These draft funding guidelines are provided for consultation and as such must not be used as the basis for an application to the Australian Government’s NBN Enabled Telehealth Pilots Program. Comments on this draft can be submitted to the following address: NBNtelepilots@health.gov.au or by mail to MDP 1005 GPO Box 9848 CANBERRA ACT 2601.
Contents

1 NBN Enabled Telehealth Pilots Program ................................................................. 4
  1.1 Introduction ....................................................................................................... 4
  1.2 Aim of the Program .......................................................................................... 5
  1.3 What does the funding cover? ......................................................................... 6
  1.4 Principles .......................................................................................................... 6

2 Eligibility ................................................................................................................ 7
  2.1 Who is eligible to receive funding? .................................................................. 7
  2.2 Partnership arrangements ............................................................................... 7
  2.3 Who is not eligible to receive funding? .............................................................. 7
  2.4 What can’t the funding be used for? ................................................................. 8

3 Funding .................................................................................................................. 8
  3.1 Total Amount Of Funding Available ................................................................ 8

4 Probity .................................................................................................................... 10
  4.1 Conflict of Interest .......................................................................................... 10
  4.2 Ownership of Proposals, Privacy and Confidentiality ...................................... 11

5 Application Process .............................................................................................. 12
  5.1 Call For Proposals .......................................................................................... 13
  5.2 Lodgement Of Applications .......................................................................... 13
  5.3 Late Lodgement ............................................................................................... 13
  5.4 Selection Criteria ............................................................................................ 14
  5.5 Selection Criterion 1: Need ............................................................................ 14
  5.6 Selection Criterion 2: Ability .......................................................................... 15
  5.7 Selection Criterion 3: Costs ............................................................................ 15
  5.8 Selection Criterion 4: Technical Feasibility .................................................... 16
  5.9 Selection Criterion 5: Utilisation of NBN Services ......................................... 17
  5.10 Selection Criterion 6: Planning and Project Management ............................... 17
  5.11 Selection Criterion 7: Scalability and Sustainability ........................................ 18
  5.12 Selection Criterion 8: Outcomes and Benefits ............................................. 18
  5.13 Additional Information Requirements ......................................................... 19

5 Assessment Process .............................................................................................. 19
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Funding Agreements</td>
<td>20</td>
</tr>
<tr>
<td>7 Reporting and Evaluation</td>
<td>20</td>
</tr>
<tr>
<td>8 Complaint Handling</td>
<td>21</td>
</tr>
<tr>
<td>9 Information Management</td>
<td>21</td>
</tr>
<tr>
<td>10 No Contractual Obligation</td>
<td>22</td>
</tr>
</tbody>
</table>
1 NBN Enabled Telehealth Pilots Program

1.1 Introduction

The Australian Government’s aim is that by 2020, Australia will be among the world’s leading digital economies. Ensuring that Australia becomes a leading digital economy will contribute to Australia’s productivity, maintain our global competitiveness and improve social wellbeing. The government’s commitment to build the enabling infrastructure for the digital economy, the National Broadband Network (NBN), is a key step towards this vision.

The National Digital Economy Strategy, released in May 2011, sets out the government’s strategy for progressing this vision through eight ‘Digital Economy Goals’:

- online participation by Australian households;
- online engagement by Australian businesses and not-for-profit organisations;
- smart management of environment and infrastructure;
- improved health and aged care;
- expanded online education;
- increased teleworking;
- improved online government service delivery and engagement; and
- greater digital engagement in regional Australia.

The Government’s Digital Economy Goal for Improved health and aged care is that by 2020:

- as identified in the National E-Health Strategy endorsed by the federal, state and territory governments, 90 per cent of high priority consumers such as older Australians, mothers and babies and those with a chronic disease, or their carers, can access individual electronic health records; and

- through the government’s investments in telehealth, by July 2015, 495,000 telehealth consultations will have been delivered providing remote access to specialists for patients in rural, remote and outer metropolitan areas, and by 2020, 25 per cent of all specialists will be participating in delivering telehealth consultations to remote patients.
The $20.6 million NBN Enabled Telehealth Pilots Program (‘the Program’) is a new government initiative in response to the Government’s Digital Economy Goal for improved health and aged care. The Program will provide funding to successful proposals for pilot projects to develop and deliver telehealth services to NBN-enabled homes with a focus on aged, palliative or cancer care services, including advance planning services. By providing better access to health services to homes within NBN early release sites, the Program will investigate and demonstrate opportunities for the extension of telehealth services in the future and the business case for doing so.

Funded projects will be expected to be sustainable and scalable outside of the NBN early release sites and potentially to a national level as the NBN rollout progresses.

1.2 Aim of the Program
The objective of the Program is to demonstrate how the NBN infrastructure enables better access to high quality healthcare services, particularly in aged care, palliative care or cancer care, using telehealth services in the home.

Specifically, the Program seeks to develop and trial services which demonstrate how, for example:

- telehealth services can be delivered to the home in new and innovative ways, enabled by the high speed, reliable broadband provided by the NBN;
- health services can become more accessible, in regional, rural, remote and outer metropolitan areas;
- health related transport needs can be reduced;
- infrastructure may reduce social isolation (ensuring social isolation is not increased by the use of telehealth services);
- consumers can collaborate and communicate with their carers and health service providers to improve quality of care and health outcomes;
- telehealth services can improve early identification of health issues and reduce unnecessary hospitalisation;
- telehealth services are scalable and able to provide an increased volume of care without a corresponding increased cost;
- location dependent or regional health workforce skills shortages may be mitigated;
- use of the infrastructure may increase healthcare access and reduce social isolation; and
- communication during health emergencies could be improved.

The NBN will provide a platform that allows homes, doctors’ surgeries, pharmacies, clinics, aged-care facilities and allied health professionals to connect to affordable, reliable, high-speed and high-capacity broadband. This represents a major opportunity to improve the way healthcare is delivered in Australia.
Organisations involved in the provision of aged, palliative and/or cancer care services in NBN early release areas (refer to http://www.nbnco.com.au/our-network/rollout-plan.html) will be encouraged to apply for funding, to implement sustainable, scalable and robust pilots that demonstrate new or improved models of health service delivery made possible by the NBN (for more eligibility please refer to section 2). The focus of these trials will be on health service delivery in homes connected to the NBN, with the intent to reduce hospitalisations, travel time and improve clinical outcomes. While it would be ideal if the organisations involved in the provision of the health care services are connected to the NBN, the Department of Health and Ageing (the Department) recognises that this may not always be possible. In such cases, organisations with access to alternative high-speed broadband connections, that can demonstrate that service delivery to NBN-enabled homes will not be compromised, may also apply for funding.

1.3 What does the funding cover?
Successful Applicants will subject to the term and conditions of the funding agreement, use project funding for the purpose of achieving the Programs aims. Funding can be used for capital and infrastructure purposes. Some examples of the appropriate funds usage are:

- Equipment, for example tablet devices or computers;
- service provider computers;
- service delivery (unless this is funded through alternative sources);
- staffing and on-costs;
- administrative costs (including legal, accounting and insurance); and
- costs to support the local steering / reference group.

1.4 Principles
The purpose of the Program is to trial broadband-enabled service delivery to the home. Pilot Projects supported under the Program will be those that:

- take advantage of the ability of the NBN to deliver high-speed, reliable broadband connectivity;
- have the potential to be cost-effectively scaled up or extended to improve the accessibility, quality and/or efficiency of health service delivery;
- provide telehealth services to the home such as monitoring a consumers health indicators remotely, receiving medical consultations and healthy living support, particularly services supporting activity in aged care, palliative care or cancer care;
- are clearly feasible from a technical standpoint;
- have strong stakeholder support;
- do not duplicate existing trials or services;
- build on and complement existing initiatives and services in the public, not-for-profit or private sector;
- have strong local governance arrangements; and
• deliver verifiable benefits such as improved health outcomes and a reduction in the need to travel long distances to access or provide healthcare.

The pilot sites will be required to incorporate lessons from other telehealth implementations to ensure that the disease groups targeted and the services provided are appropriate for patients and healthcare providers. These implementations include those funded previously by the Department or the Department of Broadband Communication and Digital Economy (DBCDE).

2 Eligibility

2.1 Who is eligible to receive funding?
Applications will be encouraged from a wide range of organisations and consortia including those which specialise in the delivery of telehealth in regional, rural, and remote areas. No restrictions apply on government agencies (commonwealth, state or territory) applying for funding, however, evidence of matched funds must be provided. Organisations wishing to apply must be incorporated to be eligible for funding. Aged, palliative and cancer care service providers are encouraged to apply.

2.2 Partnership arrangements
It is expected that a lead agency may partner with one or more organisations to collectively, support their application for funding. Consortia must identify a lead organisation.

2.3 Who is not eligible to receive funding?
Applications will not be accepted from:

• individuals;
• non incorporated organisations; or
• Applicants who do not hold a current Australian Business Number (ABN).

Applications that are not eligible for funding include those that:

• do not meet the selection criteria;
• do not have or plan to have the required minimum levels of insurance (as outlined in the Invitation to Apply); or
• propose to use funds for the purposes listed in 2.4 ‘What can’t the funding be used for?’.
2.4 What can't the funding be used for?
Activities/capital that will not be funded include:

- activities or equipment that duplicate existing resources or initiatives;
- long-term, recurrent or ongoing funding of routine service delivery costs; and
- activities that assist only a sole individual or organisation with no impact on the wider community.

3 Funding
Program funds will be administered by the Department of Health and Ageing.

3.1 Total Amount Of Funding Available
Up to $20.6 million (GST exclusive) of the Program funding will be available to fund projects over the life of the Program.

The Program commences on 1 July 2012 and concludes on 30 June 2014.

The amount of funding provided for individual Telehealth Pilots will generally be around $1 million to $3 million (GST exclusive). Higher levels of funding may be available for Pilot projects that are able to demonstrate exceptional prospective benefits.

Except where there are existing provisions in the Medicare Benefits Schedule (MBS), financial support to healthcare providers for in-home care will not be available through MBS rebates. This does not restrict the applicant’s ability to use the project funds to support payments to healthcare providers, where it is deemed necessary for the project.

Co-Contributions
The Australian Government’s contribution to the cost of a project will be determined on a case-by-case basis. In considering the level of its contribution the Australian Government will have regard to a project’s business case level of risk, and potential to deliver benefits.

Private and community organisations are encouraged, but not required, to include co-contributions as part of their application. Project proponents should specify the level and type of co-contributions that they are offering. The level of co-contribution that is offered will be taken into account in competitive assessment of project proposals.

The availability of cash contributions and/or matched funds will be considered more favourably in the assessment process. Other contributions may include property, access to infrastructure, services, personnel time, project management and professional advice. All specified contributions must be needed to fulfil the project’s outcomes and benefits and must be applicable within the timeframe of the project.
Funding for an activity that has been sourced from another Commonwealth program will be disregarded for the purpose of assessing the level of co-contribution that is being offered.

State or territory government funded organisations must also show evidence of matched funding or in-kind contributions from the relevant state or territory government.

### 3.2 Key dates and timeframes

Key dates include:

- announcement of program and release of fact sheet and draft guidelines for public consultation in January 2012;
- call for Applications will open March 2012, with applications closing April 2012;
- pilots will be announced when funding agreements are executed;
- Funding Agreements will commence by July 2012;
- submission of project implementation plans will be required as a first project deliverable;
- quarterly and annual reports will be required;
- final overall project reports will be required by June 2014; and
- an evaluation of the program will be conducted in 2014.

### Roles and Responsibilities

The following outlines the roles and responsibilities of all parties involved in the Program:

#### The Role of the Department

The Department will be responsible for advertising the Program, assessing applications in accordance with the Guidelines and the Selection Criteria, and notifying applicants of the outcomes.

The Department will be responsible for responding to queries in relation to the application process and for resolving any uncertainties that may arise in relation to the application requirements.

Upon the conclusion of the application process the Department is responsible for:

- developing funding agreements for successful applicants to enter into;
- monitoring the performance of pilot projects to ensure that conditions of the funding agreement are met;
assessing activity and expenditure reports and undertaking follow up activity as necessary; and
making milestone payments on acceptance of milestone reports, as specified in the funding agreement.

Role of Applicants
Organisations applying for funding under the Program are responsible for the development of their application. Organisations must submit applications addressing the eligibility and selection criteria.

Successful applicants will be responsible for:

- meeting the terms and conditions of the funding agreement;
- providing a skilled project manager;
- managing a local stakeholder reference group to oversee the pilot;
- managing the project in a cost effective and efficient manner;
- reporting on project performance and expenditure by the milestone dates stated in the agreement;
- providing copies of relevant materials and resources to the Department upon request (as specified in the funding agreement);
- providing audited financial statements where necessary, as specified in the funding agreement;
- assisting with evaluation activities as required; and
- providing a final report at the conclusion of the project.

4 Probity
The Department will ensure that the process for selecting organisations to deliver a project under the Program is managed in accordance with the Commonwealth Grant Guidelines and the Financial Management and Accountability Act 1997.

4.1 Conflict of Interest
Each applicant will be required to declare as part of their application any existing conflicts of interest (whether actual or potential).

Where an applicant subsequently identifies that an actual, apparent, or potential conflict of interest exists or might arise in relation to this application for funding, the applicant must inform the Department in writing immediately.
4.2 Ownership of Proposals, Privacy and Confidentiality

The intellectual property rights contained in an application do not pass to the Department simply by virtue of the submission of that proposal. However, by submitting a proposal, the applicant agrees that the original proposal becomes the property of the Department at the time of submission.

The applicant also agrees that the Department may make further copies of, and use the proposal for the purpose of conducting the Program funding process, audit requirements, complying with governmental and parliamentary reporting requirements and responding to requests for information by a House or a Committee of the Parliament of the Commonwealth of Australia. All relevant copies of the original proposal also become the property of the Department.

In delivering health services, most health service providers are required to comply with the National Privacy Principles (NPPs) in the Privacy Act 1988 (the Privacy Act).

Persons, bodies and organisations involved in the Program must abide by privacy standards equivalent to the NPPs and any relevant privacy law when handling personal information collected for the purposes of the Program. In brief, persons, bodies and organisations will be required to ensure that:

i. personal information is collected only for allowable purposes and in a lawful and fair way;
ii. suitable storage arrangements, including appropriate filing procedures are in place;
iii. suitable security arrangements exist for all records containing personal information;
iv. access to a person’s own personal information held by the organisation is made available on request;
v. records are accurate, up-to-date, complete and not misleading;
vi. where a record is found to be inaccurate, the correction is made;
vii. where a person requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment are noted on the record;

viii. the personal information is only to be used for the purposes for which it was collected, or for other purposes where expressly permitted by privacy law;
ix. personal information is only disclosed where expressly permitted by privacy law; and
x. personal information is only transferred overseas where adequate safe guards are put in place for the continued protection of the individual’s privacy.

Except where not permitted by the Privacy Act, the Department gives no undertaking to keep proposals related to the Program confidential unless that information is clearly identified by the applicant as information that the Department should treat as confidential, including reasons for the request. The Department undertakes to keep confidential that information. The Department may accept or refuse a request to treat information as confidential.

---

NBN Enabled Telehealth Pilots Program  DRAFT GUIDELINES

Version: 02 December 2011
This obligation of confidentiality does not apply if the confidential information:

a) is disclosed by the Department to its advisers or employees in order to evaluate proposals;
b) is disclosed by the Department to the responsible Minister;
c) is disclosed by the Department, in response to a request by a House or a Committee of the Parliament of the Commonwealth of Australia;
d) is authorised or required by law to be disclosed; or
e) is in the public domain otherwise than due to a breach of the Department’s obligation of confidentiality

As well as privacy law, the applicants will be required to comply with any other relevant state and territory and Commonwealth laws and may be required to conduct a Privacy Impact Assessment of their project. The service will also need to demonstrate periodic security and privacy assessments are undertaken.

The consent process for consumer participation in the pilot must be defined and provided to the Department prior to the commencement of the pilot.

5 Application Process

Invitations to apply for funding will be advertised in all major metropolitan papers, the Department’s website and through notices sent to previously identified stakeholder organisations.

Registration
Potential applicants are required to register online on the Department’s Tenders and Grants page prior to submitting an application to the Program. Online registration for the Program will be accessible via the following the Departmental website:


To register you will be required to complete the registration form for the Program. Information you will need to provide includes: name, address, state, phone number and email address. You will be asked to confirm your details before submitting. You will then be taken to a webpage where you can download the Program documentation. If you close the window before downloading all of the documentation, you will be required to resubmit your details.

Once registered, individuals will be able to download the application form and the associated documentation. The Department will not forward electronic copies of the application to individuals or organisations unless they are registered on the Tender and
Grants page. Registration details will not be used for any other purpose by the Department or made available to third parties.

5.1 Call For Proposals
It is expected that:

- call for Applications will open in March 2012, with applications closing April 2012;
- pilot sites will be announced June 2012;
- Funding Agreements will commence by July 2012;
- submission of detailed project implementation plans will be required in July 2012;
- quarterly and annual reports will be required; and
- final overall project reports will be required by June 2014.

Further opportunities to submit applications for Program funding may be provided should the initial response be considered not to have adequately met the Program’s objective. Any such opportunities will be announced through either the Department’s website or nbn.gov.au.

5.2 Lodgement Of Applications
Applications for funding must be submitted in hard copy to the Department’s ‘Approach to Market Inbox. The Department does not currently support the electronic submission of applications for grants or funding processes.

Applications must be consistent with the requirements of these guidelines and address all the selection criteria. The application form requires applicants to respond to each selection criterion and provide a project plan. In developing the project plan, the applicant should consider the nine box trial implementation plan framework at Appendix A. The specific requirements for the project plan will be provided with the Invitation to Apply documents. Applicants will be required to use the appropriate form when submitting an application for funding.

5.3 Late Lodgement
Applications received after the closing time will be excluded from the assessment process, except if the late proposal is received after the closing time due to:

- mishandling by the Department of Health and Ageing; and/or
- circumstances beyond the control of the applicant.

Any decision by the Department on whether or not to admit a late proposal to the assessment process will be final.
In considering whether to admit a late application, the Department will take into account the degree of lateness, the circumstances of the lateness and any other such facts as it deems relevant. The Department may also ask the applicant to provide evidence to support his/her claim regarding the reasons for late submission.

Applicants will not be able to introduce new information after the lodgement of their full project applications. However, the Department may, but is not obliged to, approach applicants to seek clarification of certain elements of their applications.

5.4 Selection Criteria

All applications will be required to address each of the selection criteria to be considered for funding.

As part of their submission, applicants must submit a project plan. In completing the project plan applicants should consider the nine box trial implementation plan framework provided at Appendix A and address all selection criteria.

The nine box implementation plan will assist in addressing the program requirements for local management structures, financial analysis, privacy and security, change management, interoperability, and sustainability.

Applicants should pay particular attention to the National E-Health Strategy, the NBN rollout and National Digital Economy Strategy, any Personally Controlled Electronic Health Record (PCEHR) implementation activities being undertaken within relevant jurisdictions, and outcomes of other telehealth activities.

Applicants will need to work with appropriate clinicians on the development of their pilot project to ensure best practice care is delivered.

An open and competitive process will be undertaken to ensure the widest capture of possible candidates for funding allocation.

5.5 Selection Criterion 1: Need

In this section, the application will be required to demonstrate a strong need for the development of new or improved models of telehealth service delivery made possible by the NBN.

Information to be considered will include:

- has a needs analysis been undertaken, or has the need for further development of this model or innovation been documented elsewhere;
- are there any statistics available to support this statement of need;
- what is the gap in the current market that the service would fill;
- does the project meet the aim and objectives of the Program;
• document any consultation with health providers, consumers, or vendors regarding the application;
• identify how many people are expected to benefit from the initiative, including estimated clinical through put;
• will the project complement other eHealth or NBN-related initiatives in the local area;
• what does the organisation hope to achieve if it is successful in receiving funds, and can this objective be met by any other means (such as alternative funding pools); and
• has the applicant applied to any other Australian Government or jurisdiction government grants processes (either successfully or unsuccessfully, give dates, grant name, agency, project name, and budget).

5.6 Selection Criterion 2: Ability
Within the project plan and the answers to this assessment criterion, the applicant must be able to demonstrate the ability to have the proposed project completed to a high standard within the required timeframe and budget. Information to be considered will include:

• how will the project be managed and who will be responsible for it’s overall management;
• the risk management methodology to be used for this project;
• what existing resources (e.g. staff, other services, administrative systems, local expertise) will be drawn on to support the project;
• what support is being offered for the proposal from other organisations to ensure the project’s success, for example colleges, peak body support etc;
• a sustainability plan for the products and services;
• the ability to get support for the establishment and management of a local reference group to oversee the project;
• is the organisation in a position to make an immediate start on this project if allocated funding? If not, what are the factors that will impact upon the implementation timelines; and
• how the organisation will ensure that the project progresses on time and within budget (such as through monitoring and reporting).

5.7 Selection Criterion 3: Costs
Applications for Program funding will be required to provide a costing using a standard template which will be provided in the application form, accessed via the Program’s online applications lodgement system.

The applicant will need to provide clear and logical budget justifications for the funding request. Information to be considered will include:
• what financial processes does the organisation have in place to ensure the funding will be spent appropriately and that the grant will be acquitted correctly;
• the items and amount of funding the organisation will need to carry out the project;
• staffing costs – individual staff hours related to this project, title, salary level, on-costs (workers’ compensation, superannuation, leave);
• consultancy costs – including rates per hour, expected number of hours involved, on-costs, travel and accommodation, any administrative fees involved;
• sitting fees – if sitting fees are to be paid for consultations, please quantify for number of providers and number of hours, and rate per hour; and
• administrative costs – including public liability and professional indemnity insurance, any staff training involved, additional costs for the premises, meeting, seminars or workshop costs, accounting and auditing, stationery, printing, postage, telephone, internet, travel, vehicle running costs.

Applications will also need to include signed letters of commitment in their project proposal, such as evidence of cash or other contributions being made from other members of the consortium and support from relevant professional colleges and stakeholders.

5.8 Selection Criterion 4: Technical Feasibility

As part of the project plan and the answers to this selection criterion, the applicant will be required to provide a clear and logical explanation of the technology, including any dependencies and/or limitations.

Applications will be required to describe how the provision of the proposed services is technically feasible, with potential for being scaled to provide cost-effective and affordable support for healthcare services around Australia.

Information to be considered will include:

• the standards to which the services adhere;
• network QoS and/or latency requirements;
• any hardware, software or other technology required to run the service(s);
• capacity for interoperability - Demonstrate if/how the service is capable of operating with other existing telehealth technology and services, Clinical Information Systems (CIS), Practice Management Systems (PMS) and Radiology Information Systems (RIS). Interoperability should not be limited to only one solution or vendor;
• any security arrangements in place;
• how the organisation will ensure technology scalability and future-proofing. How will upgrades be implemented and managed to best interoperate with future technology or functionality;
• what ongoing support will be available to potential users;
• what are the ongoing use and maintenance costs for potential users; and
• how the service will share information. Applicants who consider any PCEHR implementation activities being undertaken within relevant jurisdictions will be considered favourably. However, the use of the PCEHR infrastructure is not considered a requirement of the pilots.

Any information provided under this section which is commercially sensitive should be clearly identified as such.

5.9 Selection Criterion 5: Utilisation of NBN Services
Applicants will be required to provide details of how they intend to use and demonstrate the benefits of high speed broadband through the NBN infrastructure. Information to be considered will include:

• the service delivery capabilities that will be enabled by the NBN;
• an outline of how the proposed telehealth service will take advantage of key characteristics of the NBN which differentiate it from current services. These characteristics include high speed and capacity, ubiquity of access, increased reliability and high speed upload as well as download of data; and
• what NBN release sites are the proposed services to be delivered, including an assessment of the potential number of participants within the targeted NBN footprint(s).

Applications will also be considered where use of NBN equivalent infrastructure is proposed (for service providers) and details should be provided of:

• how this infrastructure would be used;
• how it would be linked to NBN users;
• what capability this infrastructure has; and
• how it could demonstrate services which are capable of being delivered over the NBN.

The list of NBN first and second release sites and further information on the NBN is available at www.nbnco.com.au.

5.10 Selection Criterion 6: Planning and Project Management
All applications will be required to consider the nine box trial implementation plan framework provided at Appendix A. The nine box implementation plan framework should also be considered for planning, implementation and evaluation, as completion of an implementation plan based on this framework will be required as a first project deliverable for successful applicants.

Further information to be included in the application:

NBN Enabled Telehealth Pilots Program   DRAFT GUIDELINES
Version: 02 December 2011
• how the project will establish a comprehensive local governance structure which includes a project reference group with representation from key stakeholders;
• what is the project objective of the telehealth service, and how does this align with the National E-Health Strategy, the National Digital Economy Strategy and the PCEHR;
• what will be the main outcomes of each activity;
• how will the organisation consult with external providers to ensure the telehealth model receives consumer and clinician acceptance; and
• key project risks and strategies for addressing these risks.

5.11 Selection Criterion 7: Scalability and Sustainability
All applicants will be required to make a case that, if developed, the proposed services would be scalable and sustainable. In developing such a case, the following questions would be addressed.

Following completion of a project:

• what additional steps would be required to deploy the proposed services?
• how long would these additional steps be likely to take?
• what additional resources would be required to undertake these additional steps? How is it envisaged that these additional resources will be obtained?
• do the services use open standards?
• what evidence does the applicant have that development of the proposed services is supported by major health stakeholders?
• what evidence is there to support wider adoption of the proposed telehealth services, in particular, whether the services are appropriate, clinically effective, cost effective and safe; and
• what mechanisms are there to evaluate the success of the pilot (including mechanisms to obtain feedback from potential users of these services)?

5.12 Selection Criterion 8: Outcomes and Benefits
For this criterion, applicants will be required to describe the health outcomes and benefits that could be expected to flow from a successful implementation of the project for which they are seeking funding. They should articulate how these outcomes will use and benefit from NBN infrastructure and describe how the project will improve access, sharing and collaboration opportunities in health care delivery.

Applicants must demonstrate that the organisations benefiting from the Program’s funding have the infrastructure, expertise and planning capability necessary to ensure that the proposed services will be used for improved service delivery and good health outcomes in the longer term.
The applicant must also demonstrate an ability to evaluate, both qualitatively and quantitatively, the impact of the telehealth model of health service delivery.

Additional information to be considered includes:

- what has changed from any baseline reports (previous needs analyses);
- has the Pilot filled a gap in services;
- what is the qualitative feedback of users of the services;
- what is the quantitative feedback of users of the services;
- what are the usage metrics for the services, and how has this changed as a result of the outcomes of this project;
- what is the agreed ongoing rate per user for accessing the services, and is this consistent with the analysis; and
- how does the project complement other eHealth initiatives in the region.

5.13 Additional Information Requirements

Applications will not be considered for activities that would normally be funded by state and territory governments or would be commercially viable without government support. Applications should not include projects that involve cost-shifting between different levels of government or from the private to the public sector.

Applicants will be required to advise whether they have received funding or submitted, or intend to submit, a funding request for the project from another Australian Government or state and/or territory government source.

Applicants will also be asked to provide a statement as to whether the Department, DBCDE or another Australian Government agency has provided funding for this activity in the past.

The Australian Government will not limit its ability or authority to contact only nominated organisations/individuals and may conduct its own due diligence in respect of the past performance of the funding applicant and project partners.

5 Assessment Process

The Department, through the evaluation assessment committee) will be responsible for assessing the applications. All applications will be assessed on the information provided to the Department; however, the Department reserve the right to take into consideration information that is in the public domain (possibly including, but not limited to, financial viability). Applicants should not rely on assumed public knowledge when developing their application.
The Minister for Health and the Minister for Broadband, Communications and the Digital Economy (‘the responsible Ministers’) will be responsible for providing policy advice on which organisations should receive funding. The responsible Ministers will take into account the requirements of the Program, including eligibility, the merits of the proposals against the selection criteria and the aim and principles as set out in these guidelines.

Funding recommendations to the responsible Ministers will be made jointly by the Department of Health and Ageing and the Department of Broadband, Communications and the Digital Economy. The Department will engage technical, legal, financial and probity experts as and when required to assist in making initial assessments, and may seek referee reports to assist it in assessing the past performance of applicants. The Department may interview applicants and/or request information from applicants in order to clarify certain elements of their applications.

While the responsible Ministers will provide policy approval regarding which applications should be funded, the Department will be responsible for providing all financial approvals.

6 Funding Agreements
The successful applicants will be required to enter into a funding agreement with the Commonwealth through the Department.

There may be specific conditions attached to the funding approval as a result of the assessment process. These will be identified in the offer of funding or during funding agreement negotiations.

7 Reporting and Evaluation
Applicants for funding will be required to clearly identify the intended outcomes of their pilot projects and the means for ascertaining the achievement (or non-achievement) of the outcomes.

Funding recipients will be required to provide quarterly implementation progress reports and a final report describing the outcomes of the project, detailing lessons learned (including feedback from potential users) and outlining next steps. The reports will seek to ascertain information regarding issues with co-ordination of telehealth consultations, cultural changes, telehealth equipment, educational tools and improvements in health outcomes of the participants.

Other reporting requirements will be specified in funding agreements and will be designed to achieve an appropriate level of accountability for the use of public funds while avoiding excessive compliance burdens.

A final independent program evaluation will be conducted in the last year of the Program. It is a condition of funding that funding recipients agree to participate in and contribute to
the final evaluation. Participants may also be required to participate in a minimum of one event where learnings from all projects are discussed. Any such meeting would be organised by the Department.

The funding applicants will be asked to consider their own evaluation plans in alignment with the Comprehensive Management Framework (which outlines assessments for new MBS items by the Medical Services Advisory Committee (MSAC). More information on the guidelines for these applications is available at http://www.m sac.gov.au/internet/msac/publishing.nsf/Content/msac-application-process-lp-1.) Applicants will be asked to consult with DBCDE, through the Department, regarding the NBN technology component of their evaluation plan.

8 Complaint Handling

The Department’s Procurement and Funding Complaints Handling Policy applies to complaints that arise in relation to a procurement or funding process. It covers events that occur between the time the request documentation is released publicly and the date of contract execution, regardless of when the actual complaint is made. The Department requires that all complaints relating to a procurement or funding process must be lodged in writing. Further details of the policy are available on the 'About Us' page on the Department’s internet site (www.health.gov.au).

Any enquiries relating to funding decisions for this Program should be directed to NBNtelepilots@health.gov.au.

9 Information Management

The Freedom of Information Act 1982\(^2\) (the FOI Act) applies to documents in the possession of the Department, whether created in the Department or received in the Department. Accordingly all documents which are provided to the Department in relation to the Program are subject to the FOI Act.

Decisions regarding requests for access under the FOI Act will be made by an authorised decision-maker in accordance with the requirements of the FOI Act. To the extent required by the FOI Act, where documents captured by a request contain personal information or relate to the business, commercial or financial affairs of third parties, the Department will consult with individuals affected prior to making any decision on access to such documents.

All FOI requests received by the Department are to be referred immediately to the FOI Coordinator in the Department. Decisions regarding requests for access will be made by the Department's authorised FOI officers in accordance with the FOI Act.

\(^{2}\) The FOI Act can be found at: http://www.comlaw.gov.au/Details/C2011C00314
10 No Contractual Obligation

Nothing in these guidelines will be construed to create any binding contract between the Department and any applicant.
Appendix A: Nine box trial implementation plan framework

(To be Attached in Final Version)