

Addendum 1: Questions and answers

Posted: Friday, 5 December 2025

Expression of Interest: Mental Health Multidisciplinary Teams ('CountryCare Connect') Opportunity

Question:

When does the funding/project start?

Answer:

The project funding round commenced in the 2025/26 financial year, and is for three years. The EOI was distributed to eligible general practices on 26 November 2025.

The anticipated dates for this process are:

- 15 December 2025: EOI closes
- Late December 2025: Applications will be reviewed by the evaluation panel
- January 2026: All practices that submitted an EOI will be notified of the outcome
- January 2026: Announcement of successful practices
- Late February to March 2026: Commencement of services.

Question:

Regarding integration into other mental health services including the acute setting, is this funding moderate to severe/complex mental health services? How does this connect to the public psychiatry services?

Answer:

This project is to support people with severe and complex mental health concerns outside of the hospital setting, and will have a referral pathway to step up to and integrate with, hospital services.

The PHN is currently consulting with stakeholders including local Hospital and Health Services and other PHN mental health commissioned service providers to ensure the effective integration of these services is readily available across the mental health stepped care continuum.

The PHN understands that psychiatry support is in demand and is currently absent in many places. Telehealth psychiatry services will be provided through this program with contract negotiations with a provider underway. This service will support the diagnosis and support required for these patients.

The aim of the project is to have the GP and allied health services working within a multidisciplinary model, connecting with hospital and telehealth psychiatry services. The PHN is commissioning the two Hospital and Health Services to support the Project with professional supervision for the allied health multidisciplinary team, including the participating general practitioners should this be desirable.

Question:

We have a MHCN currently provided to our Clinic via an outside provider that is linked in with the PHN. Can she be used in the provision of services or would we need to engage another MHCN for this program delivery?

Answer:

This grant opportunity provides for two new full time equivalent allied health professionals. If this is workforce already engaged through other commissioned services, this is an opportunity to expand to an additional two FTE allied health professionals. This will not replace existing commissioned services (through the PHN).

Question:

Is the FTE to be used over 4 days as half days or as a full day?

Answer:

This grant opportunity provides for two new full time equivalent allied health professionals per Hub per LGA. The configuration will depend on how the practice recruits to the two FTEs for example this may be in a job share arrangement if this is preferable. If it is challenging to engage full time personnel, this can be negotiated with the PHN. There is some flexibility to the workforce selection, subject to PHN approval.

Question: Is professional development for clinic staff and risk assessments for clinic staff to be educated in "dealing with" patients, especially if high risk patients in same waiting area of reception?

Answer:

This has not currently been included in the model, however if there are particular pressure points/barriers/ways to enhance model further, the PHN would welcome to opportunity hear about these further for consideration of what this could look like e.g. collaboration with other system partners, support through our Primary Care Team, etc.

Question:

Who is the point of contact for the program for further questioning in the coming days?

Answer:

For probity reasons, all questions must be email to practicesupport@ddwmpnh.com.au. Answers will be published on the [CountryCare Connect webpage](#) every Friday while the opportunity is open. Questions must be submitted prior to close of business Thursday 11 December, 2025.

Question:

Are the slides and recording from the Market Briefing going to be shared?

Answer:

Yes, the slides and recording will be made available on the CountryCare Connect Website prior to close of business 5 December, 2025.

Question:

Is the requirement to have two FTE employed for the program?

Answer:

Yes, this is correct. If there are difficulties securing the workforce required, this can be discussed with the PHN.

Question:

Would we have to secure contracts for those providers before acceptance of the program, or simply have the plan set as we search to recruit the individuals?

Answer:

The workforce will not need to be secured before acceptance of the program. A comprehensive recruitment plan would be highly regarded in the EOI application. The PHN understands there maybe some challenges in recruiting the workforce, and the PHN is available to support the process. Please refer to the market briefing slide deck for areas where we envisage the PHN can support practices with workforce recruitment.