



## Request for Quote

**REQUEST TITLE:**

Workforce Planning: Interactive workforce planning digital tool for the aged care sector

**CLOSING TIME and DATE:**

26 July 2021

**ISSUED BY:**

Aged Care Workforce Industry Council

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## 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'.

Providers of aged care services need to adjust their workforces to meet the needs of older people. Standard 7 of the Aged Care Quality Standards requires that organisations have a sufficiently skilled and qualified workforce to deliver and manage safe, respectful and quality care services. Organisations are required to demonstrate that the workforce is planned and that the number of staff deployed enables the delivery and management of safe and quality care services, as well as meets the expectation of the community.

With the changes in community expectations such as more individualised models of care and the preference for older people to stay in their homes for longer there is a need to develop a tool to support organisations to anticipate changes, manage the workforce and meet business objectives.

The successful supplier will need to consider the expansion of the Business Advisory Service which was announced in the 2021-22 Budget, which will support eligible providers with free, independent and confidential business advice and introduce a new workforce planning stream service to support providers to attract, retain and coordinate the skills and training needs of their staff.

#### 1.2 PURPOSE

Workforce planning is a capability gap broadly across the aged care industry. A key component of Strategic Action 6 (SA 6) is the development of comprehensive guidance for the aged care sector on workforce planning.

Aged care organisations need to build and adjust their workforce, including the mix of skills needed, to support innovation through different models of care or to enable specific care interventions according to the demand for their services.

Workforce models in aged care need to consider how to provide adequate numbers of direct care staff who have core required skill sets that include assessment, delegation and supervision from qualified health care professionals, such as nurses or through gerontic specialisation.

SA 6 focuses on establishing an industry approach to deliver a standardised workforce planning model that can be tailored to meet the individual needs of providers. This consists of a best practice workforce planning resource, skills mix model embedded into the resource, digital materials and a roll out guide.

The aim of SA 6 is to support aged care providers with robust, proactive and strategic workforce practices that provide safe and quality care for consumers. The workforce planning resource will need to consider the delivery of care across a range of settings, for example, residential care, home care and the carers in the role of workforce planning.

### 1.3 SUBMISSION OF OFFER

The Respondent should return submissions to the Aged Care Workforce Industry Council via the [contact@acwic.com.au](mailto:contact@acwic.com.au) email address.

## PART B

### 2. OVERVIEW OF REQUIREMENT

#### 2.1 REQUIREMENT

This Request for Quote seeks applications from suppliers to develop a comprehensive, contemporary, evidence based, best practice workforce planning resource. The resource must be applicable to the diverse circumstance of aged care providers.

A skills mix model must be developed and embedded in the resource. The skills mix model must include the identification of competencies, composition and workloads. It must also identify the source of the labour force i.e., permanent/full time staff, external labour hire and casual staff to understand capability cross over, gaps and leveraging opportunities.

The resource must be developed as an interactive digital tool in a format that can be used by aged care providers without the need to purchase licensed software. The tool must include info graphics and interactivity.

A roll out guide for the Council to use in its delivery of content to the sector must also be developed.

All documents will be hosted on the Council's website as an online resource hub, the supplier will need to take into consideration how they can work with the Councils website team to deliver this.

The design requirements include:

- a) Analysis of current industry materials and relevant current literature to inform the content and design of the interactive workforce planning tool.
- b) Define and develop a concept for a digital standardised workforce planning resource.
  - Consideration needs to be given to the workforce challenges of rural and remote providers.
  - The resource must include a series of case studies to highlight key elements of workforce planning.
- c) Define and develop a digital skills mix model for aged care providers. To be included in the workforce planning resource.
  - This must include a capability gap analysis and summary.
- d) Design the digital content and interactivity of digital materials
- e) Approach to user testing and practical application.
- f) Define and develop a roll out guide including a roadmap to support the Council to implement the workforce planning resource into the sector.

#### 2.2 SCOPE

The scope of this work is confined to workforce planning in the aged care sector, but there may be opportunities to consult more widely across other care industries.

### 2.3 WORKING GROUP

The working group consists of industry leaders from the Council’s Board of Directors and Peak Providers. They will continue to be strongly involved in the resources development.

Their role will include:

- Project oversight
- Review, endorse and provide feedback on project deliverables - including verifying that it will meet the needs of providers / sector
- Assistance with identification of best practice examples for use in the case studies
- User acceptance testing (where additional UAT to be considered outside of the Working Group also)

### 2.4 CURRENT NEEDS

- To identify and define aged care providers that have optimal workforce planning tools in place. These case studies will be used in the workforce planning resource.
- Workforce planning tools that can be used for aged care providers which have a focus on continuous improvement and improved care for older Australians.
- Requirements to support and sustain aged care providers with practices that help provide safe and quality care for older Australians.

### 2.5 TIMELINE

The project should take a maximum of 6 months from start to finish.

Proposed deliverables and timeline is as follows:

<b>Deliverables</b>	<b>Due date</b>
Analysis of industry & literature materials	Early-September
Investigation into practical application	Early-September
Investigation into digital application	Mid-September
Concept for workforce planning approach	Early-October
Initial workforce resource and skills mix model draft	Early-October
Feedback from the Council implemented	Mid-October
Investigation into digital interactive hub application	Mid-October
Roll out guide draft	November
Workforce resource planning final	November
Roll out guide final	December

## 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 lay out of steps required to complete the project
  - 2.5. 2.5 Project Plan
    - 2.5.1. Including timeframes of each prospective deliverable
  - 2.6. Stakeholder Mapping
  - 2.7. Previous Experience and examples of previously delivered work including the development of an interactive digital tool
  - 2.8. Description of Skills and Expertise of the project team leading and contributing to the delivery of the requirement; presented with reference to how you would present the skills mix model
  - 2.9. Risk Analysis
3. Governance

#### 3.2 QUOTATION

Prices must be:

- In Australian Dollars and exclude GST
- Firm and capped (all items including time and materials). Prices to be laid out in stages and mapped to prospective deliverables
- Valid at least until close of business 12 months from closing date of this RFQ, and itemised to outline costs for 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

## PART D

### 4. KEY INFORMATION

#### 4.1 RFQ CLOSING DATE

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

Suppliers should notify the Council [contact@acwic.com.au](mailto: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.