



An Australian Government Initiative



# **Funding Application Toolkit**

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**A guide for applying for funding  
through Gippsland PHN**



## Acknowledgement of Country

Gippsland PHN acknowledges Aboriginal and Torres Strait Islander Peoples as the traditional owners of country throughout Gippsland, and their continuing connection to land, water and community. We pay our respects to them and their cultures, and to elders both past and present.

# Funding Opportunities

Gippsland Primary Health Network (Gippsland PHN) has developed this Toolkit to provide information and practical resources for service providers to make applications for tenders, grants and Expressions of Interest (EOI).

## Types of funding opportunities

A **Request for Tender (RFT)** seeks one or more proposals for delivery of services through either a public procurement or limited procurement.

**Public procurement** is offered via a public Request for Tender using [Gippsland PHN's Tenderlink portal](#). Tenderers must be registered with Tenderlink to receive automated emails advising of upcoming and available tender opportunities. Registration is free.

**Limited procurement** is an approach to one or more tenderers

A **grant** is a funding opportunity with a guidance document provided by Gippsland PHN to advise applicants on the process.

**Expression of Interest (EOI)** is used to test the market to identify options for delivery of a future service or project.



# Discover Opportunities

Gippsland PHN funding opportunities are advertised on the [Gippsland PHN website](#), via the Gippsland PHN's LINK Newsletter ([register via website](#)) and other communications channels.

## 'Request for Tender'

Specific 'Request for Tender' documentation can be **downloaded** from the [TenderLink portal](#).

Gippsland PHN tender documentation may contain the following:

### Tender specification

- Description of the goods or services to be provided
- Deliverables and expected outcomes
- Proposed contract terms
- Tender evaluation criteria
- Tender closing time
- Instructions on how to submit a tender response.

### Tender Application Form

This is used to direct questions and requests for information specifically related to the tender evaluation criteria. Applicants should ensure any separate attachments are clearly labelled and referenced within the Tender Application Form.

### Sample Service Agreement

This standard agreement may be issued to the successful applicant after contract negotiations have occurred and includes a link to Gippsland PHN Standard Terms and Conditions.

## Tender submissions

Gippsland PHN only accepts **tender submissions** lodged via [TenderLink Portal](#).

Look for the **'Registration'** option in the top menu bar. Once registration details are filled in, users will receive an email from TenderLink confirming username and password.

If you experience difficulties, TenderLink's customer service centre can be contacted on **1800 233 533** or email: [support@tenderlink.com](mailto:support@tenderlink.com). TenderLink also has a range of two-minute [video tutorials](#) that demonstrate how to access and respond to Request for Tenders.

# Helpful hints for submitting a tender

**Read the tender specifications carefully as they are specific to each tender.**

Familiarise yourself with the Outcome Themes and Quintuple Aims (below table), featured in the Evaluation Criteria section of the Tender Specification. The contract Key Performance Indicators (KPIs) are aligned to these five Outcome Themes.

Outcome Theme	Quintuple Aim:				
	Improved Patient Experience	Improved Population Health Outcomes	Reduced Healthcare Costs	Improved Provider Experience	Improved Population Health Equity
<b>Addressing Needs:</b> Address the needs of people in local region, including on equity focus	✓	✓	✓		✓
<b>Capable Organisations:</b> Operational activities support successful program delivery			✓	✓	
<b>Quality Care:</b> Improve quality of care	✓	✓	✓	✓	✓
<b>Improving Access:</b> Improve access to care	✓	✓	✓	✓	✓
<b>Coordinated Care:</b> Improve coordination of care and integration of health services	✓	✓	✓	✓	✓

## OUTCOME THEMES

### ADDRESSING NEEDS:

Description of the service and how it will meet the needs of the program is detailed.

### CAPABLE ORGANISATIONS:

Team structure and organisational resources in place to support program delivery.

Workforce development, recruitment and retention explained.

Staff wellbeing (prevention of burnout) addressed and prevention methods explained.

Culture of continuous improvement and consumer-centred care explained.

### QUALITY CARE:

Evidence of how consumer feedback will be used to improve quality of service.

### IMPROVING ACCESS:

Understanding the barriers to accessing services for everyone including Aboriginal and/or Torres Strait Islander peoples, culturally and linguistically diverse (CALD) populations, people living with a disability and LGBTIQ+ communities.

Detail appropriate mitigation strategies for equitable access.

### COORDINATED CARE:

Integrating with other service providers to provide a whole-of-person care approach.



# Tender Submission and TenderLink

## Tender Submission and TenderLink

### When ready to submit the tender response:

- Log into TenderLink, select the correct tender and click on the option to **'upload submission'**. (TenderLink provides a video tutorial which provides a visual demonstration if required: <https://illion.tenderlink.com/resources/help/>).
- Check documents before submission, ensuring they are correctly labelled and current.
- Attached documents should be in PDF, Word and Excel formats only - other types of files can't be opened or downloaded from TenderLink.

### The designated tender closing time is final:

- **The TenderLink program** will automatically cut-off at the specified time (even if a document is partially uploaded). Ensure you allow ample time for the submission upload.
- If you have any issues, TenderLink's customer service centre can be contacted on 1800 233 533.





# Tender evaluation process

The tender evaluation process is overseen by Gippsland PHN's Tender Coordinator who provides procedural advice and ensures that probity is maintained at all times.

Tenders are evaluated by a panel of subject matter experts and service consumers, selected both from Gippsland PHN and key stakeholder groups. All tenders are reviewed against the evaluation criteria. Once approved and contract negotiations complete, all applicants are notified of the tender outcome. The tender outcome will also be published on the Gippsland PHN website.

**Unsuccessful applicants are invited to request a tender debrief, where feedback will be provided on the quality of the tender submission. Confidentiality is strictly maintained and commercial-in-confidence information of other funding applicants is not discussed.**





# Grant applications and EOI submissions

## Grant applications and EOI submissions

Applicants for grants and Expressions of Interest (EOIs) may be required to complete an online application form or asked to respond to an email invitation to apply. Instructions on how to apply will be advertised on the [Gippsland PHN website](#), in [Gippsland PHN's LINK Newsletter](#) and other communication channels. A guidance document will be provided with each grant or EOI opportunity.

When required, application forms are tailored to the individual grant or EOI on offer and generally includes the following sections:

- Instructions;
- Applicant Details
- Application Questions (requesting document attachments where required);
- A proposal (this may be requested and Gippsland PHN may provide a template); and
- A budget (this may be requested and Gippsland PHN may provide a template).





# Evaluation process

## Grants evaluation process

Grant applications are assessed as they are received. Gippsland PHN staff evaluate grant applications against the eligibility criteria stated in the guidance document. Grant funding is allocated to eligible applications in the order they are received and until the available pool of grant funding has been exhausted.

## Expressions of Interest (EOI) evaluation process

EOI applications are all evaluated at the same time - after the closing date. The applications are scored by an Evaluation Panel comprising Gippsland PHN staff and are assessed against each other.





# Helpful hints for grant and EOI applications

Applicants should read and download the **guidance document** provided as it is specific to each grant or EOI.

Online market briefings or information sessions may be held prior to the closing date to allow for discussion around the procurement requirements and for applicants to ask questions. Details to register to attend a briefing are advertised with the procurement opportunity.

In online application forms, the 'Instructions' section may also include link/s to specific **templates** that need to be completed and uploaded with the application.

Applicants should ensure all requested documentation is included with the submission.

The Application Questions will specify if a document needs to be completed and uploaded.

# Other general tips

Keep answers relevant to the question and be concise - adhere to any designated word count.

If additional documents are attached in the submission, make sure they are clearly referenced within the application.

Make sure attached documents don't have any passwords set. 'Read only' is okay.

Don't provide any weblinks within documents. All information in the submission should be wholly contained within the application and attached documents.

Read the funding application guidelines carefully and ensure the proposal is specific to the guidelines.

Consider the source and intent of the funding, and the proposal clearly demonstrates how it will achieve the intended outcomes.

Ensure the proposal does not duplicate existing services and demonstrate how you will address any service gap.

Understand the target audience.

Review the Gippsland PHN guidelines and frameworks.

These can be found on our 'All About Commissioning Process' page at <https://gphn.org.au/what-we-do/commissioning-process/all-about-commissioning/>

Here are some helpful samples that you can use to guide your applications

- [Monitoring and Evaluation Framework](#)
- [Memorandum of Understanding](#)
- [Budget Proposal](#)
- [Risk Assessment and Management Plan](#)

Consider how your proposal will support Gippsland PHN's [Priorities and Needs](#), demonstrating your knowledge of the service delivery area.

Understand the challenges of recruitment in regional, rural and remote areas, and address them.

The Evaluation Panel will only assess the information presented in the submission however may review other information in the public domain.

Consider the six LGAs that make up Gippsland; and the distances required to travel both in terms of the time and cost of providing services. Consider using the Gippsland PHN [local area snapshots](#) and [priority issues and needs assessment data](#) to inform your application.





# Helpful Information

## Funding application support documentation

Gippsland PHN may request funding applicants to provide a range of **additional supporting documentation** to be included with the application.

## Quality control

Gippsland PHN ensures that rigorous governance processes are in place for all procurement and tendering opportunities.

## Further help and support

For all general procurement enquiries, contact Gippsland PHN's Procurement and Contracts team on **03 5175 5444** or email at [procurement@gphn.org.au](mailto:procurement@gphn.org.au)

A [Tenders and Procurement Frequently Asked Questions Sheet](#) is also available.



# Terms and common definitions

## **Applicant**

The party(ies) applying for the funds

## **Approach documentation**

Approach documentation is, for example, a request for tender issued to the market (including a tenderer or group of tenderers).

## **Community**

A group of people united by physical, social or geographical factors such as age, gender, developmental level, culture, and health or disability status or by a shared perspective.

## **Consumer**

Are people who use, have used, or are potential users of health services, including their family and carers.

## **Deliverable**

An outcome or achievement that is expected to be produced or completed. At Gippsland PHN, these will be specified in the service order agreement (contract) and may include references to Key Performance Indicators (KPIs) and reporting requirements.

## **Evaluation**

The systematic and objective assessment of an ongoing or completed project, program or policy, its design, implementation and results. The aim is to determine the appropriateness and fulfilment of objectives, efficiency, effectiveness, impact and sustainability.

## **Expression of interest**

Used to express an interest to be considered for a funding opportunity that Gippsland PHN has available. This is usually presented to providers via an online application form for interested parties to complete.

## **Grant**

A grant is a funding opportunity designed to contribute towards activity that the recipient is expected to undertake.

## **‘Local’ or ‘Regional’**

Refers to Gippsland, Victoria, which consists of the six Local Government Areas (LGAs) of Bass Coast, South Gippsland, Baw Baw, Latrobe, Wellington and East Gippsland.

Our procurements could be for one, some or all of these LGAs.

## **Impact**

Positive and negative, long-term effects produced by an intervention, directly or indirectly, intended or unintended. Intermediate to longer term changes related to program activities and outputs, and in fulfilment of the program purpose.

## **Innovation**

Health innovation focuses on the development of new and improved systems, models of care, delivery methods, products and technologies that improve consumer health.



# Terms and common definitions

## **Monitoring**

A continuing function that uses systematic collection of data on specified indicators to indicate extent of progress and achievement of objectives and progress in the use of allocated funds.

## **Outputs**

The products, goods and services which result from an intervention may also include changes resulting from the intervention which are relevant to the achievement of outcomes.

## **Outcomes**

The likely or achieved short-term and medium-term effects of an intervention's outputs. Immediate to intermediate changes in behaviour or actions related to the effect or influence of the program activities and outputs, and in fulfilment of the program purpose. It includes the identification of unintended or unwanted outcomes.

## **Probity**

Evidence of ethical behaviour, and can be defined as complete and confirmed integrity, uprightness and honesty in a particular process.

## **Procurement**

A formal process used to obtain required goods or services.

At Gippsland PHN, we refer to the following types of procurement:

- Public procurement. A competitive approach to the whole market; for example, to all eligible providers who are capable of delivering the required services.
- Competitive Limited procurement. A competitive approach to more than one selected provider; for example, to providers based within the Gippsland region; or providers who are based in one (or more) of the six Local Government Areas within Gippsland; or providers who have one particular type of accreditation; or providers who are known to deliver the required services within a given set of parameters.
- Non-competitive limited procurement. A direct approach to one provider; for example, to increase the services that the provider may already be pro

## **Request for tender (or request for proposal)**

Means approach documentation issued to the market (or a tenderer or group of tenderers) seeking a tender (or proposal).

# Terms and common definitions

## **Stakeholder**

The word 'stakeholder' defines individuals, a group of individuals, organisations or a political entity with a specific stake in the outcome of a decision to the impact of a policy, project or proposition.

Gippsland PHN stakeholders can be broadly grouped into:

1. Professional Stakeholders: including, but not limited to, public and private primary health care providers, including General Practitioners (GPs), allied health professionals, members, partners, and sector leaders
2. Community: A group of people united by physical, social or geographical factors such as age, gender, developmental level, culture, and health or disability status or by a shared perspective
  - Consumers and carers: include individuals and groups of people that have a shared interest or lived experience of health issues, primary healthcare experiences and/or advocacy interests.
  - A community of interest: is a group of people who have a shared interest, such as culturally and linguistically diverse communities.
  - A community of affiliation: are a group of people who are members of the same group or club, such as members of a sporting club, Rotary or a religious group.

## **Tender**

Means any documentation (including proposal) lodged by a tenderer under a procurement seeking to deliver goods, or health or other services.

## **Tenderer(s)**

Means a provider participating (or intending to participate) in a procurement.

## **TenderLink**

An online portal that is used to manage procurement processes.