

## PART A – EOI DETAILS

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### ***Peer Support- Brain Injury: Care***

#### *Stage One – Expression of Interest*

Project Number:	LTCS/271117/2017
EOI invitation issue date:	29th November 2017
EOI Briefing:	11 December 2017
EOI Submissions:	electronically via eTendering <a href="https://tenders.nsw.gov.au/">https://tenders.nsw.gov.au/</a>
Closing date/time:	19 <sup>th</sup> January 2018
Proposal validity period:	60 Days
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## Outline of the Requirements

### 1 Overview

- 1.1 Insurance and Care NSW (“icare”) delivers insurance and care schemes for the New South Wales community.
- 1.2 icare provides services to a number of entities which protect, insure and care for the community by offering simple and affordable insurance, return to work solutions, and care for people who have been severely injured in the workplace or on the roads.
- 1.3 icare is governed by an independent Board of Directors accountable to the Minister for Finance, Services and Property. Further information can be found at:  
<http://www.icare.nsw.gov.au/>.

### 2 Background

- 2.1 icare includes a number of service lines which protect, insure and support the community by offering simple and affordable insurance, return to work solutions, and care for people who have been severely injured in the workplace or on the roads.
- 2.2 The service lines of icare include Builders Warranty, Lifetime Care, Self-Insurance, Workers Insurance and Dust Diseases Care. icare is governed by an independent Board of Directors accountable to the Minister for Finance, Services and Property.
  - **icare Workers Insurance** – The NSW workers compensation scheme (Nominal Insurer) is the single largest workers compensation insurer in NSW. Five scheme agents are currently contracted to manage claims for injured workers and provides policies to employers on its behalf. Around 272,000 employers and over 3 million workers are covered by the scheme.
  - **icare Lifetime Care** – We provide lifetime care and support for people in NSW severely injured in motor accidents, regardless of who was at fault in the accident. The scheme, which is funded through a levy paid by motorists when they purchase a CTP Green Slip, currently supports around 1,000 people.

- **icare Dust Diseases Care** – We provide compensation payments and can arrange healthcare for workers with a dust disease and their dependants.
- **icare Self Insurance** – We operate the NSW Government’s managed fund schemes. The main scheme is the Treasury Managed Fund (TMF) which manages workers compensation, administration and financial liability for most public sector employers. We also provide Builders Warranty, Construction Risk, Emergency and Rescue Workers Compensation Fund and Bush Fire Fighters Compensation Fund.
- **icare Sporting Injuries** – We provide sporting participants with insurance against serious injuries and death. Free insurance is also automatically provided to all NSW primary and secondary school children while they are participating in school authorised sports.

2.3 Further information can be found at [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)

### 3 Scope of Service

Providers are invited by icare to provide an Expression of Interest (“EOI”) to develop a framework for and deliver peer support services to participants and workers with a brain injury.

Refer to Attachment 1 for further information.

### 4 EOI process

- 4.1 This is the first stage of a two-stage procurement process. EOIs for Stage One will be evaluated and shortlisted applicants will be invited to participate in Stage Two of the process.
- 4.2 Stage Two EOI documents will only be issued to shortlisted suppliers of Stage One. Stage Two will seek full strategic proposals and costings for the service.

### 5 Contractual Arrangements

- 5.1 The successful providers for Stage Two will provide the services in accordance with the standard terms and conditions of icare. These terms and conditions are attached to this EOI. Any requested

changes to the terms and conditions by the respondent must be negotiated with icare prior to the signing of the agreement.

- 5.2 The respondent acknowledges that icare will not be liable to it for any expenses or costs incurred by it as a result of its participation in this expression of interest, including where the expression of interest has been discontinued.
- 5.3 Any successful supplier for Stage Two will be engaged on a non-exclusive basis. icare may enter into arrangements with several parties to provide the services.

## 6 Clarifications

- 6.1 Respondents wishing to clarify any matter concerning this EOI document or process must notify the EOI manager via email, preferably no later than two days prior to the closing date and time.
- 6.2 Any clarifications will be published as an addendum to the EOI.
- 6.3 Addendums, if required, will be lodged via eTendering website and provided to all parties.

## 7 Indicative Timeline

- 7.1 An indicative timetable for the expression of interest is as follows:

EOI close:	19 <sup>th</sup> January 2018
Evaluation of phase 1 completed:	9 <sup>th</sup> February 2018
Shortlisted applicants notified:	12 <sup>th</sup> February 2018
Stage 2 EOI documents released:	13 <sup>th</sup> February 2018
Stage 2 close:	02 <sup>nd</sup> March 2018

## 8 Selection Criteria

- 8.1 The following criteria will be considered by icare in assessing the information provided by the eQuote in this EOI:
- a. Relevant experience in providing peer support services for people with a brain injury and or their families, including identified staff with knowledge of brain injury, or a willingness to undertake training with icare;
  - b. Proposed methodology for the service, including a model for service delivery, evaluation and sustainability of a service;
  - c. Ability to provide face to face services or make use of technology to facilitate peer support services with participants who live in various locations within NSW, including rural and remote locations; and
  - d. Indicative costs for establishing and operating the service.
- 8.2 Providers are being invited to provide brief responses to the selection criteria above in no more than a total of four A4 pages. Within your response please confirm that you have the relevant insurances, for example workers compensation insurance, public liability insurance and professional indemnity insurance.
- 8.3 The selection criteria are not exhaustive or in any particular order and will not necessarily be given equal weighting.
- 8.4 The Stage One EOI will be evaluated initially against these non-cost criteria before quotes fees and costs are taken into account. These will be taken into account in Stage Two.
- 8.5 icare may take into consideration all other relevant information provided by a respondent as part of its response to the EOI.

## **9 Vendor Briefing**

A briefing session will be held on 11 December 2017 from 2.00 until 4.00pm to provide further details of the proposed service.

The briefing will be held at 321 Kent Street, Sydney NSW 2000

Vendors unable to attend can dial in via Teleconference which will be sent once icare has received the RSVP

Vendors wishing must return their RSVP no later than 10:30am Friday 8<sup>th</sup> December 2017 and confirm if they will be attending in person or via teleconference facilities

## **10 Close and Lodgement of EOI**

- 10.1 Proposals must be submitted by the closing date and time as specified on the cover of this Part A.
- 10.2 If you experience any difficulties loading the EOI via eQuote please contact the EOI Manager via email before the closing date and time.

## **Attachment 1 – STATEMENT OF REQUIREMENTS / SCOPE**

### **Peer Support - Principles of service delivery**

- 3.1 icare provides support to participants with a brain injury in the Lifetime Care scheme, Workers Insurance and the Workers Care Program.
- 3.2 icare adopts a person-centred approach, recognising there is a lifelong relationship with participants and their families.
- 5.1 icare acknowledges that it is important for people who have sustained a severe injury and their families to be provided with support services to assist in adjusting to their injuries. This can include information and support from peers who have a lived experience of severe injuries.
- 3.4 icare would like to be able to offer peer support services for people with a brain injury and their families in NSW, through either enhancement of an existing similar service or through design and development of new services.
- 3.5 It is envisaged that peer support services will:
  - offer flexible program delivery
  - provide positive peer role models who share their personal experiences
  - provide information and support to individuals with a brain injury and / or their families from a peer
  - promote independence and active membership of the community, including activities and resources
  - provide a social outlet for people to share experiences
  - be supported/integrated with the NSW Health Brain Injury Units and Brain Injury Rehabilitation Programs during programs designed for participants who have been recently injured.

### **Peer Support – Proposed model**



3.6 It is intended that peer support services will assist participants and their families at various stages following injury and for different purposes, for example:

- in the early stages following a brain injury (0-3 years after injury)
- after living in the community (3 plus years after injury)
- group based or individually provided
- face to face and / or online and virtual programs
- provide a culturally appropriate program.

3.7 The peer support services may have differing purposes for the person with a brain injury and their family, and this should be considered in any proposed service delivery model. It is not expected that one program will meet all needs. There may be a requirement for:

- Individual peer support and/or
- Family support and/or
- Combined individual and family support.

3.8 Service providers may have options or capabilities to provide services in one or more of the following areas:

- Sydney metropolitan
- NSW regional areas
- Nationally

3.9 The service model will include:

- a matching process to link people/families with suitable peers;
- training provided to peers on delivery of the service; and
- mechanisms for supporting peers, such as debriefing.

#### **Service provider requirements**

3.10 Service providers may have options or capabilities to provide services in one or more of the following delivery models:

- 1:1 and/or group peer support for individuals and/or families;
- ability to match peer support workers with individuals and families;

- service availability across regional and metro NSW;
- provision of quarterly reports to icare regarding service utilisation; and
- willingness to undergo audits by icare relating to service utilisation and expenditure
- willingness to work with the NSW Brain Injury Rehabilitation Programs.

### **Out of scope**

3.11 Issues and services outside the scope of this funded service include:

- services for children;
- mentoring service;
- case management or coordination of any supports or services the participant receives, because this is already provided by icare;
- legal advice/advocacy - however it may be appropriate to make referrals to providers such as Legal Aid; and
- counselling, social work or mental health services. However, it is expected that the service provider will make appropriate notifications and referrals when there are mental health concerns.