

PRE2707 RFI Improving access to primary for multicultural communities - enhancing current navigation services

[Version 2 – 20/11/2025]

Instructions:

1. Questions may be rephrased and de-identified to maintain probity and confidentiality of the information and the procurement activity process.
2. This document is shared with the market to ensure fairness and equity in the procurement activity process.
3. Separate clarification register(s) may be needed to record sensitive and/or commercial in confidence questions and answers for each prospective providers/applicants for this activity, to maintain confidentiality of the information. NWMPHN will exclude it from this document and respond only to each prospective provider/applicant.
4. NWMPHN will accept clarification questions for this activity until 19/11/2025 3:00 PM. This is to ensure that applicants have reasonable time to finalise and submit responses when the RFI closes.
5. This RFI closes at 28/11/2025 3:00 PM.
6. The terms and conditions of the RFI applies during this stage of the activity.

NO	QUESTION DATE	ANSWER DATE	QUESTIONS FROM APPLICANTS	NWMPHN RESPONSE
1	13/11/2025	17/11/2025	Will you accept applications that address some but not all of the focus areas in the grant?	Thank you for your question. All conforming applications will be reviewed and evaluated. Evaluation will be based on the strength of the proposals that demonstrate alignment with the majority of focus areas outlined in the grant guidelines. Applications addressing only a subset of these areas must clearly explain how their activities

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				contribute to the program's overall objectives and provide a rationale for any areas not addressed.
2	13/11/2025	17/11/2025	Do we need to fill out an EOI? (I cannot seem to find a link) or do we just submit the application due towards the end of November?	<p>Thank you for your question. Please note that you do need to complete the RFI application, which is included in the RFI pack in attachment 1 (RFI Application Form) along with the budget template.</p> <p>The submission deadline is 28 November 2025 at 3:00 PM, so kindly ensure your application is submitted before then. If you have any clarification questions, these need to be sent through by 19 November 2025 at 3:00 PM.</p>
3	14/11/2025	17/11/2025	I am interested in further information about this tender. When you talk about existing navigation programs are you referring to services where navigation is core and the only aspect of what they do or are you also including services where navigation is part of what they do by the nature of the community they work with amongst other aspects of the program?	Thank you for your question. NWMPHN will accept applications from organisations where navigation is either a core component of their operations or one part of a broader service offering, provided they can demonstrate how their approach meets the objectives outlined in the Request for Information (RFI).
4	17/11/2025	17/11/2025	The application guidelines state: "NWMPHN will fund two organisations that already provide navigation services and want to make those services stronger and more effective. The goal is to help multicultural communities in Maribyrnong, Wyndham, and/or Brimbank connect with primary health care."	Thank you for your question. Applicants are not required to be an existing NWMPHN service provider. NWMPHN will accept applications from organisations where navigation is either a core component of their operations or one part of a broader service offering, provided they can demonstrate how their approach meets the objectives outlined in the Request for Information (RFI). The intent is to strengthen and enhance existing navigation services

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			Could you please clarify this requirement? It is a little unclear. Specifically, do applicants need to be an existing NWMPHN-registered navigation service provider to be eligible for this grant, or is it sufficient to be providing navigation support more broadly?	that assist multicultural communities in Maribyrnong, Wyndham, and/or Brimbank to connect with primary health care.
5	18/11/2025		For the Police check and Working with Children check (p.14) are we required to provide evidence for just the lead applicant or for all potential staff working on the project.	Thank you for your question. NWMPHN will accept organisational policies related to Police Checks and Working with Children Checks as evidence for this criterion. Furthermore, applicants may be required to provide copies of current National Police Checks and Working with Children Checks once selected.

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6	18/11/2025		<p>Could you please advise where I can access the grant application form and the other required attachments? Are these the same documents that we need to complete when using the link provided below?</p> <p>How to apply A formal request for information (RFI) has now been issued. For more information and to apply, download these documents:</p> <ul style="list-style-type: none"> • PRE2707 RFI: Improving access to primary care for multicultural communities – enhancing current navigation services (.docx) • PRE2707 Budget template (.xlsx) <p>Applications must be submitted to tenders@nwmpnhn.org.au by Friday, 28 November 2025 at 3pm</p>	<p>Thank you for your question. The RFI forms to be completed as part of the applications can be found in the RFI document</p> <ul style="list-style-type: none"> - Application forms – Attachment 1 (page 9) - Attachment 2 – NWMPHN Supplier Code of Conduct (page 16) - Attachment 3 – Application checklist and declaration (page 17) - Attachment 4 – Risk assessment (page 18). <p>Attachment 5 - Budget template can be accessed using this link PRE2707 Budget template (.xlsx).</p> <p>Please complete the required attachments and submit via email to tenders@nwmpnhn.org.au by Friday 28 November 2025 at 3pm.</p>

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7	19/11/2025		Are mental health services considered 'primary care' for funding purposes?	<p>Thank you for your question.</p> <p>The objective of the program is to improve access to primary care for residents born overseas by enhancing the capacity and reach of existing navigation services.</p> <p>The intent of this RFI is to support one of the long-term outcomes of this initiative: - ensuring individuals from multicultural communities understand the available primary health care services that are culturally sensitive, and how to access and navigate them. In this context, NWMPHN does consider mental health services to be part of primary care. Navigation services are required to be delivered in primary care setting and facilitate access to a broad range of primary care services, including mental health.</p>

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8	19/11/2025		<p>Do applications need to deliver on all technical assessment criteria, or can they choose 1 or 2?</p> <ol style="list-style-type: none"> 1. Build capacity within existing services 2. Implement assertive outreach strategies 3. Undertake cultural assessments of existing services 4. Strengthen linkages with existing service directories 	<p>Thank you for your question. All conforming applications will be reviewed and evaluated based on the strength of the proposals that demonstrate alignment with most focus areas outlined in the grant guidelines. While it is not mandatory for applicants to address all four technical assessment criteria, those covering only some should clearly explain how their proposed activities support the program's overall objectives and offer a solid justification for any criteria not addressed.</p>