

Expression of Interest

GP Access Program for Homeless Community

Application Information

January 2025





Invitation

Wentworth Healthcare is seeking Expression of Interest from General Practices for a primary care clinic in Penrith for people who are experiencing or at risk of homelessness.

Background

About Wentworth Healthcare

Wentworth Healthcare, provider of the Nepean Blue Mountains Primary Health Network (PHN), is a not-for profit organisation which works to improve health and wellbeing for the people in the Nepean Blue Mountains region. This includes the Blue Mountains, Hawkesbury, Lithgow and Penrith local government areas (LGAs).



Wentworth Healthcare's mission is to empower general practice and other healthcare professionals to deliver high-quality, accessible, and integrated primary healthcare that meets the needs of our community.

In 2015, Wentworth Healthcare was selected by the Australian Government to operate the PHN in the Nepean Blue Mountains region. The key objectives of PHNs are to:

- increase the efficiency and effectiveness of health services for patients, particularly those at risk of poor health outcomes.
- improve coordination of care to ensure patients receive the right care in the right place at the right time.

For more information on Wentworth Healthcare and the Nepean Blue Mountains region visit www.nbmphn.com.au



About this Opportunity

In brief

In the 2023 Federal Budget PHNs were identified to receive funding to support access to primary healthcare services for people who are experiencing, or are at risk of, homelessness.

Wentworth Healthcare completed a Needs Assessment on homelessness in February 2024. It identified that people who are at risk of or are experiencing homelessness, experience challenges accessing primary health care services due to barriers including cost of services, transportation to services, wait times, awareness of available services, lack of trust in service providers, shame and stigma associated with homelessness and reduced digital and health literacy. Funding is being provided to Wentworth Healthcare from the Federal Government in early 2025 to deliver a suitable service to address the needs identified.

Penrith LGA has been chosen because it has the highest number of people experiencing homelessness (66% of the identified 1,181, 20% in the Hawkesbury, 10% in the Blue Mountains and 2% in Lithgow). Several services in Penrith have expressed a willingness to partner with the service including pharmacy.

“Drop in Doc”

WHL is seeking a general practice to deliver a homelessness clinic in Penrith from the Police Citizen Youth Club (PCYC) club at 100 Station St. For more information on the space please see appendix 1.

The clinic will operate one (1) day per week, for five (5) hours and be staffed with a General Practitioner (GP) and a Practice Nurse who will provide episodic care, general health advice, wound care and immunisation. The practice will be expected to be able to offer ongoing services for patients seen at the clinic at other times if required, from the regular practice at no cost to the patient or encourage patients to attend other mainstream general practices in the area if they feel comfortable to do so.

Funding is available to support the clinic to purchase medical equipment/ supplies and includes ongoing budget for medical consumables. Room hire and furniture will be arranged for you. For more information on this refer to appendix 2.

A key element of the clinic is integration and partnership with other services to provide wrap-around comprehensive care which meets the complex needs of people experiencing homelessness or at risk of homelessness. Wherever possible patients will relate to the most appropriate primary healthcare service to deliver ongoing care for that patient.

To support the clinical staff in meeting the needs of the patients, a care coordinator will be engaged to support the clinic. The care coordinator will be present for the duration of the clinic and will support patients to access through warm referrals and their presence within the team. They will be available for an additional 10hrs per week to coordinate service linkages for patients. The Care Coordinator will provide a conduit to other key services (e.g. housing, mental health, pharmacy, supporting them to get a Medicare card) outside of the clinic hours. This role will be important to achieving outcomes and forms part of the multidisciplinary team. Please note the care coordinator



will be commissioned by Wentworth Healthcare through a separate procurement process to this EOI.

From our needs assessment and design of this service, we are aware it may take several weeks to months to build trust and credibility with this cohort and for this reason, actual interaction with patients may be very low during the initial phase. It will be important for the clinicians to exercise patience and understanding during this period to build trust and credibility with the community. The remuneration will not be impacted by the number of patients seen.

Service Requirements

Target Population

This service is for people experiencing, or at risk of homelessness in the Penrith LGA.

Key Elements of the Service

The service will:

- The clinic will operate for a 5-hour session, one day per week (Monday, Tuesday, Thursday, or Friday, between the hours of 9 am – 5pm) from Penrith Police Citizens Youth Club (PCYC)
- The 5-hour session will include 4 hours to see patients and 1 hour to prepare/ debrief
- The specific day and time will be negotiated with the successful applicant
- The service will operate as a multidisciplinary team consisting of the GP, practice nurse and care coordinator (the care coordinator is not part of this funding opportunity and will be delivered by a homelessness service to work with the primary care team)

Expected Outcomes

- People who are experiencing or at risk of homelessness have improved access to primary health care.
- People experience a reduction in barriers to accessing primary healthcare.
- Patients report improved satisfaction with the healthcare received at the service.
- The service provides person centred care to patients to optimise their experience and health outcomes.
- The service operates in strong partnership with other stakeholders in the sector such as pharmacy, mental health services, family and domestic violence support services, and alcohol and other drugs support services.
- Builds confidence and trust for people who are experiencing or at risk of homelessness homeless to attend mainstream general practice for future care.

Scope

In Scope

- The service provider has an established general practice in Penrith and has capacity to staff the service weekly with a GP and a Practice Nurse.
- The service will be in operation within one month from the contract start date.



- The service is free of charge for patients.

Out of Scope

- Services who are unable to provide care to the whole community – e.g. a Women’s Health Service will not be considered an appropriate service provider due to the limitations to service women only.
- Any costs associated with treatment or referrals generated from the service will not be covered e.g. cost to see a psychiatrist or the cost of prescribed medications.

Activity Funding

The following funding is available. Please note that this is all inclusive and there will be no additional funds for travel etc.

March – June 2025 (17 weeks of service delivery)

Item	Amount (GST exclusive)
One off set up costs for service (e.g. admin time, wound care kit)	\$5,000
17 x sessions remuneration for the GP, Practice Nurse and practice administration	\$27,880
Consumables for 17 sessions	\$1,795
Time for GP and Practice Nurse to complete quarterly reporting and meetings with WHL	\$620
IT (e.g., data)	\$622
Total Funding for 17 weeks of service delivery	\$35,917

July 2025 –June 2026

Item	Amount (GST exclusive)
52 x sessions remuneration for the GP, Practice Nurse and practice administration	\$85,280
Consumables for 52 sessions	\$3,589
Time for GP and Practice Nurse to complete quarterly reporting and meetings with WHL	\$2,480
IT support (e.g., data)	\$1,904
Total Funding for 34 weeks of service delivery	\$95,157

*In addition to the funding provided the GP can claim applicable Medicare Benefit Schedule fees.



Reporting and Meetings

The successful service provider is expected to:

- submit quarterly reporting to WHL
- participate in quarterly meetings with WHL.

Quality and Performance

The commissioned service provider must have policies and procedures in place to ensure service quality and risk management. The service provided should be consistent with relevant standards and legislative/regulatory requirements and align with standards articulated in the *RACGP standards*

Conflicts of Interest (including related parties)

A conflict of interest (inclusive of a perceived conflict of interest) may exist if Wentworth Healthcare staff, Board member, Member organisation, any member of a Wentworth Healthcare advisory panel or expert committee, and/or the applicant or any of its personnel:

- has a relationship (whether professional, commercial or personal) with a party who is able to influence the application assessment process.
- has a relationship with, or interest in, an organisation, which is likely to interfere with or restrict the applicant in carrying out the proposed activities fairly and independently; or
- has a relationship with, or interest in, an organisation from which they will receive personal gain as a result of the granting of funding.

The Funding Agreement between the Australian Government and Wentworth Healthcare strictly regulates Wentworth Healthcare's ability to pay grant funds or transfer assets to Related Parties and certain other persons without the Department's prior written consent.

A 'Related Party' is defined as:

- a) an entity that controls or has significant influence over Wentworth Healthcare at any time;
- b) an entity that Wentworth Healthcare controls or has significant influence over at any time;
- c) a person who is a member of Wentworth Healthcare Board or governing body;
- d) a member of the Board of an entity referred to a or b above;
- e) a member of Wentworth Healthcare Personnel, other than in their capacity as an employee; or
- f) a spouse or immediate family member of:
 - i. a member of Wentworth Healthcare's Personnel; or
 - ii. a person specified in c) or d) above, who is not themselves an employee of Wentworth Healthcare.

Applicants will be required to declare as part of their application, existing actual or perceived conflicts of interest or that to the best of their knowledge there is no actual or perceived conflict of interest, including in relation to the examples above.

Publicity

Publication of Application Details

WHL maintains the right to publicise details of successful applications for community information and to promote the program. These details may include, but are not limited to, the grant recipient's name, the purpose and nature of the grant and the amount of funding to be provided.



Media Requests

Successful applicants will be required to make themselves available to the media upon reasonable request to publicise information on the application and the new or improved service to be implemented with the funding received.

Taxation

Applicants are advised to carefully consider the taxation implications of any funding provided by WHL as part of this funding program. As a general principle, funding may be assessed as income in the hands of a recipient.

Unless Applicants have tax exempt status, tax may be payable on the full amount of funding provided. Applicants are advised to seek their own independent advice from a taxation professional on how funding paid under the program would be treated for taxation purposes.

Application Period

EOI opens: Monday, 20 January 2025

EOI closes: Monday, 3 March 2025

late applications will be accepted, except at the absolute discretion of Wentworth Healthcare.

Questions and Answers during the application period:

Please submit any questions about the EOI in writing by 24 February to AfterHours@nbmphn.com.au – answers will be provided on the website in the tender section and we strongly encourage you to check that section regularly during the application period.

Evaluation Process

All applications will be formally evaluated by an Evaluation Panel. Shortlisted applicants may be required to attend an interview.

How To Apply

Please complete the attached application form and submit by 3 March 2025 and submit to AfterHours@nbmphn.com.au



Expression of Interest - GP Access Program for Homeless Community

Application Form

Legal Entity Name	
ABN	
General Practice Name	
Name of contact person for this application	
Role	
Direct phone number	
Direct email address	

Please answer the following questions:

- 1. Please describe why you are interested in participating in the homelessness service**
300 words maximum
- 2. Please describe what strategies you would implement to build trust and credibility of the service with this cohort (at risk of or experiencing homelessness)**
500 words maximum
- 3. What key risks and challenges do you anticipate might arise with delivering this service and how would you mitigate against these?**
500 words maximum
- 4. What is your capacity to deliver this service and what staffing model would you provide? In your answer, please include how will you maintain consistency in staffing during times when the designated GP or practice nurse are not able to deliver a planned session (due to unforeseen circumstances or planned leave)**
500 words maximum
- 5. Please describe your capacity for the set-up, delivery, and provision of ongoing support of this service?**
300 words maximum
- 6. Have you identified a GP and Practice Nurse who has expressed interest and demonstrated interpersonal skills to deliver this service to this community group? Have you consulted with your GPs in preparation for this application and are they supporting this EOI?**
200 words maximum



Do you have to declare any conflict of interest (a per Conflict-of-Interest section in the information document)?

- No
- Yes – please describe the conflict of interest



Appendix 1

Why Police Citizen Youth Clubs?

PCYC has been identified as the most suitable location for this service. PCYC is located at 100 Station Street, Penrith conveniently located next to Penrith Community Kitchen which provides free meals Monday to Friday between 11:30 am and 1:30pm. This will increase the foot traffic past the clinic, improves access and increases convenience for service users.

PCYC is the host for a Community Support Hub the first Monday of every month where community members can access supports with housing, finance, employment, legal aid, recovery services and more making it familiar to our target cohort. This venue is centrally located, accessible, close to public transport, and is near other key support such as pharmacy.

Available on site for the clinic is a large private room, a tearoom for tea / coffee making, a bathroom and waste facilities. There is free parking nearby and is located by public transport.

Appendix 2

Funding for establishment and ongoing costs

The General Practice will be required to supply essentials such as a doctor's bag and wound care kit, purchased with funding provided by WHL The General Practice is responsible for maintain these supplies.

The room will be set up for service delivery including essential items including a bed, desk and chair prior, to service commencement.

There is funding available for the General Practice for one off initial set up costs – for example:

- 10 hours administration. This might include rostering, application of new provider number for the GP, clinical software extension, orientation to reporting requirements
- Consumables such as setting up a wound care kit
- Ophthalmoscope
- Sphygmomanometer
- Thermometer
- Laptop if required

There is a budget for ongoing costs such as:

- Practice software extension subscription costs if required
- Medical consumables and top up for wound management kit