



Request for Quote

REQUEST TITLE:

A comprehensive literature review of Best Practice Programs across aged care, care and other industries to inform an aged care sector Best Practice Program.

CLOSING TIME and DATE:

26 May 2022

ISSUED BY:

Aged Care Workforce Industry Council

Contents

PART A	3
1. INTRODUCTION	3
1.1 BACKGROUND	3
1.2 PURPOSE	4
1.3 SUBMISSION OF OFFER	5
PART B	5
2. OVERVIEW OF REQUIREMENT.....	5
2.1 REQUIREMENT	5
2.2 SCOPE.....	6
2.3 GOVERNANCE.....	6
2.3.1 STEERING COMMITTEE.....	6
2.3.2 WORKING GROUP.....	7
2.4 TIMELINE	7
PART C	8
3. RESPONSE.....	8
3.1 RESPONSE REQUIREMENT.....	8
3.2 QUOTATION	8
3.3 SUPPLIER INFORMATION.....	8
PART D.....	9
4. KEY INFORMATION	9
4.1 RFQ CLOSING DATE	9
4.2 ACCEPTANCE OF RFQ	9
4.3 DIVERSITY AND INCLUSIVITY.....	9

PART A

1. INTRODUCTION

1.1 BACKGROUND

The Aged Care Workforce Industry Council (the Council) is the first leadership group of its kind in Australia's aged care industry. Its purpose is to provide a unified Industry-led body to oversee, coordinate and sequence the implementation of '[A Matter of Care – Australia's Aged Care Workforce Strategy](#)'.

A Matter of Care contains 14 Strategic Actions. The Council's Best Practice Program (BPP) will sit under Strategic Action 2 the Voluntary Industry Code of Practice (the Code) and Strategic Action 5 Continuous Improvement.

Approach

The development of the Council's BPP will be carried out in a staged approach to ensure that an evidence-based, fit-for-purpose program framework will be developed and implemented by the findings of this report.

The Council is currently seeking a suitable supplier to deliver the first stage of our three-phased approach. Subject to the performance of the supplier for stage one, the Council may invite the supplier to provide a quote to undertake stage two and stage three.

The Council requests that the proposal addresses the first stage of our approach outlined below.

The stages of the Council's BPP:

1 Literature review

The first stage will require the successful supplier to conduct a literature review on Best Practice Programs across aged care, care and other industries. It is expected that the literature review will draw on domestic and international evidence to identify the critical success factors that will be used to inform the Council's program development and design. This is to include BPPs undertaken by providers (e.g. outlined in annual reports), peak body/advocacy groups (e.g. industry publications and materials on websites) through to industry level activities (e.g. national Councils and industry experts which set standards/codes/expectations). The findings should include the strengths and weaknesses of these types of programs and further analysis of the elements and program design of BPPs to inform the approach of the Council's program. The review will be considered by the Working Group and Steering Committee (see **2.3 Governance**) to inform the development of the BPP.

2 Development of the BPP

In the second stage, the supplier will work with the Working Group, Steering Committee, and key project stakeholders to apply the findings from the literature review to develop the Council's BPP.

3 Implementation of the BPP

The third stage will see the supplier implement the BPP.

Strategic Action 2 – Voluntary Industry Code of Practice

The Code is designed to support providers to continually improve against seven principles (7) and encourages continuous feedback from consumers and workers. The Council is currently working with the sector, through a Community of Practice (CoP), to reframe the Code into a BPP. As the Code

transitions into a best practice program, the Council will continue to use the seven principles that underpin the Code to inform its own BPP. The seven principles are:

- 1 Consumer-led and community shared value
- 2 Living well and integrated models of care
- 3 Board governance
- 4 Best-practice sharing and industry benchmarking
- 5 Education and training, including workforce accreditation
- 6 Workforce planning
- 7 Proactive assurance and continuous improvement

Strategic Action 5 – Continuous improvement

The objective of Strategic Action 5 is to shift negative public perceptions of aged care, embed consumer-centred care in practice and create a workforce more responsive to changing service demands. This will support the industry to adopt a culture that embraces and values feedback from older Australians, their families and carers and demonstrate how this feedback is applied to improve care.

As the Code is designed to demonstrate an ongoing commitment to continuous improvement, the Council has brought this work together with Strategic Action 5 to create a BPP for the sector. The Council's BPP aims to support aged care providers to achieve best practice and quality improvement against the seven principles outlined in the Code (**see 1.1**).

1.2 PURPOSE

This project aims to inform the design and development of the Council's BPP by conducting a rigorous and thorough literature review and environmental scan of BPPs implemented across the aged care, care and other industries in Australia and internationally.

Best practice programs to include in the literature review include programs that focus on:

- Achieving excellence
- Best current practice
- Best management practices
- Best practice models

The literature review should cover the following topics:

- A working definition of best practice.
- A working definition of best practice in aged care and care industries
- A working definition of best practice in other industries
- Past and existing BPPs across aged care, care and other industries in Australia and internationally.
- Methodologies and approaches used in the implementation of BPPs.
- Critical success factors of BPPs.
- Issues and challenges in implementing BPPs.
- Clearly outlined principles and factors that are required for a successful BPP in the aged care sector

The successful supplier must take the findings of the review and put together options for the Council to consider when designing and implementing the program. The final review report must include at least three options for the design and composition of a BPP that could be applied in the aged care context.

The findings of this report will be used to define the Council’s BPP. It will be used to guide the Steering Committee and Working Group in robust decision-making workshops to elicit a consensus on the design of our BPP.

1.3 SUBMISSION OF OFFER

The Respondent should return submissions to the Aged Care Workforce Industry Council via the contact@acwic.com.au email address. You must ensure that your submission includes responses to all items listed in Part C – Response (page 8).

PART B

2. OVERVIEW OF REQUIREMENT

2.1 REQUIREMENT

This Request for Quote seeks applications from suppliers to complete a comprehensive literature review and environmental scan of BPPs implemented across the aged care, care and other industries in Australia or overseas that have successfully implemented BPPs. The successful supplier must be able to meet the following minimum qualifications:

Researcher Qualifications

The successful supplier must have experience in conducting systematic reviews and/or narrative reviews of literature. In addition, the successful supplier must have the ability to deliver high-quality written work within short timelines.

Literature Access

The successful supplier must have access to relevant research and publications from appropriate databases and other sources.

Data and Citation Management

The successful supplier must have the means to manage citations and maintain a database of all the literature included in the review.

The successful supplier must deliver a written report that will aid the Council in designing and implementing a successful BPP.

The report must be delivered in three parts:

1. A draft structure/outline to allow for feedback and guidance from the Working Group and Steering Committee on the scope, approach, methodology etc. – within the first 2 weeks
2. Penultimate draft – by the end of week 6
3. Final report – by the end of week 8

Consideration of two rounds of feedback for each step must be included.

The body of the report must contain the following information:

- A working definition of best practice.
- A working definition of best practice in aged care, care and other industries across Australia and internationally.

- Summary of past and existing best practice programs in the aged care sector and other health and social care industries across Australia and overseas. The findings must be presented in a tabular format and must include the following information for each BPP:
 - a. Description of the BPP.
 - a. The objective of the BPP
 - b. How the BPP seeks to address the aged care, care or other sector needs i.e. the elements of the program
 - c. The target audience for this BPP
 - d. Analysis of the strengths and weaknesses of the program
 - e. Perceived or real gaps in the focus and objective of the programs
 - f. Critical success factors including how these have been implemented successfully
 - g. Evaluation and outcome metrics – what approaches have been used to validate the impact of programs.
- Thematic analysis of methodology/approach of implementing BPPs.
- Thematic analysis of key success indicators of BPPs.
- Thematic analysis of issues and challenges in implementing BPPs.
- Thematic analysis of critical success factors of BPPs.
- Analysis of models of best practices that could be applicable in the aged care sector.
- Suggestions for where the gaps (real and perceived) that the Council’s BPP should fill.
- Clearly outlined principles and factors that are required for a successful BPP in the aged care sector
- At least three options for the design and composition of a BPP that could be applied in the aged care context. This is to include at a minimum, the objective, scope of the program, resources and supports to be included – both new material and links to existing industry materials, and suggested metrics to quantify the impact.
- The findings should highlight models of best practice and critical success factors the Council must adopt/apply/incorporate in its own BPP.

The following information should be contained in the report:

- Search strategy outlining search terms/keywords and search engines used
- Inclusion and exclusion criteria used
- A list of all the literature included in the review
- Gaps and limitations in the existing literature on BPPs

2.2 SCOPE

The scope of this work is confined to a review of best practice programs in aged care, care and other industries across Australia and internationally.

Sources of literature may include traditional research publications as well as grey literature. For example, BPPs undertaken by providers (e.g. outlined in annual reports), peak body/advocacy groups (e.g. industry publications and materials on websites) through to industry level activities (e.g. national Councils and industry experts which set standards/codes/expectations). The Council estimates the literature review would require at least 30 sources, limited to recent material within the last 10 years.

This literature review and environment scan focuses on methodological approaches and qualitative and quantitative research. Confined to material in English language only.

2.3 GOVERNANCE

2.3.1 STEERING COMMITTEE

The Steering Committee consists of the lead Director, Directors and ACWIC CEO. The Steering Committee provides operational direction, supervision, and guidance to ensure that projects are in line with the strategic actions set out under A Matter of Care.

The Steering Committee meets on an as-required basis to advance work coming out of the Working Group. The Steering Committee may hold additional meetings, telepresences or teleconferences, for specific purposes.

The Steering Committee is authorised by the Board to progress work within the remit of the relevant Strategic Action. The Steering Committee will report back to Board on progress and seek guidance/decisions on matters that have broader implications for the Council.

The Steering Committee is made up of the following Board and Council representatives:

Name	Position	Organisation
Cathy Thomas	Board Director &CEO	ACWIC & UnitingCare
Sandra Hills	Board Director & CEO	ACWIC & Benetas
Libby Lyons	Board Chair	ACWIC
Louise O'Neill	CEO	ACWIC

2.3.2 WORKING GROUP

The Working Group consists of industry leaders from the Council's Board of Directors and other industry providers and representative organisations.

Their role will include:

- Review, endorse and provide feedback on project deliverables
- Project oversight
- Identification of ongoing industry experts and subject matter expertise to provide input and expertise to supplement the implementation

The Working Group will meet every four weeks for the project term.

2.4 TIMELINE

The project should take a maximum of 10 weeks from start to finish. The proposed high-level deliverables and timeline are as follows:

Project Milestones/Deliverables	Indicative timeframes
Project Kick-Off Meeting	First week
Draft timeline & Workplan	First week

Finalise timeline & work plans	End of the first week
Identify and select the literature	Discuss, refine and agree from week 1 onwards
Comprehensive list of all research, publications, and grey literature to be evaluated	From week 2 and ongoing
Draft table of contents	End of week 2
Analyse and synthesise the literature	From week 2 and ongoing
Draft literature review report/manuscript	End of week 6
Reviewed by Council and Steer Committee	End of week 7
Finalise literature review report/manuscript	End of week 8
Reviewed by Council and Steering Committee	End of week 9
Accept final report/manuscript addressing all comments and directions from the Council and Steering Committee	End of week 10

PART C

3. RESPONSE

3.1 RESPONSE REQUIREMENT

Please provide the following information:

1. Description of the requirement
2. Proposed scope and approach
 - 2.1. Project objective and need
 - 2.2. Background
 - 2.3. Project management approach/methodology
 - 2.4. Key deliverables
 - 2.4.1. Including layout of steps required to complete the project
 - 2.5. 2.5 Project plan
 - 2.5.1. Including timeframes of each prospective deliverable
 - 2.6. Previous experience and examples of previously delivered work within aged care, care or other industries
 - 2.7. Description of skills and expertise of the project team leading and contributing to the delivery of the requirement
 - 2.8. Risk analysis
3. Governance

3.2 QUOTATION

Prices must be:

- In Australian Dollars and **including GST**

- Firm and capped (all items including time and materials). Prices are to be laid out in stages and mapped to prospective deliverables
- Valid at least until the close of business 12 months from the closing date of this RFQ and itemised to outline costs for the development of each deliverable.

3.3 SUPPLIER INFORMATION

The following Supplier information is required:

- If a Company, the Registered Company Name
- If a Partnership, the Partnership Name
- If an Individual, the Individual's Full Name
- Trading Name
- Australian Business Number (ABN) or Country Equivalent (e.g. Business Registration Number)
- Australian Company Number (ACN) or Country Equivalent (e.g. Business Registration Number)
- Registered Office (if a company)
- Site Address (principal place of business)
- Main Point of Contact
- Indigenous Enterprise Supporting Documentation as Relevant

PART D

4. KEY INFORMATION

4.1 RFQ CLOSING DATE

RFQ (including all supporting information) must be fully received by the Closing Date.

Suppliers should notify the Council contact@acwic.com.au in writing on or before the Closing Date and Time if they find any discrepancy, error or omission in this RFQ.

4.2 ACCEPTANCE OF RFQ

The Council is not bound to accept the lowest or any RFQ. The Council shall not be in any circumstances responsible for any costs incurred by a Supplier in preparing and submitting a quotation.

Acceptance of a quotation or part of a quotation will be subject to the Council's Tender Evaluation Process. The Council and the successful Supplier will then enter into a contract to deliver the work.

4.3 DIVERSITY AND INCLUSIVITY

We actively encourage the engagement of women, people with a disability, Aboriginal people, LGBTQI+ and people from culturally and linguistically diverse backgrounds and seek their applications in response to this request for quote.