

Addendum to RFP: RFP-2627-01

Queanbeyan Medicare Mental Health (QMMHC)

Addendum No: 1

Date: 24. 09.2026

Summary: Industry Briefing recording& Summary of Questions and Answers

Industry Briefing Recording

1 Please view the video at: <https://vimeo.com/1229417976/8934a0153c>

	Question	Answer
1.	Why is the timeframe for submission so short? And why is the briefing so late in the process?	The RFP will remain open until 19 October 2026 (slightly more than 5 weeks). The industry briefing is scheduled to allow prospective respondents sufficient time to review the RFP documentation and identify any initial questions. The briefing is intended to clarify information already contained within the RFP and does not introduce new requirements or evaluation criteria. Respondents may submit questions at any time during the application period via online Tenderlink Forum. Responses will be provided within 3 business days.
2.	Is it preferred to have a joint application / consortium approach?	COORDINARE does not have a preferred delivery model and will assess all submissions against the published evaluation criteria. Respondents may submit as a single organisation or as part of a consortium, partnership, or subcontracting arrangement where this supports the delivery of the service requirements. Any proposed arrangement should clearly identify the lead organisation and outline governance, accountability, and service delivery responsibilities.
3.	Understand potential requirement for co-location with headspace Queanbeyan	A potential co-location opportunity with headspace Queanbeyan is available, however is not required. Respondents may propose any suitable premises that support delivery of the Medicare Mental Health Centre service. The inclusion of information relating to the potential co-location opportunity does not indicate a preference for either that site or a co-location model over other suitable premises or service configurations. Respondents considering co-location are responsible for undertaking their own due diligence and should also consider alternative premises options.

4.	Is there an expectation from COORDINARE that the 'small site' MMHC is operational 7 days a week with extended hours?	No. However, the provider is expected to maximise accessibility in line with the National Service Model. Respondents should propose operating hours based on local need, anticipated demand, workforce availability, safety, available funding and complementarity with other regional services. Where the physical site is not open, the proposal should explain how people will access support and advice through appropriate telephone, digital or partner pathways, including the Medicare Mental Health Phone Service.
5.	Is there a minimum or suggested FTE requirement for the service as a small site?	No minimum FTE is mandated; however, Commonwealth guidance describes a small centre workforce as approximately 7 FTE with a mix of clinical and non clinical staff. This figure is indicative only and applications will be assessed on the capability, sustainability and appropriateness of the proposed workforce model rather than achievement of a specific staffing number.
6.	There is a Mental Health Hub delivered by Flourish in Queanbeyan, is this additional funding for a completely new/additional service or if this is intended to be a transfer from the Mental Health Hub into a Medicare Mental Health Centre.	The funding for the MMHC is new funding for the establishment of a new service aligned to the MMHC model. However, as there is significant duplication between the role and function of the mental health hub and the MMHC, COORDINARE will be decommissioning the mental health hub once the MMHC is fully established.
7.	Are there any specific requirements you are seeking from providers to best meet local need in Queanbeyan?	Providers are required to demonstrate a strong understanding of local need in Queanbeyan. Proposals should clearly explain how this understanding has informed the proposed MMHC, including the location, operating hours, accessibility arrangements and other elements of service delivery.
8.	Is the Sunday due date correct? Given the due date is on a Sunday, will Coordinare PHN consider moving this forward to the next business day of Monday 19th October at 5pm?	The RFP deadline will be extended to Monday 5pm 19 October 2026 .
9.	Is this a new centre or hub transition	The funding for the MMHC is new funding for the establishment of a new service aligned to the MMHC model. However, as there is significant duplication between the role and function of the mental health hub and the MMHC, COORDINARE will be decommissioning the mental health hub once the MMHC is fully established.
10.	Are there indicative activity targets	No minimum service volumes, client numbers or occasions of service have been prescribed as part of the RFP.

		Respondents are required to propose their own service-capacity assumptions, including anticipated client numbers, service activity and workforce utilisation, and demonstrate how these assumptions are supported by the proposed workforce model, operating approach and available funding. Final performance measures, service volumes and reporting requirements will be refined through discussions with the successful provider.
11.	Is evidence of partnership required	If the proposed service model relies on a partnership, consortium arrangement, subcontractor or other external organisation to deliver key aspects of the service, they should provide evidence of that arrangement. This may include a letter of support, letter of intent, memorandum of understanding or other documentation demonstrating that discussions have occurred and that the proposed arrangement is feasible.
12.	How developed does the co-location arrangement need to be	Respondents proposing a co-location arrangement should demonstrate that the arrangement is feasible and has been appropriately investigated. This may include evidence of discussions with relevant parties, consideration of premises suitability, proposed governance or occupancy arrangements, implementation risks and mitigation strategies.
13.	You mentioned that the decommissioning of the existing Mental Health Hub will be considered - do you expect the tenderers to propose how it will assist with the decommissioning (eg taking over the manpower, client base etc)	Respondents are not required to propose how they would assist with the decommissioning of the mental health hub. COORDINARE will work directly with the mental health provider and Medicare Mental Health centre provider once the outcome of the RFP is known. However, respondents should demonstrate an understanding of the local service system and how they would work with COORDINARE and local other local stakeholders as part of the implementation of the MMHC.
14.	Is it expected that workforce may be supplemented by practitioners providing services funded through MBS items?	In line with the national model, "the core workforce may be supplemented by practitioners providing services funded through MBS items, and may include salaried practitioners to best meet local site needs and support training placements". The key requirement is that services delivered through the Centre remain free for consumers.