



Expression of Interest

EOI-2526-16 – Healthy Ageing: Physical Activity & Social Wellbeing Program



Activity	Date
Release date / time	5 December 2025
Industry Briefing and Q&A session <i>Click here to register</i>	12:00 pm – 12:30 pm 15 December 2025
Closing date and time <i>Note* late applications will not be accepted</i>	5pm (AEDT) 16 January 2026
Shortlisting	Mid – late January 2026
Clarification / negotiation	Late January 2026
Funding awarded	February 2026
Contracts period	February 2026 – June 2027

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1. Organisation overview

COORDINARE, as the South Eastern NSW Primary Health Network, is dedicated to fostering healthier communities. Our role is to improve the health and wellbeing of our community which is one of the largest rural and regional populations in NSW. To do this, we collaborate with the community, general practices and other stakeholders to design solutions that make it easier for people to get the health care they need. We also use our knowledge and commissioning expertise to attract new funding partners to expand our impact.

Our region stretches from Helensburgh in the north to the Victoria border in the south and inland to Cooma/Monaro, Queanbeyan, Yass and Goulburn.

More information about COORDINARE can be found on our [website](#), including [COORDINARE's Strategic Directions 2024-2027](#).

2. Project background

Purpose

COORDINARE is seeking expressions of interest (EOI) from experienced organisations to deliver locally accessible physical activity and social wellbeing programs that support healthy ageing across South Eastern NSW. This initiative is part of a broader strategy to improve health outcomes, reduce social isolation, and prevent premature entry into residential aged care by promoting ageing well in the community.

Programs funded under this initiative must be pre-existing evidence-based or rigorously evaluated programs to ensure effectiveness. Examples include:

- Otago Exercise Program¹
- Stepping On²
- Ironbark | Ironbark Project³
- Wellness 2 Age⁴

Providers are encouraged to propose other programs, provided they can demonstrate a strong evidence base or clear rationale for their effectiveness in supporting healthy ageing.

Objectives

Through this EOI process, COORDINARE aims to identify and engage capable providers who can deliver inclusive, evidence-based programs for adults (45+) and older adults. These programs should address gaps in service availability, support chronic condition management, foster social connection, and build health literacy. Successful applicants will contribute to healthier ageing trajectories and help reduce long-term demand on the health system.

Issue background

Older adults in South Eastern NSW face multiple barriers to accessing health and wellbeing services, including geographic isolation, financial constraints, and limited service options. The Aged Care Early

Intervention funding stream was established to address these challenges by commissioning community-based initiatives that promote physical and social wellbeing. This EOI is part of COORDINARE's commitment to investing in prevention and supporting people to live independently and well in their communities.

Local snapshot

South Eastern NSW has a rapidly ageing population, with 141,889 people aged 65+ (21.6% of the population) and a further 165,781 people aged 45–64 (25.6%), both higher than state averages. This demographic shift is projected to continue, with some LGAs expected to have 30%+ of residents aged 65+ by 2030, including Eurobodalla (31.3%), Bega Valley (29.8%), and Shoalhaven (28.1%)⁵.

Key local challenges

- High rates of falls and hospitalisations: People aged 65+ account for 66% of all fall-related hospitalisations in the catchment, with rural LGAs exceeding NSW averages⁶.
- Preventive care gaps: Only 27.6% of eligible older adults received the annual 75+ health check, with uptake as low as 7.3% in Cooma and 12.7% in Yass⁷.
- Social isolation and vulnerability: 47.3% of older adults live alone, and 85.1% have no carer, increasing risk of isolation and poor health outcomes⁸.
- Chronic disease burden: High prevalence of cardiovascular disease, diabetes, and osteoarthritis, compounded by inadequate exercise and nutrition. Goulburn-Mulwaree reports the highest prevalence of cardiovascular disease in South Eastern NSW⁹.
- Access barriers: Geographic isolation, transport limitations, and cost prevent participation in health and wellbeing programs. Wait times for higher-level home care packages are 6–12 months, and 1,495 approved clients currently receive no interim services¹⁰.
- Aboriginal health inequities: Aboriginal people aged 50+ experience 2.5 times higher rates of potentially preventable hospitalisations and 1.4 times higher falls-related hospitalisations compared to non-Aboriginal peers¹¹.

Older adults identified the most important factors for ageing well as:

- Keeping physically active
- Staying socially connected
- Maintaining mental wellbeing¹²

3. Qualification criteria

Scope and specifications criteria

Respondents must meet the following eligibility requirements to be considered for funding. These criteria are designed to ensure that services are delivered by capable, appropriately located, and suitably qualified providers.

Eligibility criteria	Guidance
1. Geographic location	Applicant organisations must be located within the South Eastern NSW PHN catchment and deliver services in areas identified as having greater need, with priority given to regional and rural LGAs which experience lower access to services or programs.
2. Compliance documents	As per section 2.3 Compliance requirements in Application form (refer to Appendix 1 for further details).
3. Service capacity	Respondents must demonstrate the capacity to deliver the proposed services, including any unique expertise, cultural capability, or geographic reach relevant to the target population.
4. Digital capability	Providers must have the ability to use clinical software and digital health tools, such as My Health Record, secure messaging, and telehealth platforms where applicable.
6. Consortia and partnerships	Applications from consortia or formal partnerships are permitted. A lead organisation must be nominated, and roles and responsibilities of all partners clearly defined.
7. Direct and indirect funding	Organisations that are not eligible to apply as lead Respondents may still participate as part of a consortium with an eligible lead provider. All funding arrangements must be transparent.
8. Data collection and Reporting Requirements	<p>The successful service Respondent/Respondents will be required to work with COORDINARE to establish and agree on a data collection and reporting protocol commensurate with contract funding. This allows COORDINARE to assess the performance of the service against agreed measures in the following domains:</p> <ul style="list-style-type: none"> • improved health outcomes; • better consumer experience; • enhanced provider satisfaction; and • increased value for money. <p>This may require the upload of raw data (deidentified unit record data) to a secure site held by COORDINARE. The successful Respondent will be required to adhere to 100% compliance with all data submission and reporting requirements to COORDINARE at an agreed frequency and will participate in regular service monitoring, review and evaluation activities. In addition to quantitative data, the successful Respondent will have a contractual obligation to complete 6-monthly service reports detailing program/service outcomes in narrative format including the sharing of positive patient stories. Further, the successful Respondent must provide all assistance necessary or convenient to facilitate COORDINARE's compliance with its reporting obligations to Funding Bodies in connection with the service.</p> <p>Program activity data will be mandatorily required to be collected as per the list of data elements, variables and data capture logic as stipulated by COORDINARE. The minimum mandatory data elements and data capture schema/logic will be provided as an example file / template to participating provider/s. This data, in one or multiple CSV format/s, as full cumulative</p>

	<p>file/s with exactly the same file name each time (so as to over-write old file each time) must be submitted on a monthly basis through the secure data submission platform and mechanism as established and mandated by COORDINARE. To support performance management and program evaluation, the Provider will upload activity data to COORDINARE within 15 days of the end of each service month. The use of a consistent data collection format and schema by participating provider/s is required for accuracy of program activity data.</p> <p>Key performance indicators (KPIs) will be included in the contract with the successful Respondent, to enable performance monitoring against outputs and outcomes. All KPIs are underpinned by the Quintuple Aim aligned with COORDINARE's Performance Framework across domains of access, efficiency, appropriateness and effectiveness. Final KPIs will be negotiated and agreed upon during the contracting phase with the successful Respondent, however indicative KPIs for this service or program are listed below:</p> <table border="1"> <thead> <tr> <th>Performance Domain</th><th>Indicator</th></tr> </thead> <tbody> <tr> <td>Access</td><td>Number of clients</td></tr> <tr> <td>Access</td><td>Number of programs/sessions delivered</td></tr> <tr> <td>Access</td><td>Programs are delivered in areas where there are gaps in affordable, accessible programs</td></tr> <tr> <td>Appropriateness</td><td>Proportion of clients completing patient-reported experience measure* (PREM)</td></tr> <tr> <td>Appropriateness</td><td>Proportion of clients reporting positive experience</td></tr> <tr> <td>Effectiveness</td><td>Proportion of clients completing the program</td></tr> <tr> <td>Effectiveness</td><td>Completion rate of patient reported outcome measures* (PROMs)</td></tr> <tr> <td>Effectiveness</td><td>Proportion of clients showing improvements in outcomes</td></tr> <tr> <td>Effectiveness</td><td>Two case studies demonstrating program outcomes to be provided to COORDINARE 6-monthly</td></tr> </tbody> </table> <p>*PREM and PROM tools & additional outcome measures, where relevant, will be negotiated with the successful Respondent/s.</p>	Performance Domain	Indicator	Access	Number of clients	Access	Number of programs/sessions delivered	Access	Programs are delivered in areas where there are gaps in affordable, accessible programs	Appropriateness	Proportion of clients completing patient-reported experience measure* (PREM)	Appropriateness	Proportion of clients reporting positive experience	Effectiveness	Proportion of clients completing the program	Effectiveness	Completion rate of patient reported outcome measures* (PROMs)	Effectiveness	Proportion of clients showing improvements in outcomes	Effectiveness	Two case studies demonstrating program outcomes to be provided to COORDINARE 6-monthly
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9. Target population	Adults (45+) and older adults																				

Exclusion criteria

Applications may be deemed ineligible and excluded from assessment if they meet any of the following conditions. These criteria are intended to ensure transparency, avoid duplication of funding, and maintain the integrity of the procurement process.

Eligibility area	Guidance
1. Duplicate Funding or Program	Initiatives that have already received funding from another source for the same or substantially similar activities will not be considered. Respondents must disclose all current and pending funding sources.

	Application for program that are substantial similar to existing programs will not be considered.
2. Conflict of Interest	Applications that present a real or perceived conflict of interest, which cannot be appropriately managed or mitigated, may be excluded from consideration.
3. Non-compliance with Eligibility	Any application that fails to meet the minimum eligibility requirements outlined in this guidance will be excluded from assessment.
4. Incomplete or Misleading Submissions	Applications that are incomplete, contain false or misleading information, or fail to provide required documentation may be disqualified.
5. Non-adherence to Submission Guidelines	Submissions that do not comply with formatting, deadline, or procedural requirements may be excluded from the process.

4. Project funding

A total of up to **\$837,450.00** (ex GST) will be dispersed through this initiative. The total available funding will be split into three allocations of **\$279,150.00**. Applicants can choose to apply for one, two, or three allocations. Applicants are not guaranteed to be awarded the full number of allocations applied for. If an applicant chooses to apply for more than one funding allocation:

- Scalability must be demonstrated within the application by addressing program reach and capacity for each funding scenario (for example the applicant must address program capacity, staffing profile etc for one allocation versus two allocations).
- A separate budget must be submitted for each scenario. For example, if an applicant applies for two allocations, the applicant must supply a budget for \$279,150 (Scenario 1) and a budget for \$558,300 (Scenario 2).

Projects supported under this initiative will run for a duration of **17 months**, commencing from **February 2026** and concluding in **June 2027**. This funding is subject to below 'Funding Eligibility table':

Funding eligibility table

Eligible for funding	Not eligible for funding
<ul style="list-style-type: none"> • Salaries and on-costs for project staff • Third-party contractor expenses • IT and communications (e.g., software, hardware, internet, phones) • Travel costs, including vehicle lease, fuel, and related expenses • Staff training and professional development • Other expenditure directly related to patient outcomes (must be specified) 	<ul style="list-style-type: none"> • Purchase of motor vehicles • Capital works • Depreciation of expenses • Activities that duplicate those funded under other PHN or government initiatives • Activities already undertaken or expenses already incurred • Items not directly related to patient outcomes • Payments to support access to a service when a Medicare Benefits Schedule (MBS) item could be used instead. • Conference attendance • Clinical trials • Board fees

The above list is indicative and is not intended to be exhaustive.

This Expression of Interest is supported by funding from COORDINARE – South Eastern NSW PHN through the Australian Government’s PHN Program.

5. Application guidance and requirements

Respondents are advised to carefully review all sections of this EOI document and follow the outlined instructions, timelines, and documentation requirements to ensure a complete and compliant submission.

Requirement	Details
Important documents	<p>To download the below documentation, Refer to tender link and or website.</p> <ol style="list-style-type: none"> EOI-2526-16 Expression of Interest Guideline (this document) Appendix 1 – Application form (This document is for reference only and not to be used for submission) Appendix 2 – Budget template Appendix 3 – Tenderlink UserGuide
Industry Briefing	<p>An industry briefing session will be organised and will focus on the key information for this EOI and addressing questions from interested organisation. Session details:</p> <ul style="list-style-type: none"> Date: 15 December 2025 Time: 12:00 pm – 12:30 pm RSVP: via link Industry briefing: Healthy Ageing: Physical Activity & Social Wellbeing Program (EOI-2526-16) Mode: Webinar via Teams <p><i>A meeting invite will be sent to you automatically after registration is completed.</i></p> <p><i>This session will be recorded. Recording and Q&As summary will be published via Addendum and webpage.</i></p>
Guidelines to Respondent	<ul style="list-style-type: none"> Respondents must ensure they are well-versed with the contents of this EOI document before preparing their submission. It is essential to read and understand the sections on Purpose and Objectives, Background of the Project, Qualification Criteria, and Funding of the Project prior to completing any forms or attaching supporting documents. Outline a proposed approach aligned with the assessment criteria using Application Form. Read each criterion carefully specified in Application Form and respond to all components. Attach only documents directly relevant to your response. (Max 6 Pages). If attaching large documents, specify relevant page numbers or sections. Avoid large attachments — only the first 6 pages will be reviewed.
Writing effective submissions	<ul style="list-style-type: none"> COORDINARE has developed a series of webinars and practical tools with University of New England (UNE) Partnerships, to provide primary

	<p>care with foundation skills and knowledge to write effective tenders and submissions. Potential respondents may access these resources via our website. These resources are designed to help potential providers confidently respond to funding opportunities and improve their chances of success.</p> <ul style="list-style-type: none"> ○ Course intro ○ Module 1 - Writing compelling submissions ○ Module 2 - What Funding bodies want ○ Module 3 - Capacity and Credibility <ul style="list-style-type: none"> ● Please note: This is a guide only and does not guarantee success in tender applications. We encourage practices to use these resources as part of a broader strategy for professional development and business planning.
Evaluation	<ul style="list-style-type: none"> ● Successful respondents will be selected through a competitive process. Submissions will be evaluated by a panel against the mandatory requirements and the selection criteria outlined in the Application Form. If additional information beyond what is requested in this document is required during the evaluation, COORDINARE may request written responses to request for clarification or interviews at no cost to COORDINARE. ● Successful respondent will be required to enter into a Schedule of Service with COORDINARE. Final terms will be negotiated. Funding recipients must provide progress reports aligned to agreed milestones, with reporting formats tailored to the size, cost, complexity, and risk of the project.
Obtain further information	<p>All questions regarding the EOI process or content can be submitted anonymously via the online forum, accessible after registration on TenderLink. Responses will be provided within 5 business days.</p> <p>Please note: that all questions, responses, and points of clarification will be shared with all participating providers in a de-identified format. Any identifying information about the organisation submitting the question will be removed to maintain confidentiality.</p>
Submission of application	<p>Respondents are required to submit their applicants via Tenderlink. Registration is free. Refer to Appendix 3 – TenderLink User guide for more information.</p> <p>Other documents to be submitted may include but not limited to:</p> <ol style="list-style-type: none"> 1. Appendix 2 – Budget template 2. Any mandatory compliance documents specified in Appendix 1- EOI application form 3. Any supporting documents to evidence any statements made in the EOI application (6 Pages Maximum) <p>File formats accepted: word, excel, pdf and jpg files are all acceptable formats.</p>
Deadline for submission	<p>5:00 PM (AEDT) on 16 January 2026.</p> <p>Late or incomplete submissions will not be accepted.</p>

6. Interpretation

The following table includes key term definitions relevant to this EOI.

Requirement	Details
COORDINARE	The South Eastern New South Wales Primary Health Network and the organisation responsible for the EOI and the EOI process.
Closing time	The time specified by which EOI responses must be received.
Response(s) to EOI	A document/s lodged by a Respondent in response to this EOI containing a response to provide Goods or Services sought through this EOI process.
Respondent	An entity that submits a response to this EOI.
EOI process	The process commenced by the issuing of this EOI and concluding upon formal announcement by SENSW PHN of the selection of a preferred respondent(s) or upon the earlier termination of the EOI process.
Expression of Interest (EOI)	This document and any other documents designated by SENSW PHN.

7. Conditions of this Expression of Interest

ABN/Taxation requirements	COORDINARE will only deal with Respondents who have an Australian Business Number (ABN).
Acceptance	Non complying submissions may be rejected. COORDINARE may not accept the lowest priced proposal and may not accept any proposal.
Additional information	COORDINARE reserves the right to request additional information from respondents. If additional information required by COORDINARE when, written information and/or interviews may be requested to obtain such information. Respondents are required to provide additional information at no cost to COORDINARE. COORDINARE may also provide additional information or clarification.
Assessment	COORDINARE reserves the right to engage a third party to carry out assessments of a Respondent's financial, technical, planning and other resource capability. COORDINARE is entitled to consider all information known to COORDINARE in relation to a respondent and their submissions when assessing submissions.
Conflicts of interest	Respondents must declare to COORDINARE any matter or issue which is or may be perceived to be or may lead to a conflict of interest regarding their

	submission or participation in the EOI process, or in the event their proposal is successful.
Expenses	All expenses and costs incurred by a Respondent in connection with this EOI including (without limitation) preparing and lodging a submission, providing COORDINARE with further information, attending interviews and participating in any subsequent negotiations, are the sole responsibility of the Respondent.
Explanations	Verbal explanations or instructions given prior to acceptance of a proposal shall not bind COORDINARE.
General	Respondents should familiarise themselves with this document and the separate online Submission Form and ensure that their proposals comply with the requirements set out in these documents. Respondents are deemed to have examined statutory requirements and satisfied themselves that they are not participating in any anti-competitive, collusive, deceptive or misleading practices in structuring and submitting the proposal.
Legal entity	COORDINARE will only enter into a contract with an organisation or individual with established legal status (e.g. under Corporations Law, Health Services Act, Trustee Act), or a natural person at least 18 years of age with mental capacity to understand the agreement.
Lobbying	Any attempt by any Respondent to exert influence on the outcome of the assessment process by lobbying COORDINARE staff, directly or indirectly, will be grounds for disqualification of the proposal from further consideration.
Ownership	All submissions become the property of COORDINARE once lodged. COORDINARE may copy, or otherwise deal with all or any part of a submission for the purpose of conducting evaluation of submissions.
Negotiation	COORDINARE reserves the right to negotiate with short-listed Respondents after the EOI closing time and allow any Respondent to alter its submission. Contract negotiations are strictly confidential and not to be disclosed to third parties.
No contract	Nothing in this EOI should be construed to give rise to any contractual obligations or rights, express or implied, by the issue of this EOI or the lodgement of a submission in response to it. No contract will be created unless and until a formal written contract is executed between COORDINARE and a Respondent. Respondents will not be considered approved until a final service agreement is in place.
Notification of Probity Breach	Should any supplier feel that it has been unfairly excluded from responding or unfairly disadvantaged by the process, the supplier is invited to write to the Business Team at commissioning@coordinate.org.au
Part applications	COORDINARE reserves the right to accept applications in relation to some and not all of the scope of activity described, or contract with one, more than one or no Respondent on the basis of the proposals received.

Process	COORDINARE reserves the right to withdraw from, or alter, the EOI process described in this document for whatever reason, prior to the signing of any agreement/contract with any party.
Relevant Information	COORDINARE reserves the right to consider any information in its possession which it considers may be relevant to a decision to enter into a contract with a successful provider.

Footnotes

¹ Robertson et al., Otago Exercise Programme trials, New Zealand Accident Compensation Corporation; National Council on Aging: *Evidence-Based Program: Otago Exercise Program*; Physiopedia: *Otago Exercise Programme*.

² NSW Health Active & Healthy Program: *Stepping On Falls Prevention Program*; Clemson et al., *Stepping On scale-up in NSW*.

³ The George Institute for Global Health: *Ironbark trial – healthy ageing for older Aboriginal people*; Ironbark Project official site: *Ironbark Program*.

⁴ Charles Sturt University: *Wellness 2 Age Program Overview*; Australian Ageing Agenda: *Program addresses senior health, wellbeing, connection*.

⁵ Healthy Ageing Framework & Consumer Insights, COORDINARE (2025), p.17.

⁶ Ibid., p.13.

⁷ Ibid., p.13 & p.18.

⁸ Ibid., p.16.

⁹ COORDINARE Planning & Insights Team. (2024) Needs Assessment 2024/25-2026/27. [Needs Assessment 2024/25-2026/27](#)

¹⁰ Healthy Ageing Framework & Consumer Insights, COORDINARE (2025), p.15.

¹¹ Ibid., p.17.

¹² COORDINARE. (2025) Community Insights – Ageing in SENSW. [Community-insights-Ageing-in-SE-NSW-2025.pdf](#)