

Market Briefing:

Neighbourhood Care Team - Brimbank Health Care Neighbourhood Project

Please note this session is being recorded

Thursday 28 May 2026



Acknowledgement

I would like to acknowledge the Traditional Custodians of the land on which our work takes place, the Wurundjeri Woi Wurrung People, the Boon Wurrung People and the Wathaurong People, and pay my respects to Elders past, present and emerging.

I also pay my respects to any Aboriginal and Torres Strait Islander people in the meeting with us today.

Today's session

Item	Speaker
Background and Project Overview	Bianca Bell
Tender application process	Ashish Mahendra
Questions	Bianca Bell



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Introductions

Who we are

Bianca Bell – Executive Director, Health Systems Integration

Ashish Mahendra – Director, Strategic Commissioning & Procurement

Housekeeping



Participants will be muted throughout the presentation. Our team will monitor the chat function if you need assistance with anything.



This session is going to be recorded so those who are unable to attend today have the same access to this information – of course we understand if this means you would prefer to have your camera off



There will be time at the end of the session for you to ask questions – please add them to the chat – this gives everyone the opportunity to ask questions. All questions will be noted and responded to in the session or shared afterwards with the recording.



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Background

Recent Form - Strengthening Medicare – Encouraging multidisciplinary team-based care

Workforce Incentive Program – Increased payments to support multidisciplinary team care

National Scope of Practice Review

Review of General Practice Incentives

Primary Health Network commissioning of multidisciplinary teams



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*Health Care Neighbourhood
Project Overview*

Healthcare Neighbourhood Project

Objective:

To establish a **collaborative, patient-centred approach** to care, where primary health care **providers from diverse disciplines** work together, improving patient outcomes and delivering safe, high-quality health care through a **multidisciplinary approach**.

The Health Care Neighbourhood Project aims to:

- i. strengthen the **capability of primary care providers to deliver multidisciplinary care**; and
- ii. improve patient care by **designing and delivering multidisciplinary care in general practice**.



Healthcare Neighbourhood Project

Where are we now?



Phase 1

Commission 9 General Practices in Brimbank
Commission the Neighborhood Care Team

Phase 2

Codesign workshops with General Practices and Neighbourhood care team

Phase 3

Collaborative review of codesign outputs (Phase 1)
Model design, planning and implementation

Phase 4

Implementation
Rollout and testing
Ongoing service delivery and model improvement based on learnings

Phase 5

Program Evaluation

Model component	Description	Commissioning
<p>General practice team</p>	<p>Nine general practices will be commissioned by NWMPHN to implement enhanced multidisciplinary care within their practices.</p> <p>NWMPHN will work with each commissioned general practice to co-design a model that best suits their ways of working and patient cohort.</p>	<p>Request for Tender to general practices in Brimbank – opens on 26 May 2026 and closing on 02 July 2026 at 3pm.</p> <p>Market briefing – 20 May 2026 at 12pm.</p>
<p>Neighbourhood Care Team</p>	<p>The model of care will be supported by a ‘neighbourhood care team’. This team will be commissioned by NWMPHN to work one to two days per week at each of the nine general practices, with a further day allocated for the clinical care coordinator for project management and administration.</p> <p>The team will be made up of a clinical care coordinator, social worker, and a credentialed mental health clinician. These specific functions have been selected because they have been demonstrated to improve coordination and increase person-centred and comprehensive care.</p>	<p>This Request for Tender opens on 02 June 2026 and closing on 07 July 2026 at 3pm.</p> <p>Market briefing – 28 May 2026 at 12pm.</p>
<p>Local allied health providers</p>	<p>NWMPHN will encourage the utilisation of the practices’ existing allied health referral networks where possible and when capacity allows. Depending on demand and service needs, additional allied health providers may be engaged.</p>	<p>Post co-design phase</p>



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Commissioning requirements

Commissioning of Neighbourhood Care Team

Scope of work

Item	Description
Funding	\$2,811,600 (ex. GST) till 30 June 2028
Location	Brimbank LGA
Service delivery setting	Nine general practices
Target population	Individuals living in Brimbank who have one or more of: <ul style="list-style-type: none"><input type="checkbox"/> Have one or more chronic conditions and/or psychosocial complexities;<input type="checkbox"/> Chronic disease and moderate intensity mental health conditions, or<input type="checkbox"/> Severe and complex mental illness affecting daily functioning

Commissioning - Scope of work



NWMPHN will commission one suitably qualified organisation to deliver the neighbourhood care team (NCT) component of the model.

The NCT will operate as a mobile, practice-embedded function that strengthens general practice capability and delivers targeted, time-limited clinical input and management for people participating in the model. It will comprise three small, mobile teams, operating under standardised governance arrangements and clinical oversight to ensure consistent, safe delivery across all participating practices.

The team will:

- Comprise of a credentialed mental health professional/clinician with community-based mental health experience, such as a mental health occupational therapist, psychologist, credentialed mental health social worker or credentialed mental health nurse.
- Each mobile team will be commissioned to work at least one to two days per week at the 3 General Practices assigned to them.
- Provide shared clinical input to support GPs and practice teams to manage patients within the model.
- Work as part of the practice team to design, implement, and sustain shared workflows that enable coordinated, person-centred care.
- Improve referral pathways and service navigation, strengthening connections between general practice and specialist, community, and psychosocial supports.

Please refer to the full RFT document for details.

What we are looking for

Organisations that can demonstrate:

- ✓ Experience working effectively with general practice, including understanding of GP workflows, billing, data systems and clinical governance
- ✓ Experience delivering collaborative, multidisciplinary care for people with chronic conditions, moderate mental health needs, and/or severe and complex mental illness
- ✓ Capability to deliver care coordination, social work, and credentialled mental health services across nine general practices in the Brimbank LGA
- ✓ A proposed service delivery model including clinical governance, relapse prevention, crisis and safety planning, and escalation pathways to specialist and acute care
- ✓ Workforce capacity and caseload modelling for the Neighbourhood Care Team, including safe management of high-acuity and high-complexity cohorts
- ✓ Robust organisational governance including clinical governance, risk management, continuous quality improvement, and equitable access for priority populations

Note: Hospitals and Acute Care service providers are not eligible to apply for this funding. This RFT is intended for primary care providers only. However, if an organisation classified as a hospital or acute care provider also operates community health or primary care services within Brimbank, it may be eligible but only if it can clearly demonstrate that those services meet all required capabilities outlined in this RFT.



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Tender Application Process

Commissioning Timeline | Tender Applications



Organisations interested in tendering need to register and submit an application on Tenderlink
<https://www.tenderlink.com/mpcn/>

Commissioning Timeline | Next Steps



* These dates are subject to change

Tender access and portal

RFT are advertised on the [NWMPHN website](#) and includes the link to Tenderlink, our e-tendering portal.

- ✓ Providers must register to receive the Tender request and submit response via Tenderlink. Providers who are registered to NWMPHN Tenderlink will receive the Tender release notification.
- ✓ Tenderlink registration and guidance can be found on [NWMPHN website](#) under '[How to apply for tenders, quotes and EOIs](#)' header.
- ✓ The Tenderlink support team is available from 8:30am to 5:00pm Monday to Friday on 1800 233 533 or support@tenderlink.com.
- ✓ All questions must be submitted through Tenderlink prior to Clarification question close date – **2nd July 2026 at 3pm AEST.**

Procurement Tips – preparing your application

- Plan your response early to allow time for clarifications Q&A and addendums (if any) during the RFT open period.
- Ensure you understand the Assessment criteria and focus your answers on them.
- Read the questions thoroughly to ensure all is clearly understood.
- Each question is weighted according to its importance. Pay close attention to the weightings attributed to each question and ensure this is reflected in the detail and quality of your response.
- Theory – Proposed Approach
 - Clear, relevant, and structured reasoning.
 - Demonstrates accurate knowledge of principles/frameworks and applies them to NWMPHN needs.
 - Explains relationships, implications, and rationale.
- Evidence – Supporting Claims
 - Relevant, current, and credible information.
 - Includes data (quantitative/qualitative), authoritative sources, and case examples.
- Don't assume prior knowledge. Keep in mind the Assessment Panel may include people with limited knowledge of clinical or complex terminology.



Procurement Tips – writing your application

- Use active writing style
 - using words/phrases like ‘effectively’, ‘demonstrated’, ‘had a positive impact’, etc.
 - Avoid using words like ‘may’, ‘could’, ‘might’ (etc.)
- Use simple language. Be concise and clear.
- Use bullet points and/or headings to segment your answers.
- Draft responses in line with word limit – **words beyond the word limit count will not be considered**
- Always use real-life examples and/or case studies to back up your response
- Missing attachments, responses, etc. will not be evaluated



Procurement Tips – submitting your application

Ideally upload responses **before** the closing day.

Do not leave it until just before the closing time.

Leave enough time to upload a maximum of 5 submissions.

Consider:

- Your network capacity on the day, firewalls, file size and file formats. Keep file names short.
- Tenderlink's network capacity and system requirements for capturing responses
- NWMPHN's capacity to assist all providers on closing day if material issues arise during your upload
- Contact Tenderlink long before closing time if experiencing system-related technical issues



Probity during the commissioning process

NWMPHN aims to provide the highest levels of probity, ethical and professional tendering of our commissioned services in order to ensure fairness to all bidders and integrity in the process.

Centium Pty Ltd have been appointed as independent probity advisors to monitor, advise and report on the probity compliance of this commissioning process.

If you have any probity concerns regarding the conduct of this procurement process, Probity Advisor, Peter Walsh, from Centium Pty Ltd can be contacted on –

Email: peter.Walsh@centium.com.au

Ph: 0412 050 053

Probity is the responsibility of everyone involved in the commissioning process, including NWMPHN staff and potential bidders.

All questions regarding commissioning **must** be directed to NWMPHN's Procurement Team via Tenderlink. Answers to questions will be made available to all potential bidders in Tenderlink.

This means your specific questions regarding commissioning **cannot be** answered by any mechanisms outside Tenderlink.



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Questions & close

Please add your questions in the chat

Questions

Thank you for your interest in this project.

Clarification questions related to this opportunity can be submitted via **Tenderlink** by **Thursday 02 July 2026 3:00pm**, once the Tender opens on 02 June 2026 3:00pm.

