

Frequently asked questions

Addendum to RFP: RFQ-2627-03

Advanced Care Planning & Death Literacy Community Education

Addendum No:	1
Date:	19.09.2026
Summary:	Summary of Questions and Answers from Industry briefing

Industry Briefing Recording	
1	View the video recording here .

Questions and Answers		
	Question	Answer
1.	Will the available funding (\$60,000) support a single provider to deliver the program across the region, or does COORDINARE anticipate funding multiple providers?	COORDINARE intends to engage a single provider to deliver the program across the South Eastern NSW PHN region. The available funding of \$60,000 is intended to support delivery of the full program by one provider. Respondents should submit a single proposal covering all requirements outlined in the RFQ.
2.	Are there any expectations regarding workshop duration, participant numbers or delivery format, and can workshops be delivered as part of a larger community event?	The RFQ does not prescribe a minimum workshop duration or participant number. As a guide, COORDINARE anticipates workshops will typically engage around 20 participants per session. This is an indicative figure only and will not be used as a minimum requirement or assessment criterion. Where appropriate, COORDINARE may provide support with promotion and community connections to assist providers in maximising attendance. Respondents may propose an appropriate delivery format and scale for their target communities, provided they demonstrate how their approach will achieve the objectives, outcomes and reporting requirements of the RFQ. Workshops may be delivered as standalone sessions or incorporated into a broader community education event, provided the activity includes the required Advance Care Planning and/or death literacy content, aligns with the objectives of the RFQ, and supports the collection of the required evaluation and reporting measures.

3.	How much emphasis should be placed on Advance Care Planning compared with broader death literacy education?	The RFQ does not prescribe a specific balance or percentage allocation between Advance Care Planning and broader death literacy content. The program is intended to build death literacy and improve community understanding of Advance Care Planning, with workshops expected to support understanding of Advance Care Planning, future care discussions and related end-of-life topics. Respondents may propose their approach to content and delivery, provided it aligns with the program objectives and scope of work.
4.	Can COORDINARE clarify how the requirement for at least two workshops in each of the 12 specified areas applies to Jervis Bay Territory, and whether priority populations or communities have already been identified that respondents should address in their proposal?	The intention of the RFQ is to ensure that people living across all 11 Local Government Areas and the Jervis Bay Territory have access to Advance Care Planning and Death Literacy Education opportunities. Respondents may propose an approach based on their understanding of local needs, community priorities and delivery opportunities. As part of implementation planning, the successful provider will work with COORDINARE to identify final priority locations, communities and engagement opportunities, including approaches to reaching priority populations across the region.
5.	Can COORDINARE clarify the expectations regarding DLI-9, outcome measurement and the provider's evaluation responsibilities (such as data collection, privacy and confidentiality, and management and the arrangements for external scoring and analysis)	The successful provider will be responsible for collecting participant evaluation data and administering agreed outcome measures, including the DLI-9 and any Advance Care Planning measures specified by COORDINARE, where applicable, in accordance with reporting requirements outlined in the funding agreement. Respondents should demonstrate their willingness and capacity to meet COORDINARE's data collection, evaluation and reporting requirements effectively collect, manage and report evaluation data and outcomes) COORDINARE will work with the successful provider to finalise the monitoring and evaluation approach, including agreed measures, data collection tools, reporting templates and reporting requirements. Further details regarding evaluation processes and reporting arrangements will be provided during implementation planning.
6.	Is COORDINARE seeking a model that can continue beyond the funded period, and should respondents address long-term sustainability?	The RFQ seeks proposals to design, deliver and evaluate the program over the contract period. Responses must address the requirements, objectives and deliverables outlined in the RFQ. Respondents may include information about features of their proposed service model that support successful delivery of the

		program and achievement of the intended outcomes. There is no requirement to demonstrate ongoing funding arrangements, service delivery beyond the contract period, or continuation of the program after the contract ends. Proposals will be evaluated against the requirements and criteria set out in the RFQ.
7.	Beyond the number of workshops delivered, what does success look like for this program?	Success is described through both participation and outcomes. In addition to workshop delivery and attendance, the program is expected to increase community awareness and understanding of Advance Care Planning, increase confidence to discuss future care preferences, and increase participants' intention to undertake, support, or document Advance Care Planning activities. Monitoring and evaluation requirements include measuring changes in knowledge, confidence and intended behaviours, supported by participant feedback and agreed evaluation measures. Providers should refer to the Monitoring and Evaluation and Performance Measures sections of the RFQ.
8.	The RFQ notes workshops should primarily be face-to-face and may include broader death literacy topics where they support Advance Care Planning. How much flexibility is there for providers to propose an integrated death literacy model that combines Advance Care Planning with topics such as caring, grief, bereavement, and end-of-life conversations, particularly where this is used to increase community participation and engagement?	The target audience and scope acknowledge topics such as death, dying, caregiving, grief and bereavement, and workshops may include broader topics related to death, dying and end-of-life care where these support understanding of Advance Care Planning and future care discussions. Providers may propose their approach to program delivery; however, Advance Care Planning and future care discussions should remain a central focus of the program and proposals should demonstrate alignment with the stated objectives and scope of work.
9.	What is the expected attendance per workshop?	The RFQ does not prescribe a minimum workshop duration or participant number. Attendance may vary depending on factors such as location, target audience and local community context. As a guide, COORDINARE anticipates workshops will typically engage around 20 participants per session. This is an indicative figure only and will not be used as a minimum requirement or assessment criterion. Where appropriate, COORDINARE may provide support with promotion and community connections to assist providers in maximising attendance.

		Respondents may propose an appropriate workshop size based on their delivery model, target audience and local circumstances, while ensuring a quality participant experience and effective delivery of program objectives.
10.	Please confirm the tender submission format is direct via the email address supplied.	Yes
11.	Please confirm if existing PHN funded services or programs are exempt from applying.	Existing PHN-funded services or programs are not exempt from the application process unless expressly stated in the RFQ documentation. Eligible organisations wishing to be considered for funding under this opportunity are required to submit an application in accordance with the published requirements.
12.	Please advise what other PHN directly delivered activities or funded programs are concurrently being delivered in the Advanced Care Directive, Death and Dying literacy areas.	COORDINARE currently delivers a range of activities under the Greater Choice for At Home Palliative Care program to support palliative and end-of-life care awareness and advance care planning; however, there is no dedicated, community-wide death literacy and advance care planning education program currently commissioned. This RFQ seeks to address priorities identified in COORDINARE Palliative Care Needs Assessment, including low community death literacy, low uptake of advance care planning, and the need for earlier conversations and better consumer understanding of available supports and services.
13.	Why is the final report due in March 2029 when delivery is expected over 18 months?	While delivery is expected to occur over approximately 18 months, COORDINARE has built flexibility into the contract to accommodate local circumstances, events and other delivery challenges. Any extended delivery arrangements would be discussed with the successful provider.
14.	Is the correct closing date 25 September or 2 October 2026	The closing date was extended from 25 September 2026 to 2 October 2026 at 5:00 pm . The extension was granted to allow organisations additional time following the industry briefing.
15.	Where can applicants find the budget template?	There is no specific budget template to use for this RFQ. Applicants may use their own format provided the budget clearly itemises expenditure and demonstrates how the funding will be used.