

Grant guidelines

29 October 2024

AOD Family, Carer and Friends
Support Grants, Stream 1



Contents

| | |
|---------------------------------------------------------------------------------|----|
| Introduction and Executive Summary..... | 3 |
| Background | 5 |
| The Grant opportunity | 6 |
| Overview..... | 6 |
| How to apply for the Grants | 7 |
| Grant Information..... | 10 |
| Reference materials..... | 10 |
| Needs and service gaps for family, carers and friends of those who use AOD..... | 10 |
| Service specifications | 11 |
| Anticipated outcomes..... | 14 |
| How Grant applications will be assessed | 15 |
| Selection process | 15 |
| 1. Eligibility assessment..... | 15 |
| 2. Merit based assessment against Selection Criteria | 15 |
| Conditions of Grant applications | 19 |
| Validity period | 19 |
| Contract management | 19 |
| Issues & risks..... | 19 |
| Assumptions | 19 |
| Ethics and Conflict of Interest | 20 |
| Probity | 20 |

Introduction and Executive Summary

The NSW Ministry of Health is seeking grant applications from eligible Non-Government Organisations (NGOS)/Community Managed Organisations including Aboriginal Community-Controlled Health Organisations (ACCHOs), to improve the capacity of existing alcohol and other drug (AOD) services to work with the families, carers and friends of people using alcohol and other drugs, helping them to better support their loved ones and themselves. Eligible organisations may either apply as an individual organisation or as part of a consortium or other partnership arrangement.

To be eligible for this Grant, organisations must currently be delivering AOD services and have at least two (2) years' AOD service delivery experience. Local Health Districts (LHDs), Specialty Health Networks (SHNs) and networked affiliated health organisations (AHOs) are not eligible to apply for this grant themselves, but they can be in a partnership arrangement or consortium that is led by a NGO or ACCHO who will receive and manage funding, if successful. The grants seek to enhance the existing AOD service system to deliver family-inclusive, culturally responsive and evidence-informed supports to individuals using AOD and their families, carers and friends. The primary aim of the funding is to enhance family-inclusive practice to improve the therapeutic outcomes of the person receiving AOD treatment, and improve the health and wellbeing outcomes for families, carers and friends. It will help families, carers and friends to support their loved one as well as cope and manage their own health and wellbeing needs.

The objectives of the grant are:

- NSW AOD services are better able to engage families, carers and friends in their loved one's treatment, when consented to.
- The families, carers and friends of people who use AOD in risky or harmful ways are better able to support their loved ones in treatment.
- The families, carers and friends of people using AOD are supported in their caring role and linked with the supports they need.

Family members, carers and friends accessing the new or enhanced supports should feel more empowered (i.e. more able to manage and cope), knowledgeable, capable and able to support the person in treatment, and themselves.

The Centre for Alcohol and Other Drugs (CAOD), NSW Ministry of Health will monitor and support delivery of grant funded activities such as through statewide meetings, sharing of resources, support for activity and outcomes collection, and evaluation.

Grants will be awarded for an initial three-year period from 2024-2025, with the possibility of extension. In the case of consortium or partnership arrangements, an Agreement will be made with the lead NGO or ACCHO (i.e. the applicant). Applicants are invited to apply for grants of up to \$250,000 per annum (excluding GST). Applications with budgets exceeding \$250,000 per annum (excluding GST) will not be considered.

The total funding for the AOD Family, Carer and Friends Support (AOD FCFS) Grants Stream 1 is \$2 million per annum (excluding GST).

The total funding of Stream 2 of the AOD FCFS grants is \$1 million per annum (excluding GST).

Select Aboriginal Community Controlled Health Organisations (ACCHO) will be invited to apply for grants in Stream 2. Selection will be based on evidence of need and advice from the Centre for Aboriginal Health (CAH), NSW Ministry of Health. Further details will be made available on the [NSW Government Grants and Funding webpage](#). ACCHOs invited to apply for Stream 2 may also apply for Stream 1, however only one grant will be awarded to any single organisation.

These grant guidelines are for **Stream 1 only**.

Background

As part of its final response to the [Special Commission of Inquiry into the Drug Ice \(Ice Inquiry\)](#), the NSW Government announced an investment of \$500 million to deliver targeted health and justice reforms. This funding reflects a whole-of-government commitment to reducing the harm from AOD use to improve outcomes for individuals, families, and communities.

NSW Health has been allocated \$358 million over four years to implement the response to the Ice Inquiry. Recognising the importance of placing the person at the centre of care, the funding will address gaps and improve health and social outcomes through prevention, treatment, and holistic support, including:

- Increasing access to prevention, early intervention, and treatment, especially for regional areas and priority populations.
- Enabling a more connected service system through more integrated and holistic approaches to care (“no wrong door”) and stronger partnerships.
- Enhancing digital capability and virtual healthcare through improved system navigation, access to information, and specialist clinical advice.
- Building AOD workforce capacity and capability.
- Improving use of data and evidence to inform system priorities, performance management, research, and evaluation.

The Government has identified a number of priority populations that have unique needs and may face more complex barriers to accessing treatment. Priority populations include people in regional and rural areas, Aboriginal people, culturally and linguistically diverse (CALD) communities, LGBTBQI+ communities, people experiencing homelessness, young people, pregnant women, parents with children, people with cognitive impairments, children of people using AOD, people with co-occurring mental health issues and people in the criminal justice system.

The Ice Inquiry emphasised the importance of services for Aboriginal people being based upon Aboriginal definitions of health and wellbeing and demonstrating a strong understanding of the principles of self-determination and the impacts of trauma, racism, social disadvantage, and colonisation. Organisations applying for this grant that are not an ACCHO are strongly encouraged to partner with Aboriginal organisations and communities and are required to demonstrate culturally safe service delivery as part of their application.

New funding for AOD Family, Carers and Friends support services

In response to the Ice Inquiry new annual funding of \$3 million (excluding GST) is being provided to address the significant unmet support needs for families, carers and friends of people who use AOD in risky or harmful ways. In 2023, the CAOD commissioned some research and consultation activities to inform AOD FCFS grant guideline specifications. A rapid review of the literature was undertaken to inform development of the specifications and is available here:

<https://www.health.nsw.gov.au/aod/Documents/aod-family-carers-rapid-review.pdf>.

The Grant opportunity

Overview

ACCHOs and NGOs that are experienced providers of AOD services are invited to apply for grants of up to \$250,000 per annum (excluding GST). Total funding for Stream 1 will not exceed \$2 million per annum. Successful applicants will be contracted through a NSW Health Grant Agreement for a period of up to three years, with the possibility of extension. Supports applied for must not already be funded by NSW Health or another government agency. These grants are not intended to cover shortfalls in existing service budgets. Organisations already funded by NSW Health or another government agency can apply for grants to expand existing operational services, provided it improves access to supports specifically for family, carers and friends of people using AOD.

Important dates

| Date | Milestone |
|-----------------------------------|----------------------------------------------------------|
| 2:00 PM Tuesday 29 October 2024 | Applications open |
| 11:00 AM Friday 8 November 2024 | Industry briefing (online) |
| 12:00 noon Monday 9 December 2024 | Applications close |
| December 2024 – January 2025* | Assessment of grant applications |
| January 2025* | Approval and communication of grant application outcomes |
| February 2025* | Grant funding agreements commence |

*Dates provided are indicative and may change as the grant progresses.

Principal contacts

| Role | Contact details |
|-------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Email address for submitting AOD FCFS Grant applications | MOH-CAOD-SCI-FCF@health.nsw.gov.au |
| Email address for submitting questions about the AOD FCFS Grants* | MOH-CAOD-SCI-FCF@health.nsw.gov.au |
| NSW Health webpage for updates on AOD FCFS Grants | https://www.health.nsw.gov.au/aod/Pages/aod-family-carer-friends-support.aspx |
| The principal contact officer for the AOD FCFS Grants | Tanya Bosch, Manager, AOD Strategic Projects Telephone: (02) 9391 9000 Email: tanya.bosch@health.nsw.gov.au Contact hours: Monday – Friday, 9:30 AM – 4:00 PM |
| Contracted Probity Advisor | Anthony Lee Procure Group Pty Ltd Telephone: 0411 405 267 Email: alee@procuregroup.com.au |

*Questions and answers of broad impact or significance will be made available to all potential applicants through regular Q&A documents posted on the grants webpage at <https://www.health.nsw.gov.au/aod/Pages/family-carer-friends-support-grants.aspx>

Grant process participants

| Type | Assessment | Role |
|------|------------|------|
|------|------------|------|

| | | |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Decision maker | Final decision on funding based on panel recommendations | Executive Director, Centre for Alcohol and Other Drugs (CAOD), NSW Ministry of Health (MOH) |
| Assessment panel | Assessment of all applications scored against the assessment criteria and final recommendations in an assessment report | A grant assessment panel comprised of Senior and executive staff from CAOD (including the Chief Addiction Medicine Specialist), an experienced General Practitioner, a staff member from the family service of the Sydney Children's Network Drug and Alcohol Services' CICADA Centre, a representative from the Centre for Aboriginal Health and a Consumer Reference Committee member. |
| Eligibility assessment (initial compliance review) | Assessment of individual application eligibility against eligibility criteria | Prepared by the project secretariat comprised of CAOD staff and passed to the assessment panel for final approval |
| Advisor | Subject matter expert | Clinical advisor, CAOD |
| Advisor | Probity | Procure Group Pty Ltd |

How to apply for the Grants

Step 1: Confirm your organisation's eligibility to apply

Applicants must meet the following core (gateway) eligibility criteria at time of application submission (see **Schedule A**). Where the applicant is part of a consortium or partnership arrangement, the applicant (as consortium or partnership lead) must meet this eligibility criteria. Other members of the consortium or partnership agreement need not:

Non-government organisations (including Community Managed Organisations):

Not-for-profit entity incorporated under any of the following:

- Associations Incorporation Act 2009 (NSW)
- Corporations Act 2001 (Cth)
- Corporations (Aboriginal and Torres Strait Islander) Act 2006
- Other Australian legislation.

LHDs, SHNs and networked Affiliated Health Organisations (AHOs) are excluded from applying for this grant, but may participate within a partnership or consortium as long as they are not the lead organisation (applicant).

Aboriginal Community Controlled Health Organisations:

- Not-for-profit
- Incorporated under relevant legislation
- Controlled and operated by Aboriginal and/or Torres Strait Islander people
- Connected to the community, or communities, in which they deliver the services
- Governed by a majority Aboriginal and/or Torres Strait Islander governing body

Accreditation: The applicant organisation or at least one of the organisations involved in the consortium or partnership arrangement is accredited (or working towards accreditation) against one of the following accreditation standards:

1. **Evaluation and Quality Improvement Program (EQulP)** Australian Council on Healthcare Standards (ACHS)
2. **QIC Health and Community Service Standards** Quality Innovation Performance (QIP)
3. **Australian Service Excellence Standards** Government of South Australia, Department for Communities and Social Inclusion

4. **National Standards for Mental Health Services**¹ Australian Commission on Safety and Quality in Health Care
5. **The Standards for general practices (5th edition)**² The Royal Australian College of General Practitioners (RACGP).

The accreditation process supports organisations to establish and maintain quality improvement processes and meet minimum standards of operations and service delivery. The requirement to be accredited provides a level insurance to funders and service users about service quality. Accreditation against other standards may be considered in limited circumstances if the applicant organisation can make a case that the standards are equivalent, and they have a reasonable case for not applying for accreditation against an approved standard.

Organisations may be asked to provide supplementary materials to demonstrate minimum standards of operations and service delivery are met. Organisations are eligible if they are working toward accreditation with one of the approved standards. This would require the organisation to demonstrate that they have:

- Current membership of an accrediting agency (such as QIP or ACHS), and
- Evidence of active and recent progress towards accreditation against one of the NSW Health-approved accreditation standards listed above.

The Ministry of Health will undertake organisation eligibility checks. Organisations that do not meet the eligibility criteria will not progress to assessment against the AOD FCFS Grants Stream 1 requirements.

Demonstrated experience in AOD service delivery

For the best chance of establishing services that are evidence-based, high quality, safe, effective and sustainable, with short implementation periods, it is a requirement that the applicant must currently be delivering AOD services and have at least two (2) years' AOD service delivery experience.

Applications that fail to satisfy these criteria will not progress to assessment against the AOD FCFS Grants Stream 1 requirements.

Demonstrated experience in delivery of culturally safe services to Aboriginal families

Through the [Special Commission of Inquiry into the Drug Ice \(Ice Inquiry\)](#), the Government identified a number of priority populations that have unique needs and may face more complex barriers to accessing services, including Aboriginal people and culturally and linguistically diverse (CALD) communities.

The Ice Inquiry emphasised the importance of services for Aboriginal people being based on Aboriginal definitions of health and wellbeing and demonstrating a strong understanding of the principles of self-determination and the impacts of trauma, racism, social disadvantage, and colonisation.

Any organisations applying for this grant that are not Aboriginal community-controlled are required to have the capacity and experience to deliver a culturally safe and accessible service and provide evidence of this as part of their application. Applications that fail to satisfy these criteria will not progress to assessment against the AOD FCFS Grants requirements.

Budget

ACCHOs and NGOs are invited to apply for grants of up to \$250,000 per annum (excluding GST). Applications with budgets exceeding \$250,000 per annum (excluding GST) will not be considered. The total funding for Stream 1 of the AOD FCFS grants is \$2 million per annum (excluding GST).

¹ Stand-alone accreditation to these standards is only acceptable for dedicated mental health service organisations and those recognised as mental health and AOD 'dual diagnosis' service organisations.

² The accreditation must apply to all relevant services offered by the applicant, not just by the GP clinic.

Step 2. Prepare your application

Prepare **Schedules A through to C**. Applicants are encouraged to read all available information about the AOD FCFS Grants Stream 1, including the Question-and-Answer Information which will be updated during the grant application period, before submitting grant applications.

Applicants are encouraged to attend and view the AOD FCFS grants Industry Briefing Session before submitting grant applications. Applicants **should not assume the Assessment Panel has prior knowledge** of any organisation or the service it provides and should respond to the grant requirements in detail within the stated word guide.

Applicants are encouraged to seek support to prepare grant applications if needed; this may include speaking with your peak body about current best practice and evidence, or partnering with other organisations and agencies. In line with [Closing the Gap in NSW – 2022-24 Implementation Plan](#) priority to 'grow and strengthen Aboriginal community-controlled organisations', these organisations are encouraged to seek support from the [Aboriginal Health and Medical Research Council](#).

When seeking support, it is important to note that specific grant questions can only be answered by CAOD, via the principal contacts listed above. Answers to questions emailed to the principal contact will be uploaded to the Q&A on [AOD FCFS webpage](#) so all organisations have access to the same information. Questions will be answered weekly and the last date for question submission will be 1 December 2024 and answers will be posted on 2 December 2024.

Applications must include approval from a person or persons in the organisation that has the delegated authority to provide grant application endorsement and approval.

Step 3. Submit the application

Organisations must submit applications by **12:00 noon Monday 9 December 2024**.

Applications must be submitted to the CAOD via email to MOH-CAOD-SCI-FCF@health.nsw.gov.au.

Please use subject heading in your application email: "**Submission AOD Family, Carer and Friends Support Grants Stream 1 – [your organisation's name]**".

Organisations may submit applications anytime from 2:00 pm on the opening date of Tuesday 29 October 2024 to the application closing date of 12 noon Monday 9 December 2024.

Applications received after the closing date and time will be registered as a late response. The Ministry of Health may allow assessment of late responses if it judges the integrity and competitiveness of the grant application process has not been compromised.

The Ministry of Health will provide confirmation of each received application via return email to the applying organisation. Organisations that do not receive confirmation of receipt of application within 2 business days of the grant closing (i.e. 12:00pm noon Wednesday 11 December 2024) can assume that the application has not been received and are responsible for contacting the Ministry of Health.

Applications must be submitted in full inclusive of all completed required documents, in Microsoft Word format (with file name ending in ".doc" or ".docx"), Microsoft Excel format (with file name ending in ".xls" or ".xlsx") and/or or Adobe Acrobat (*.pdf):

Required documents

- Schedule A. Organisation Applicant Details and Response to Standard Requirements
- Schedule B. Response to Specific Requirements
- Schedule C. Proposed Budget
- Optional attachments – Letters or emails showing in-principle support or formal documentation as relevant with consortium partners or service delivery partners.

Grant Information

Reference materials

Detailed information about the needs of families, carers and friends and proposed services and supports needed across NSW is contained in the rapid review, which is available on the [AOD FCFS webpage](#).

The [Alcohol and Other Drugs Psychosocial Interventions Practice Guide](#) summarises the guiding principles, professional practice, psychological processes, and psychosocial interventions used within AOD treatment settings. It provides updated evidence on psychosocial interventions, guidance on responding to people with co-occurring concerns and resources for education on AOD service provision.

Needs and service gaps for family, carers and friends of those who use AOD

The NSW Government is committed to supporting individuals, their families, and communities impacted by AOD use, which causes immense health, social, and economic harm to users, their families, and the community.

The role of family, carers and friends

The Ice Inquiry recognised that supporting families to develop the resilience, skills and capacities they need to support their loved one results in better outcomes for both the person using AOD and their whole family. Family involvement in AOD treatment has been shown to improve treatment retention, increase rates of abstinence, reduce substance use, improve mental health symptoms and improve overall quality of life.

Supporting a loved one who is using AOD can be very challenging at times. The families, carers and friends of people using AOD may require support for themselves and to help a family member with their AOD use.

The type of supports that a family member, carer or friend commonly provide to a person using AOD include financial and debt support, food and accommodation, transport to appointments, care and practical support for their children, support for maintaining connection to culture (for Aboriginal people), and other practical and emotional support. Family, carers and friends often provide these supports in the context of managing their loved one's behaviours of concern, disruption to their own employment and routines, reduced income, and their own physical and mental health needs.

Barriers to family, carers and friends accessing information, services and supports

Family, carers and friends often have limited access to the information, services and supports they want and need to help them while they are caring for a person using AOD. Family, carers and friends report being excluded from involvement in their loved one's treatment and missing out on essential information about care planning, which may limit their capacity to assist in their loved one's recovery.

The very limited availability of culturally appropriate and responsive information and supports, means Aboriginal people and people from CALD backgrounds are at an even greater disadvantage. Older carers (65 years and over) are less likely to connect with other carers. Table 1 outlines some of the service and support barriers identified in the literature.

Table 1: Common service and support access barriers for family and carers

Barriers to access

- **Policy and funding models** that do not support engagement with family and carers

- **Fragmented approaches** to care, with services operating in silos and operating from different ideologies which limits information and support to family members
- **Geographical accessibility**, particularly for people in rural and remote areas
- Limited access to **culturally safe and responsive services** for Aboriginal people
- Limited **reliable and accessible information** (poorly translated) and culturally appropriate supports for CALD communities
- **Being undervalued** as an affected family member
- **Limited health literacy** related to AOD use (knowledge, communication skills)
- **Poor awareness** of existing services
- **Poorly designed websites** that are not user friendly
- **Cost** of services
- **Long wait times** for appointments

Service specifications

The primary aim of the funding is through family-inclusive practice, to improve the therapeutic outcomes of the person receiving AOD treatment, and improve the health and wellbeing outcomes for families, carers and friends. It will help families, carers and friends to support their loved one as well as cope and manage their own health and wellbeing needs.

The initiative acknowledges the important existing services and supports for NSW families, carers and friends and will build on them. The funding seeks to enhance the existing service system to deliver family-inclusive, culturally responsive and evidence-informed supports to individuals using AOD and their families, carers and friends.

The grant objectives are:

- NSW AOD services are better able to engage families, carers and friends in their loved one's treatment, when consented to
- The families, carers and friends of people who use AOD in risky or harmful ways are better able to support their loved ones in treatment
- The families, carers and friends of people using AOD are supported in their caring role and linked with the supports they need.

Service scope

The AOD FCFS grants will facilitate the expansion of existing AOD services to include specific supports for the family, carers and friends of those using AOD, including young people who are carers. Successful applicants will be required to provide supports that are evidence-informed, appropriate and culturally safe. It is expected that organisations will demonstrate:

- Evidence base of the proposed service enhancement

- Experience in delivering similar models
- Capability and capacity to deliver the required supports
- Safe and appropriate service responses for Aboriginal people, culturally and linguistically diverse people and other priority population groups, as identified by the applicant
- An approach to embedding the service principles (see below) and approaches to service delivery (see below) including online and face-to-face offerings
- Track record of strong corporate and clinical governance
- Value for money.

It is also preferred that organisations can demonstrate:

- Partnerships with Aboriginal organisations
- And/or partnerships with organisations supporting priority populations, with a specific focus on CALD families and communities.

Target groups for service

Family-inclusive practice activities funded through this grant opportunity will prioritise the family, carers and friends of people who are seeking or receiving AOD treatment. Those whose loved ones are not engaged in AOD treatment will still be eligible. Self-referrals and referrals from service providers should be accepted. Partnerships and referral pathways with LHDs/SHNs will be mandatory to facilitate this.

Along with meeting the needs of families, carers and friends in general, AOD FCFS Stream 1 grant funded supports should also target specific groups whose needs are not being well met:

- Children and adolescents who have a caring role for a parent using AOD
- Families with complex needs where multiple services are involved as a result of a person's AOD use, such as child protection, OOHC providers, justice, corrections, police, mental health and education services
- Parents of children/adolescents using AOD
- Partners, siblings and ageing parents who provide support.

Partnerships

The ability to collaborate with LHDs, SHNs, other NGOs and local ACCHOs must be demonstrated. Applicants may apply for an AOD FCFS Stream 1 grant as an individual organisation or in a consortium or partnership arrangement with a lead NGO or ACCHO. In the case of consortium arrangements, the Agreement will be made with the lead NGO or ACCHO (the applicant).

Partnerships (for the purpose of this grant) are defined as two or more organisations that work together towards a shared goal. Characteristics can include (but are not limited to) shared governance arrangements (e.g. joint committee, working groups, boards), shared documents and processes to guide service delivery, written agreements on consumer pathways, joint meetings, and/or shared funding arrangements. Partnerships should be based on shared goals with a joint commitment to achieving them, formalised governance mechanisms and processes for dispute resolution.

Service Principles

Organisations must deliver services and supports that are in line with the following principles:

- Culturally safe
- Trauma-informed
- Inclusive, non-judgemental, non-stigmatising
- Holistic, person centred and family focused approach
- Harm minimisation approach
- Upholds human rights including to self-determination, supporting dignity and choice

- Strengths based and empowering
- Evidence-informed
- Respectful of privacy and confidentiality
- Accessible – information is easily understood and services are well promoted and easily located, relevant to the populations being served
- Free and readily available
- Multi-modal (face-to-face, telephone and online)
- Mix of mutual aid/peer support and clinician led
- Designed, monitored and evaluated in consultation with people with lived/living experience (peers) of being family, carers and friends and people with lived/living experience of AOD use
- Integrated and connected with other relevant services and supports.

Range of supports

Family-inclusive practice in AOD services must be enhanced under this grant. The rapid review referred to in the Reference Material section (page 8) contains additional information and resources on family-inclusive practice and how to support staff capabilities in working with family, carers and friends of people using AOD.

Applicants must provide some or all of the supports for families/carers/friends described below. Development and implementation of services and supports will depend on what is already accessible locally, and should not duplicate these:

- Individual supports and groups
- Clinician led/facilitated group sessions
- Psychoeducation – understanding dependency, relapse, comorbidity, how to maintain boundaries and provide helpful support to a person using AOD
- Social support – connecting with groups and community activities
- Mutual/peer support on an individual or group basis
- Case management supports for people with complex needs
- Counselling and therapeutic interventions³
- Bereavement therapy where people have lost a loved one due to AOD use
- Brokerage funding (e.g. Opal Card to help people access family/carers/friend services)
- Supported referrals (e.g. to financial, housing, Centrelink services, mental health supports, etc.)
- Youth support groups for siblings and others
- Services for children of parents using AOD
- Advocacy for family/carers needs
- Family therapy and/or family counselling services
- Other evidence-informed interventions and services.

Implementation support

CAOD will monitor and support delivery of the AOD FCFS such as through joint implementation meetings, sharing of resources, providing support for reporting, and evaluation.

³ Including CBT, solution focussed, Acceptance and Commitment Therapy, Narrative Therapy, Brief Interventions

Anticipated outcomes

Family members, carers and friends accessing the new or enhanced supports should feel more empowered (i.e. more able to manage and cope), knowledgeable, capable, and able to support themselves and the person they are caring for.

Successful applicants will be required to achieve negotiated outcomes. This will include reporting on performance against agreed measures including relevant core indicators and key performance measures that are agreed between the service and the CAOD. The CAOD will develop a standard process and format for reporting in consultation with service providers.

How Grant applications will be assessed

Selection process

Selection will be based on the assessment of grant submissions. Applications for grants will be evaluated by a panel comprising representatives from the NSW Ministry of Health and other entities with appropriate specialist experience, including people with lived or living experience as an AOD service consumer. The Assessment Panel will assess submissions in accordance with the eligibility criteria and selection criteria specified in the Grant Opportunity Guidelines and may, before making the recommendation, consider statewide coverage of supports, minimal duplication of services, achievement of service to targeted groups, risks to the government, and best value for money outcome on a whole of state basis.

Due diligence

The Assessment Panel may undertake any of the following due diligence activities, at any point in the assessment process, and the applicant will do all things necessary to support such:

- Operating Accreditation and License checks
- Referees check (whether nominated by the applicant or not)
- Financial capacity assessment (including using a third party assessor)
- Company/organisation and directors bankruptcy search
- Company, directors or senior executive criminal law check (past 10 years)
- Work Health and Safety law breaches and/or penalties (past 5 years)
- Litigation checks (past 5 years)

1. Eligibility assessment

| Application eligibility | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| Application is submitted by the due date and time | ✓ |
| Application is for a grant of up to \$250,000 per annum (excluding GST) | ✓ |
| Application is submitted in full, inclusive of all completed required documents: | ✓ |
| <ul style="list-style-type: none">• Schedule A. Organisation Applicant Details and Response to Standard Requirements• Schedule B. Response to Specific Requirements• Schedule C. Proposed Budget• Optional attachments – Letters or emails showing in-principle support for formal documentation, as relevant, with consortium partner organisations, ACCHOs, and other service providers (e.g. MoUs, SLAs). | |
| Organisation Applicant Details and Eligibility | |
| Schedule A is completed and Core (Gateway) Criteria are met | ✓ |

2. Merit based assessment against Selection Criteria

Selection criteria

Organisations will be assessed against the Core (Gateway) Criteria (**Schedule A**) and Scored Selection Criteria (**Schedule B** with attachment **Schedules C**) as per the tables below.

| Selection Criteria | Word Guide | Proportion of total score (%) |
|-------------------------------------------------------------------------------------------------|-------------|-------------------------------|
| Organisation applicant details and response to standard requirements (Schedule A) | N/A | Nil |
| Established service provider with effective and sustainable operations (Schedule B, Criteria 1) | Up to 1,200 | 20% |
| Service delivery approach and partnerships (Schedule B, Criteria 2) | Up to 2,000 | 30% |
| Engagement and consultation in service design and delivery (Schedule B, Criteria 3) | Up to 400 | 15% |
| Culturally safe service delivery | Up to 400 | 15% |
| Price and value for money (Schedule B, Criteria 5, Schedule C) | Up to 400 | 10% |
| Implementation and workforce (Schedule B, Criteria 6) | Up to 750 | 10% |
| Total | | 100% |

Schedules B and C – Response to specific requirements and budget

| Criteria | Scored Selection Criteria | Proportion of total score (%) |
|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| Selection Criterion 1: Established service provider with effective and sustainable operations | <p>Schedule B Demonstrate how your organisation/consortium is currently delivering effective, evidence-based and sustainable community-based AOD services and supports and has/have at least two years' experience in providing similar AOD services. Please include:</p> <ul style="list-style-type: none"> • Relevant current services: Provide detail on <u>relevant</u> AOD programs and services currently provided, including for families, carers and friends • Proven outcomes: Provide evidence of effective operation for each relevant program including how you measure program success • Corporate governance: Details of corporate governance arrangements, including accreditation, quality assurance, internal controls, incident, and risk management systems, and those specific to this grant opportunity • Clinical governance: A clear articulation of the clinical governance framework • Financial sustainability: Evidence of financial sustainability, such as your most recent Audited Financial Statement appended to your application. | 20% |
| Selection Criterion 2: Service delivery approach and partnerships | <p>Schedule B and attachments Describe your proposed evidence-based service delivery approach for using the Grant funding. Provide details on <u>what</u> new or expanded supports you (and partners/consortia members, if applicable) will provide for family, carers and friends of those using AOD <u>and how that support can improve the therapeutic outcomes of the person using AOD.</u> Include details about:</p> <ul style="list-style-type: none"> • Operation and reach: <ul style="list-style-type: none"> - Where you will provide the services – your physical location and the reach of service provision - If applying as a consortium, describe the service delivery roles of each entity - Describe how families, carers and friends will access these services - Describe how demand for the new services will be managed (referral, waiting lists, prioritisation) • Services and supports: <ul style="list-style-type: none"> - What services and supports you will provide, how they will be delivered (e.g. online, face-to-face) and what target groups you will prioritise | 30% |

- How you chose those services and supports (e.g. what informed you of local need and service gaps)
 - Evidence base behind the proposed services and supports
 - How these services and supports will be flexible and tailored to individual client needs
 - How you will make sure your services and supports are culturally safe
 - How the services and supports will contribute towards improved therapeutic outcomes for the person using AOD
- **Partnerships:** It is a requirement for the lead NGO or ACCHO to collaborate with relevant LHDs to ensure smooth referral pathways and information sharing. Outline the linkages and partnerships that exist or are proposed with the LHDs, SHNs and other local organisations and how you will work with these partners in delivering the new/expanded services.
 - Optional attachment: emails showing in-principle support from the LHD/s Drug & Alcohol Director or delegate, and any other relevant partnership documentation demonstrating relevant consortia relationships or partnerships (e.g. MoUs, SLAs, letters of support)
 - **Information sharing:** Describe your proposed approach for information sharing across service providers
 - **Risk management:** How you will mitigate the identified risks, issues and challenges identified on page 19 of this Grant guideline
 - **Monitoring and outcomes:** How you will measure the effectiveness of the new services and the outcomes for clients.

Selection Criterion 3: **Schedule B** 15%

Engagement and consultation in service design and delivery

Demonstrate how you have incorporated the views of the following groups into your current AOD services, and how you intend to seek and consider ongoing feedback from these groups to inform and improve the new/expanded supports:

- Lived and living experience views – family, carers and friends, people using AOD
- Community views
- Key stakeholder group views including Aboriginal people, CALD groups and groups with diverse needs
- Partner service provider views (e.g. LHDs, SHNs, Primary Health Networks [PHNs], primary care providers, other NGOs, private providers etc.)

Selection Criterion 4: **Schedule B** 15%

Culturally safe service delivery

Demonstrate your capability and experience in delivering a culturally safe and accessible service which ensures engagement with groups with diverse needs including Aboriginal, refugee and other CALD groups, and lesbian, gay, bisexual, transgender and intersex communities. Include information about:

- Your commitment to workplace cultural safety that demonstrates an understanding of the importance of cultural determinants of health
- Evidence of delivering high quality, culturally safe care coordination, counselling and support for Aboriginal people, refugee and other CALD groups, and lesbian, gay, bisexual, transgender and intersex communities
- How your organisation will measure outcomes for Aboriginal clients.

Selection Criterion 5: **Schedule B and Schedule C (see below table – budget)** 10%

Price and value for money

Budget: Provide details of the proposed budget in the required format during the implementation period and once the service is fully operational according to the information provided on funding availability over the three-year period. The budget must not exceed \$250,000 per annum (excluding GST) across the three-year period. Applications will be assessed for value for money. Please also complete *Budget Template (See Returnable Schedule C)*.

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| Selection Criterion 6: | Schedule B | 10% |
| Implementation and workforce | <p>Implementation: Provide evidence of the organisation's/consortium's capacity and readiness to implement the proposed service model within the timeframes. Detail a table for implementing and commencing the services, including:</p> <ul style="list-style-type: none"> • Establishment: How and when services and supports will be established and delivered, including all key logistics and how any challenges would be managed • Workforce: Describe the following: <ul style="list-style-type: none"> - Capabilities: the types of skills and qualifications required for personnel involved in delivering the services and supports - Profile: estimated quantum of workforce (FTE) and proposed workforce roles • Systems and support: the organisation's/consortium's workforce capacity and systems to deliver the proposed services and to provide adequate clinical supervision and professional development to staff • Data collection: An explanation of the data collection system you will put in place to measure service activity and outcomes. What data will you collect and how will it be collected? What client experience measure/s will you collect? | |

Budget – Schedule C

Organisations are invited to apply for grants of **up to \$250,000 per annum** (excluding GST) for the three-year period from 2024-25. Applications with budgets exceeding \$250,000 per annum (excluding GST) will not be considered. The total funding for Stream 1 of the AOD FCFS grants is \$2 million per annum (excluding GST).

The proposed budget is to be submitted using **Schedule C Budget Template**, noting that the budget is to be exclusive of GST. Do not include escalation in your budget as this is determined on an annual basis.

Conditions of Grant applications

This grant opportunity is administered by the CAOD. The applicant will liaise with the CAOD on all aspects of the grant application. The CAOD will contact all applicants to confirm receipt of application. If you do not receive acknowledgment from the CAOD within 48 hours of the grant closing time (12:00 noon Monday 9 December 2024) please contact the CAOD using the principal contacts above. The CAOD may contact you for further information as part of the application assessment process.

You (the applicant) accept that by applying for this grant that you are in agreement with NSW Health abiding by the requirements for expenditure of public money in NSW, as well as laws and policies that govern ethical behaviour. In line with the [NSW Government, Premier and Cabinet, Grants Administration Guide](#), grants awarded will be published on the NSW Government Grants and Funding Finder at nsw.gov.au/grants-and-funding. The CAOD will contact all applicants to notify the outcome of their grant application/s.

Validity period

The application is to be valid for six (6) months from the lodgement/closing date. Applicants are to note that applying for a grant/s is made at their own cost, and that NSW Health, whilst inviting applications in good faith, is not obliged to proceed with this project.

Contract management

Successful grant applicants will enter into contract negotiation with the contract management agency (CAOD). A copy of the standard grants contract is provided on the AOD FCFS grants webpage. The contract detail including milestones, payment schedule and performance indicators will be developed in negotiation with successful applicants. The successful applicants will be accountable for delivery of services that contribute to meeting the grant objectives. More information about performance reporting can be found at NSW Health [NGO AOD performance indicator resources](#).

Issues & risks

The COVID pandemic and extreme climate events have caused significant interruption to AOD service operations in NSW over recent years. The move to virtual care has enabled services to continue to operate in some capacity when face to face services were restricted and NSW Health COVID guidelines outline how face to face services must be managed when restrictions are in place. Applicants will be asked to consider how business continuity will be maintained during any unanticipated natural disasters, extreme climate events or future health pandemic events. For service proposals in more remote locations, consideration of safety in relation to extreme climate events should also be addressed.

Given the current health staffing pressures, particularly in non-metropolitan areas, grant applicants will be required to submit the proposed staffing mix and a plan for achieving recruitment of staff, how to manage difficulties recruiting and ongoing staff retention strategies. The CAOD is currently developing an AOD workforce strategy, which will provide direction for NSW Health funded AOD services to develop, support and sustain the workforce.

Development of family-inclusive supports and referral pathways as part of this grant process will require strong engagement and collaboration with the health, community and social services sectors. Applicants will need to outline relationships and engagements and demonstrate achievement of this as part of ongoing performance monitoring.

Assumptions

Organisations have the relevant capability and skills to engage and work with people who use AOD and their family, carers and friends. Applicants have undertaken due diligence in considering appropriate locations for services based on local consultation around the service needs of the local community as well as broader state-wide service needs.

People who experience harm from the use of AOD and their family, carers and friends are known to encounter negative attitudes and sub optimal outcomes when they seek support and services. It is an assumption that applicants have a sound understanding of this issue and services are delivered that respond appropriately to reduce the likelihood of [stigma and discrimination](#) and its impacts.

Ethics and Conflict of Interest

Applicants (including those in consortium or partnership arrangements) are to comply with the NSW Health Code of Conduct: https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2015_049.

Applicants (including those in consortium or partnership arrangements) must disclose details in Schedule A of any current or potential actual or perceived conflict of interest.

Further, it must set out the applicants (including those in consortium or partnership arrangements) internal procedures, existing or proposed for managing any conflict of interest current or that may arise during the term of the grant contract.

Probity

The Ministry of Health has appointed an independent Probity Advisor for the AOD FCFS Grants - Stream 1. The Probity Advisor is directly accountable to the CAOD, Ministry of Health.

The role of the Probity Advisor is to monitor procedural integrity (probity) and provide assurance throughout all phases of the Grant process. The Probity Advisor is not part of the assessment panel but is an independent observer of the assessment process.

Applicants may contact the Probity Advisor in writing and in circumstances where they have concerns as to probity or the conduct of the procurement process. Any contact with the Probity Advisor may be disclosed to NSW Health.

The details for the Probity Advisor and contact person are as follows:

Organisation: Procure Group Pty Ltd

Name: Anthony Lee

Tel: 0411 405 267

Email: alee@procuregroup.com.au

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