

Brisbane South PHN

Health Literacy Grants Expression of Interest Application

Supporting health service navigation in our communities

Health literacy is about how people understand information about health and health care, and how they apply that information to their lives, use it to make decisions and act on it (Australian Commission on Safety and Quality in Health Care, 2024).

Research shows that 59 percent of Australians have low health literacy levels. The healthcare system can be complex, and finding your way around the best care options is not always straightforward. The health care options in the Brisbane South PHN region have been evolving in recent times, with the addition of new models of care such as:

- [Urgent Care Clinics](#)
- [Minor Injury and Illness Clinics](#)
- [Virtual Emergency Care Service](#)
- [Nurse-led walk-in clinics.](#)

General practices and Aboriginal Community Controlled Health Services (ACCHS) play a critical role in delivering primary health care services to the community, and promoting the benefits of having a regular General Practitioner (GP) continues to be a focus when supporting community members to understand and use the health care system.

Brisbane South PHN, in partnership with Brisbane North PHN, have launched a new consumer health service navigation website [FindCareFast.com.au](https://www.findcarefast.com.au). This is just one tool that can support consumers to find the right healthcare options for them, and developing new tailored, culturally appropriate strategies and resources will further support the promotion of this website throughout our communities.

Aim

Brisbane South PHN is administering community Health Literacy Grants of up to **\$10,000 (GST exclusive)**, which will allow communities to determine and lead responses to support navigating local health services.

The objectives of the grants program are to increase the health literacy of priority populations in the Brisbane South PHN region, focusing on building community capacity and empowering individuals to better navigate the local healthcare system through:

- Increased knowledge and awareness of health service options (including knowledge about the importance of a regular GP, and awareness of new models of care)
- Increased confidence navigating health service options and taking an active role in their healthcare

- Increased understanding of conditions that are appropriate to be managed within urgent care services (vs regular primary health care)
- Developing and disseminating tailored, co-designed responses for priority populations and communities.

Funding available

- Funding is available for up to **\$10,000** (GST exclusive).
- Applications may be partially funded.

EOI application dates

- Applications close Friday 28 February 2025.
- EOIs will be assessed by a panel and applicants will be notified of the outcome by Friday 28 March 2025.

How to apply

All applications are to be submitted to tenders@bsphn.org.au

Please ensure:

- Each question of the application has been completed including the proposed budget outlining income and expenditure of the project.
- An Executive Officer, or senior delegate with appropriate authority and financial delegation has signed the declaration.

All requested documents have been attached including:

- Copies of relevant insurance Certificate of Currency statements (Public Liability, Professional Indemnity, Workcover) are sent.
- Completed New Supplier form.

Once you have applied, you will receive an email confirming receipt of the application.

The submitted application will be kept confidential, and the contents will not be disclosed to any person outside the Application and Assessment Process.

Eligibility requirements

Community organisations eligible to apply must be:

- located in Brisbane South PHN region and/or intending to deliver the Grant Program Activity to residents based in the Brisbane South PHN suburbs ([Primary Health Network location finder](#))
- a not-for-profit, community organisation, constituted incorporated body (or sponsored by such a body)
- able to accept legal and financial responsibility for the proposed Grant Program Activity subject to the grant
- able to demonstrate that their proposed Grant Program Activity will achieve the grant program objectives
- able to certify that the Applicant organisation (or sponsoring organisation) is financially sound, and that the organisation can pay its debts as and when they become due and payable.

Evaluation criteria

Provided the eligibility criteria for making a grant application under these guidelines are satisfied, the grant application will be assessed against the following assessment criteria.

Criteria	Description	Weighting
1. Alignment with Objectives	How well the proposed activity aligns with the grant objectives (e.g., improving health literacy, navigating health services).	20%
2. Target Population Focus	Degree to which the proposal targets priority populations	20%
3. Geographic Relevance	Proposal targets identified high-priority SA3 areas or postcodes within the Brisbane South PHN region.	20%
4. Innovation and Community Engagement	Level of innovation in the approach and strength of proposed community engagement.	20%

5. Feasibility and Implementation Plan	The clarity, feasibility, and sustainability of the project plan, including timeline and deliverables.	10%
6. Budget and Cost-Effectiveness	Clear and justified budget, demonstrating cost-effectiveness and efficient use of funds. (Administration costs are not to exceed 15% of the total proposed budget).	10%

Successful applicants

Grants may be provided to a wide range of community organisations, representing identified geographic areas, cultural groups, ages or networks.

If you are successful in obtaining a grant, an email will be sent to the applicant advising next steps.

You must:

- ensure that you continue to comply with these grant guidelines.
- deliver the approved project in accordance with the contents of the submitted applications approved by Brisbane South PHN for the provision of the grant.
- comply with the EOI application guidelines (this document)
- complete the final reporting by the agreed due date (report template will be provided by Brisbane South PHN).

Key milestones:

- 1 April 2025 – grant activity commences
- 31 July 2025 – grant activity completed
- 31 August 2025 – grant activity reporting submitted to Brisbane South PHN (including an income and expenditure statement for the acquittal of the grant funds).

Payments:

- Successful applicants will be requested to submit an invoice for the grant amount so funds may be deposited into your account.
- If your organisation is GST registered, 10% GST will be included with your grant as an itemised GST gross-up. If your organisation is not GST registered, 10% GST will be included in your grant but will not be itemised as GST (For advice on GST, please contact your tax advisor or the Australian Taxation Office on 13 24 78 or via its website).

Enquiries

- Questions in relation to this EOI should be forwarded to engagement@bsphn.org.au
- In the interest of probity and equity, all questions and responses will be provided to all applicants via email. Please be aware that any new information provided in addition to this EOI will be made available to all.
- For further information about Brisbane South PHN, please visit www.bsphn.org.au

Key information- assessment criteria

Priority locations

Priority geographic locations have been selected based on several datasets, including top presenting postcodes to Emergency Departments for Category 4 and 5 presentations.

SA3	Postcodes
Brisbane Inner	4101, 4102, 4169
Holland Park- Yeronga	4102, 4103, 4104, 4105, 4120, 4121, 4151
Browns Plains	4117, 4118, 4124, 4125, 4132, 4133
Springwood-Kingston	4114, 4117, 4119, 4123, 4127
Loganlea-Carbrook	4128, 4129, 4130, 4131, 4133, 4205
Beenleigh	4207
Forest Lake- Oxley	4074, 4075, 4076, 4077, 4078

Sherwood- Indooroopilly	4068, 4075 (35% of this SA3 area lies within the Brisbane South PHN boundary)
Rocklea-Acacia Ridge	4106, 4108, 4110
Cleveland – Stradbroke	4157, 4160, 4163, 4164, 4165, 4183,4184
Carindale	4152, 4170, 4172
Mt Gravatt	4109, 4113, 4122, 4123, 4156
Beaudesert SA3	4275, 4285, 4287

To find out if your suburb or postcode is in the Brisbane South PHN boundaries, please use the Primary Health Network (PHN) locator: <https://www.health.gov.au/resources/apps-and-tools/primary-health-network-locator>

Priority populations

Priority populations have been selected based on the Joint Regional Needs Assessment (2024-2027) and the Brisbane South PHN after hours needs assessment (2024). Priority populations include:

- Aboriginal Torres Strait Islander people
- People of CALD background
- People living with disability
- Youth (15-24 years of age)
- People who identify as LGBTIQ+
- People experiencing homelessness
- Women (and Domestic Family and Sexual Violence)
- People formerly incarcerated
- People with chronic health conditions
- Parents/carers of children 0 – 4 years old
- Older people
- People living in rural/remote regions

Examples of eligible grant activities

Efforts to improve health literacy can include targeted education campaigns, culturally sensitive communication strategies, and community engagement initiatives.

Partnership approaches are encouraged.

Examples of activities, include, but are not limited to:

- engaging Brisbane South PHN identified priority population groups less likely to seek out traditional health services
- peer-led programs
- health literacy education and events
- leading co-design of culturally appropriate resources and campaign materials to support the promotion of Find Care Fast website www.findcarefast.com.au
- Raising community awareness of the importance of continuity of care and programs which are available to support this, such as [MyMedicare](#)
- working with local general practices and/or other health services to engage with community
- utilising existing resources to support health literacy projects (e.g. Medicare UCC resources found [here](#))
- increasing access to community workers
- bringing people together through community events and activities (virtually or in-person)
- engaging health professionals at community events
- raising awareness of available services and supports and providing information regarding access
- enhancing existing projects, services and activities to include a focus on service navigation
- building community leaders' knowledge of available services and supports for their community
- supporting digital literacy upskilling.