

# *Market briefing*

Increasing access to culturally responsive primary health care for CALD communities

22 March 2019



## *Purpose of market briefing*

# *Agenda*

- About North Western Melbourne PHN
- Background and context for tender
- Procurement
- Questions
- Facilitate networking



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*About North Western  
Melbourne PHN*

# North Western Melbourne PHN

As an **improver**, we strengthen access to, and the quality of, general practice and primary health care.

As a **director of funds**, we attract and aggregate resources for the region, and allocate these fairly and efficiently.

And as a **targeter of needs**, we understand and identify health needs, establish priorities, and plan, advocate and collaborate to meet them.



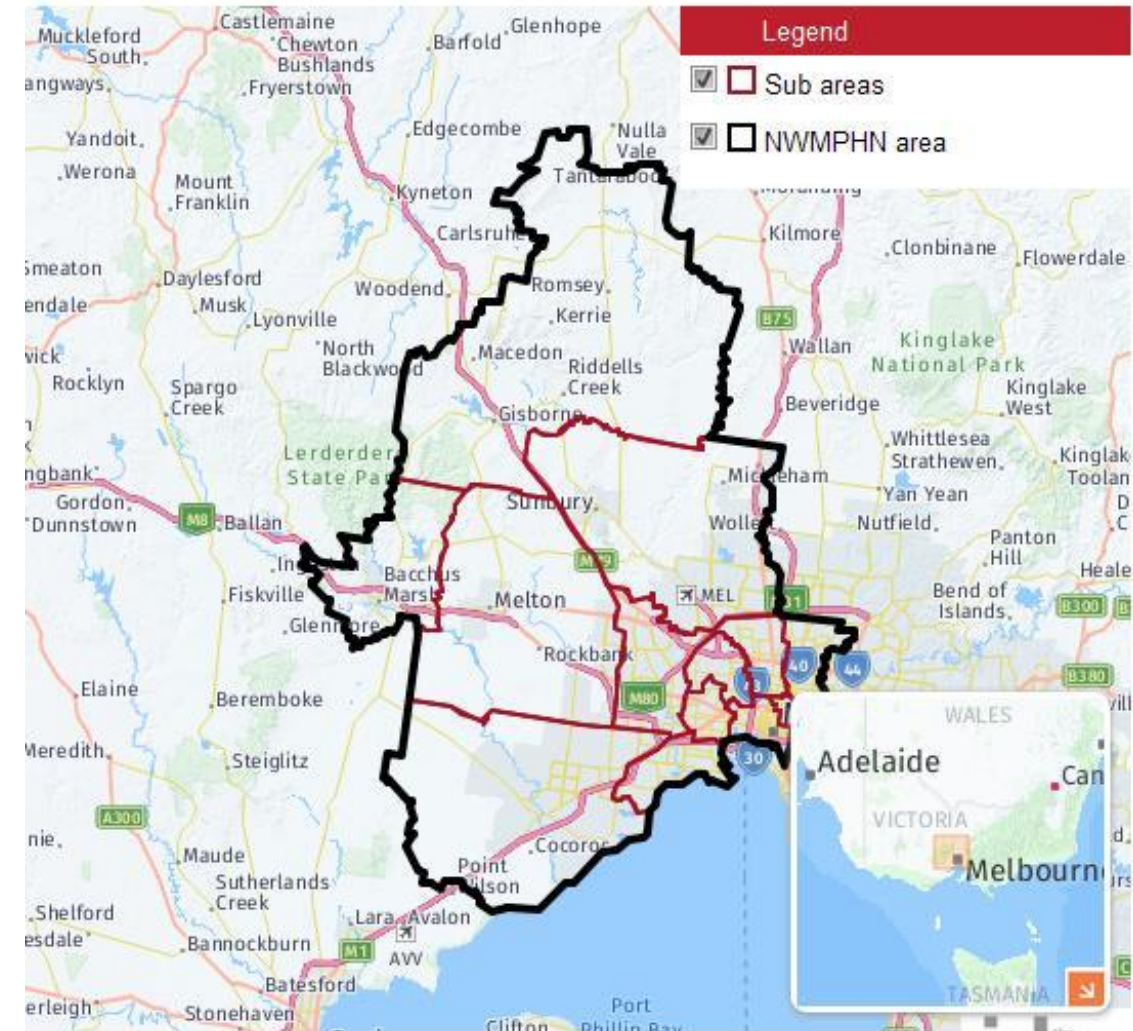
# North Western Melbourne

<b>Population:</b>	1,707,000*
<b>Land area:</b>	317,867 ha
<b>Local Government Areas:</b>	13
<b>Hospital services:</b>	37
<b>Medical clinics:</b>	565

- One of the fastest growing areas in the state
- Large population of CALD, LGBTI+, low SES

## Profile areas

NWMPHN area



Compiled and presented in profile.id by .id, the population experts.

.id  
the population experts



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*Background and context for  
the upcoming tender*

# *Identifying the needs*

## **Community**

- Australia is a culturally diverse nation with 1 in 7 Australians born in a non-English speaking country, in NWMPHN catchment 42% of people speak a language other than English at home
- Underutilise primary health care services
- More likely to seek care at an ED inappropriately

## **Clinical**

- Primary health care providers identify a lack of confidence in delivering culturally responsive care to CALD clients

## **System**

- Primary health care sector has limited capacity to respond to the health care needs of CALD communities in a culturally responsive way



# *After Hours Analysis and Recommendations report*

## **Community**

- CALD backgrounds are less likely to consider contacting a GP before attending an Emergency Department (ED).
- CALD consumers identified feeling safe, welcome and comfortable was a priority when seeking primary health care, yet hard to come by
- Limited knowledge of the health system and services available
- Community education and health literacy training needed

## **Clinical**

- Primary health care providers identify a lack of confidence in delivering culturally responsive care to CALD clients
- As a standalone strategy, cultural competency training is not enough

## **System**

- 33 primary care services provide 'CALD services' in the NWMPHN region - 2 are open in the AH period, both being situated in Moreland

## *NWMPHN commissioning response*

*Commission a trial program that increases access to culturally responsive primary health care services and support for CALD communities.*

*Multicultural organisation to lead the design, delivery and evaluation of a trial program*

## *NWMPHN commissioning response*

- Unlikely that any one sector alone can meet the needs of this approach
- Partnership between the multicultural and primary health care sector, to provide an integrated response that:
  - builds capacity across sectors
  - improves access to culturally response care
  - enhances community knowledge of the health system

# *Key outcomes*

## **Community**

- CALD communities can access culturally responsive primary health care when they need it
- CALD communities can understand primary health care treatment options and the broader service system

## **Clinical**

- Providers feel confident in delivering culturally responsive care and services

## **System**

- Meaningful partnerships established between the multicultural and health care sectors
- Care is coordinated across primary and acute sectors
- Reduced inappropriate presentations to Emergency Departments among CALD communities

## *Key requirements to consider*

- Strong **community engagement** practices
- Address **barriers to accessing primary health care** for CALD communities
- Demonstrated understanding of the **afterhours need** of the cohort
- **Capacity building** and **community development** approaches
- **Effective evaluation** to inform further activity with CALD communities



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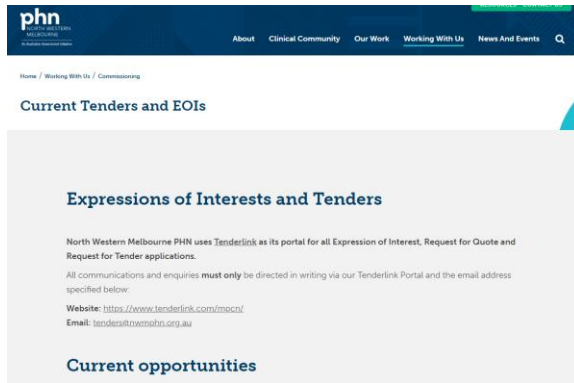
# *Procurement*

# Procurement Objectives

1. We aim to provide the highest levels of probity, ethical and professional tendering of our services.
2. We expect to provide a transparent, fair process where suppliers are treated equally and assessed on their capability.
3. We are working on a model of outcome based commissioning:-
  - This is where we look to providers to promote approaches that enable them to deliver the outcomes required as opposed to prescribing the solution.
  - We are looking at innovation that originates from the providers and communities we support
  - Our evaluation approach includes consumer engagement to ensure it is relevant to those we support

# Procurement Access and Portal

1. Tenders are advertised on the NWMPHN website and this contains a link to the e-tendering portal



2. Tenderlink is our e-tendering portal and providers are required to register in order to access tenders or respond to requests.

3. All questions and submissions must be addressed through Tenderlink.

4. Tender responses are evaluated in accordance to the published criteria in the request for tender



# *Procurement Process (Your response)*

1. Before uploading your response ensure you have all the required documentation. This includes your response, declaration, conformity to contract terms and supporting information (such as insurances and Policies).
2. Ensure that you have reviewed the contract terms and clearly stated any clauses that you are unable to commit to agree. This is part of your offer and if you do not state any requirements in your response it is assumed that you accept all terms in the contract.
3. All questions and submissions must be addressed through Tenderlink. Any responses to questions received, including those from other providers will be published through Tenderlink.
4. Ensure that you can access the Tenderlink portal and understand the tasks needed for uploading your tender. It is best to complete this check the day before closing.

## Procurement Tips

1. 1. When reading a tender check the return date, that you are able to meet any mandatory requirements and understand the requirements set out in the weighted criteria.
2. 2. When responding to questions please ensure you provide evidence to support your responses, examples are useful.
3. 3. Criteria will often be linked to your existing experience, your approach to providing a service that meets the outcomes required in the tender and how you will be able to provide the resources needed to deliver the services.

If unsure about any aspect of the tender ask a question through the portal

1. 5. When uploading responses **do not leave it to just before the closing time.**
2. 6. If you have problems uploading responses, contact either Tenderlink or the Procurement **before the closing** time for assistance.



*Questions*



# *Networking*