

Notification of upcoming tender process for Care Finder Program

Registration of Interest

Introduction

This notification has been issued to inform the market that Western Sydney Primary Health Network (WSPHN) will soon be commencing the procurement process for the Care Finder Program as part of healthy ageing/aged care schedules of care.

Invitation to Respond -This is not a tender but is an invitation for market response to information published on, or accessible through, this website, pertaining to this upcoming tender. Examples would include EIS, discussion papers, requests for information, registrations for position appointments, etc.

Background

As part of the Australian Government's response to the Royal Commission into Aged Care Quality and Safety, the Care Finder Program will help to connect senior Australians to Aged Care services. It is recognised that My Aged Care is a complex system with a single point of entry for people to find out about and access services, and a common recommendation identified by the Legislative review is to provide a face-to-face presence in the community for people who require extra support to access these services.

Care Finders acting as those face to face supports and navigators will complement but not duplicate My Aged Care channels and will therefore specifically target senior Australians who are eligible for aged care services and have one or more reasons for requiring intensive support or could otherwise be difficult to reach.

The navigation component will help target populations of older Australians to understand the benefits of receiving support, and to find and understand information and how to access the services available.

The Care Finder target population is people who are eligible for aged care services and have one or more reasons for requiring intensive support. The following are some of the examples but not limited to:

- isolation or no support person (e.g. carer, family or representative) who they are comfortable to act on their behalf and/or who is willing and able to support them to access aged care services via My Aged Care;
- communication barriers, including limited literacy skills;
- difficulty processing information to make decisions;
- resistance to engage with aged care for any reason and their safety is at immediate risk or they may end up in a crisis situation within (approximately) the next year.
- past experiences that mean they are hesitant to engage with aged care, institutions or government.

Aim

The aim is to improve outcomes for people in the Care Finder target population by supporting access to aged care services and assist in integrating the Care Finder network into the local aged care system.

The Care Finders will provide specialist and intensive assistance to help people within the Care Finder population to understand and access aged care services and connect with other relevant supports in the community.

The Care Finder organisation functions will include the following:

- Assertive outreach to proactively identify and engage with potential clients
- Explore and establish different ways to effectively engage and build rapport with potential clients and local intermediaries
- Establish and maintain an intake point, embed into referral pathways
- Support people to interact with My Aged Care, explain and guide people through the assessment process including, where appropriate attending their assessment appointments
- Support to help people find the aged care supports and services and connect with other relevant supports in the community
- High level check-ins with clients on periodic basis and follow up support once services have commenced
- Care coordination of services and management of a client's care needs
- Undertake activities to support the integration of the Care Finder network into the local aged care system

Next Step

A tendering process for Service Providers will be undertaken in August/September 2022 after a period of consultation with the market. We will get in contact with you to facilitate an interactive discussion for identification of needs in the Western Sydney region and for planning and development of the service model.

If your organisation is already working in the space demonstrating local community connections with specialist skills and experience in delivering a service to the aged care population (including but not limited to CALD, homeless, forgotten Australians, LGBTIQ+ or other vulnerable or hard to reach communities) or has a capacity, expertise and desire to do so, you are encouraged to participate in this process. Further information will be provided to the registered respondents, so that all interested parties will have time to consider their position.

Proposed Timetable

ROI Open	6 June 2022
ROI Close	24 June 2022
Interactive Meetings	27 June- 22 July 2022
RFT Open	1 August 2022
RFT Close	29 Aug 2022
Evaluation Period	29 Aug- 10 October 2022
Contract Negotiations	11 October -11 November 2022
Contract Start Date for Existing Providers	3 January 2023

Contract Start Date for New Providers	1 April 2023
---------------------------------------	--------------

Registering your Interest

WSPHN is inviting service providers who are interested in participating in this tender process to register their interest by providing their relevant contact details to the following email address Commissioning@wentwest.com.au by Friday 24 June 2022. This information on registering your interest will be available on Tenderlink, the Australian Tenders and WentWest website. WSPHN intends to commence consultation (one-on-one discussions or group workshops) with registered providers from late June and through July 2022 before commencing the tender process.

More Information

If you have any questions, please contact the Commissioning team at Commissioning@wentwest.com.au