

# Cultural Learning for Primary Health Care Providers Program

An Introduction to Cultural Safety

Request for Proposal **Guidelines**

CLOSING DATE AND TIME:  
12:00pm ACDT Thursday 8 February 2018

All applications must be lodged through the Adelaide PHN eTender  
portal [www.tenderlink.com/adelaidephn](http://www.tenderlink.com/adelaidephn)

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# 1 Purpose of this document

This document is designed to provide prospective applicants of the Cultural Learning Program for Primary Health Care Providers, An introduction to Cultural Safety Request for Proposal (RFP) with information on the service specifications and application process. Before submitting an application, applicants should read these guidelines carefully.

This is NOT an application form. Applications may only be submitted through Tenderlink <https://www.tenderlink.com/adelaidephn/> using the Cultural Learning Program Invitation to Apply document.

Please note, this document may only be used for the intended purpose and may not be copied or otherwise used without prior written permission from Adelaide Primary Health Network (Adelaide PHN).

## 1.1 Acknowledgement

The Adelaide PHN would like to acknowledge the Kurna peoples who are the Traditional Custodians of the Adelaide Region. We pay tribute to their physical and spiritual connection to land, waters and community, enduring now as it has been throughout time. We pay respect to them, their culture and to Elders past, present and future.

## 1.2 Adelaide Primary Health Network

Adelaide PHN is one of 31 independent organisations nation-wide that are funded by the Australian Government to coordinate and improve primary health care services in their local areas.

The Australian Government's objectives for PHNs are that they will:

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

Adelaide PHN reaches from Sellicks Hill to Angle Vale and from the foothills to the sea. It encompasses a community of some 1.2 million people.

Adelaide PHN aims to improve health outcomes for the community by commissioning services to address local needs. The Adelaide PHN is guided by community, clinical and stakeholder input.

For more information, please visit the Adelaide PHN website at [www.adelaidephn.com.au](http://www.adelaidephn.com.au). The Adelaide PHN website includes publications, resources, maps, population health data, and needs assessments for the Adelaide Metropolitan area.

# 2 Introduction

## 2.1 Background

Aboriginal and Torres Strait Islander people generally experience poorer health outcomes than the rest of the Australian population. A fundamental step towards improving health

outcomes is to address the barriers that Aboriginal and Torres Strait Islander people face in accessing and receiving culturally safe and appropriate health care.

Aboriginal and Torres Strait Islander people are more likely to access care and have trust in health service providers, if the providers are engaged in partnerships with local Aboriginal and Torres Strait Islander communities and acknowledge cultural differences that are respectful of their beliefs and customs.

Through the Adelaide PHN Aboriginal Health Health Priority Group and broader community engagement activities, a significant need for primary health care providers to improve their capacity to deliver culturally safe and appropriate health care for Aboriginal and Torres Strait Islander people has been identified.

This RFP aims to improve health outcomes and address access barriers to primary health care services for Aboriginal and Torres Strait Islander people in the Adelaide metropolitan region. The provision of cultural learning for primary health care providers forms part of a broader range of Adelaide PHN initiatives.

### **2.1.1 Overview**

Adelaide PHN seeks:

- independent applications from Aboriginal Community Controlled Organisations or Aboriginal businesses; or
- joint (consortium, partnership, joint venture) applications where the lead is an Aboriginal Community Controlled Organisation or Aboriginal business;

to deliver the Cultural Learning Program for Primary Health Care Providers (the Program).

For the purposes of this RFP an Aboriginal Community Controlled Organisation is an incorporated Aboriginal organisation, initiated, based in and governed by, the local Aboriginal community to deliver culturally appropriate services and an Aboriginal business means any business that is 50 per cent or more Aboriginal owned.

### **2.1.2 Program Rationale**

Adelaide PHN is committed to:

- Improving health outcomes and increasing access to primary health care services for Aboriginal and Torres Strait Islander people living in metropolitan Adelaide.
- Working with primary health care providers and workforce in addressing local capacity issues and supporting the health system to better meet the health needs of Aboriginal and Torres Strait Islander peoples and communities.

### **2.1.3 Program Aims**

The Program aims to improve health outcomes and address access barriers to primary health care services for Aboriginal and Torres Strait Islander people through improved access to culturally appropriate and safe primary care services (including but not limited to general practice staff, allied health and specialist services) for Aboriginal and Torres Strait Islander people.

### 2.1.4 Program Objectives

The objectives of the Program are to:

- Provide training in cultural learning to the primary health care workforce, including but not limited to Adelaide PHN commissioned service providers.
- Increase participation of the primary health care workforce in education that is specific to Aboriginal and Torres Strait Islander health.
- Support the delivery of best practice approaches to improve health outcomes and delivery of care to Aboriginal and Torres Strait Islander people.
- Improve the experience of Aboriginal and Torres Strait Islander people in accessing culturally safe and appropriate primary health care.

## 3 Service Specification

### 3.1 Activities

The successful applicant will be required to deliver training sessions in cultural learning over 18 months for primary health care providers across the Adelaide metropolitan region.

#### 3.1.1 Cultural Learning

In delivering the training the successful applicant will be required to deliver at a minimum a cultural learning program specific to Aboriginal and Torres Strait Islander health that:

- is able to be accredited by the Royal Australian College of General Practitioners prior to the delivery of the training;
- aligns with the cultural awareness criteria set by the Royal Australian College of General Practitioners National Faculty of Aboriginal and Torres Strait Islander Health;
- aligns with the category two criteria outlined in the Royal Australian College of General Practitioner QI & CPD Program Handbook 2017-19;
- defines and distinguishes between cultural awareness and cultural safety;
- addresses historical, cultural, socioeconomic factors underpinning health and wellbeing, cross cultural communication and cultural safety;
- identifies common barriers to cultural safety in primary health care services;
- provides examples of good practice for ensuring cultural safety and promotes existing cultural learning resources, tools and supports;
- provides strategies for developing ongoing relationships with local Aboriginal and Torres Strait Islander community and representative groups;

- incorporates information on current national initiatives in Aboriginal and Torres Strait Islander health, including Closing the Gap programs, Practice Incentive Payment Indigenous Health Incentive and the National Health and Safety Quality Standards (six key actions for Aboriginal and Torres Strait Islander health); and
- provides for guest presenters or specialised elements as agreed between the successful applicant and Adelaide PHN, from time to time.

### 3.1.2 Cultural Learning Delivery

Over an 18 month period the successful applicant will be required to:

- Deliver the cultural learning program to primary health care providers as identified and agreed by Adelaide PHN including, but not limited to, APHN commissioned service providers, general practitioners, nursing staff, reception staff, allied health professionals, pharmacists and pharmacy assistants;
- Deliver a minimum of 12 training sessions across the Adelaide metropolitan region, as follows:
  - 3 x training sessions in each of the Northern, Western, Southern and Central regions of Metropolitan Adelaide;
  - provide in hours as well as afterhours training sessions (it is anticipated around 75% of training sessions may be required out of hours);
  - each training session must be able to accommodate a minimum of 20 participants, with a maximum cap of 30 participants;
  - each training session must be delivered face-to-face and be of at least 3 hours in duration and support access to additional online training activities; and
  - facilitate and manage all participant registrations.
- Secure and meet the costs of suitable venue hire for each training session, and provide and meet the costs of catering (light refreshments) for each session;
- Provide training material/manual to each participant and meet the costs of production and distribution of the training material;
- Secure and meet the costs of any additional presenters proposed by the applicant to participate in the training sessions (and as agreed by Adelaide PHN), other than those already specified in the applicant's RFP response;
- Develop and distribute promotional material in line with relevant Adelaide PHN guidelines to market the availability of the cultural learning training program to prospective participants;
- Develop and implement a participant evaluation process to:
  - Measure participant expectation

- Asses and measure participant learning outcomes
- Provide consolidated participant feedback reports to Adelaide PHN following each training session, identify trends and make recommendations to refine/enhance future training for consideration by Adelaide PHN based on the feedback for possible inclusion in further upcoming training.

### 3.1.3 Collaboration with Adelaide PHN

In carrying out the cultural learning program the successful applicant will be required to work closely with Adelaide PHN (primarily the appointed Adelaide PHN Capacity Building Coordinator) to:

- Promote and market the availability of the training to potential participants;
- Provide ongoing information and advice to Adelaide PHN in relation to follow up requests from participants for support to implement appropriate practices within their organisations;
- Promote further resources, tools and material during the contract period identified and made available through Adelaide PHN to improve the capacity of primary health care providers to deliver culturally appropriate, safe services to Aboriginal and Torres Strait Islander people;
- Identify issues, concerns or barriers arising through the training sessions that may be considered inhibitors to the provision of culturally appropriate, and safe services to Aboriginal and Torres Strait Islander people; and
- Evaluate the effectiveness of the training against agreed objectives and learning outcomes.

## 4 Timeline

The RFP will open for four weeks from 11 January 2018 to 8 February 2018.

Applications received by the cut-off date and time will be reviewed by an assessment panel. Adelaide PHN may work with preferred applicants to refine the proposed services.

## 5 Applications

### 5.1 Submitting Applications

Applications may only be submitted via Tenderlink <https://www.tenderlink.com/adelaidephn> from 11 January 2018 to 8 February 2018.

### 5.2 Queries and Updates

Queries about the Invitation to Apply must be made through the Tenderlink Q&A Forum. Responses (de-identified) will be made available to all potential applicants via the Tenderlink

Q&A Forum. The opportunity to submit queries through Tenderlink closes seven days prior to the closing date.

Any updates to RFP documentation or additional information released once the RFP is open will be added to Tenderlink and all applicants who have downloaded the RFP will be notified by email of the additional information.

### **5.3 Revising Applications**

Applicants may revise their applications submitted through Tenderlink at any time up to the closing date. Revisions of applications will not be accepted after the closing date.

### **5.4 Late Applications**

Applications will not be accepted after the closing date.

### **5.5 Administrative Support for Submitting Applications**

Applicants are encouraged to contact the Tenderlink Support services on 1800 233 533 with any questions relating to submitting applications in Tenderlink.

### **5.6 Acknowledgement of Applications**

Each application lodged will be acknowledged via an automated email through Tenderlink.

### **5.7 Confidentiality of Applications**

Each application is treated as confidential.

### **5.8 Notification of Outcomes to Applicants**

All applicants will be advised in by phone and in writing of the outcome of their application.

### **5.9 Opportunities for Feedback**

Once a contract has been awarded all applicants will be formally advised of the outcome verbally and in writing.

Unsuccessful applicants may request verbal or written feedback from Adelaide PHN. Unsuccessful applicants will be debriefed against the assessment criteria, and may be provided with general information concerning the RFP outcome. No comparison with other applications will be provided.

Unsuccessful applications may request a debriefing via [applications@adelaidephn.com.au](mailto:applications@adelaidephn.com.au). Applicants should include *Cultural Learning Training Program Request for Feedback* in the subject line.

## **6 Assessment**

### **6.1 Compliance**

Applications must be compliant with the following to be assessed:



1. Applications must be complete and be submitted through the relevant Invitation to Apply page on Tenderlink - <https://www.tenderlink.com/adelaidephn/>.
2. Applications must be received by the closing date/time.
3. Applications must be provided in English.
4. Applications must adhere to word limits. If word limits are exceeded the application may be considered non-compliant and not assessed further or additional words will not be considered.

## **6.2 Evaluation of applications**

Successful applicants will be selected through a competitive process. An application assessment panel will consider each submission against the requirements as defined in Section 3 Service Specifications and the ITA documentation.

Adelaide PHN reserves the right to request clarifying information from applicants (at no cost to Adelaide PHN). However, Adelaide PHN is not bound to request additional information and the onus is on applicants to ensure their application is clear and complete.

Adelaide PHN reserves the right to work with preferred applicants to clarify and fine-tune applications and in some cases, request a presentation or a revised application prior to a contract being awarded.

## **6.3 Contracting, Reporting and Evaluation Requirements**

Contract negotiations are undertaken with the preferred applicant(s). If negotiations are not successful within a reasonable timeframe, Adelaide PHN may choose to approach the next preferred applicant and re-commence contract negotiations.

The preferred applicant(s) will only be permitted to engage in contract negotiations to amend sections of the Contractor Agreement (excludes schedules to the agreement) that they have pre-identified in their Tenderlink application. It is therefore recommended that applicants consider the Contractor Agreement template (as supplied) before applying for funds to be aware of the contractual obligations.

The successful applicant(s) will report regularly to Adelaide PHN as per the requirements set out in the agreed contract. Contracted organisation(s) will be required to report against agreed Key Performance Indicators (KPIs) contained in the contract and progress reports.

## **7 Reporting**

Progress Reports, Financial Reports and a Final Report are part of the reporting obligations.

## **8 Budget**

A total budget of up to \$60,000 (GST Excl) to deliver the Program over a period of up to 18 months, commencing April 2018.

Applicants will be required to complete an indicative operational budget for the entire period using the template provided as an appendix to the ITA documentation.

## 8.1 Funding Exclusions

Funding will not be available for the following:

- Existing services;
- Retrospectively for activities already undertaken or expenses already incurred;
- To pay for work undertaken to develop your proposal;
- Items of capital equipment;
- Infrastructure and capital works.

Applications will not be accepted from Local Health Networks (LHNs) or other state government services, but they may be a non-lead member as part of a consortium.

## 9 Acknowledgements

In the ITA documentation applicants will be asked, if successful, to agree to the following:

- Prior to a formal contract being finalised between all the parties, a description of the program, amount of funding, and the identity of the applicants may be used in media releases and other publications provided to organisations or individuals with a view to them contacting the applicants for further information;
- Applicants may be required to produce proof of insurance cover held, registrations, and accreditation status;
- Accept the terms and conditions of the Adelaide PHN Policy 'Working with Vulnerable Persons for Contractors' (as supplied);
- Applicants agree to and accept the terms and conditions of the standard Adelaide PHN Contractor Agreement (as provided with the ITA documentation) without modification; or agrees and accepts the terms and conditions of the standard Adelaide PHN Contractor Agreement subject to good faith negotiation of proposed amendments (by the applicant) to the agreement outlined in the Contract Negotiation Request Template (supplied).