whatever reason, prior to the signing of any agreement/contract with any party.