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Addendum 1 to RFP:

Mental Health, Wellbeing and Professional Practice Support for the PLMSP

Ref.	Question	Answer
1	To support service design, confidentiality and privacy arrangements across jurisdictions, practitioner resourcing, insurance requirements, and overall pricing, could Palladium please confirm the current number of Country Liaison Officers (CLOs), Family Liaison Officers (FLOs) and Labour Sending Unit (LSU) Welfare Officers within scope, including their location by country and employing entity?	Country Liaison Officers: The following link provides the published details for Country Liaison Officers, including their country of support and location within Australia: https://www.palmscheme.gov.au/contact Family Liaison Officers: There are currently 2 Family Liaison Officers employed by Palladium based in Brisbane and Warrnambool. Welfare Officers: Welfare officers (or staff responsible for welfare matters) are employed by partner governments and located across the 10 participating countries.
2	The RFP identifies Australia as the Country of Performance; however, the scope also references LSU Welfare Officers from participating Pacific countries and Timor-Leste. To support workforce planning, governance, compliance arrangements and pricing, could Palladium please clarify whether any face-to-face delivery outside Australia is anticipated?	No there is no expectation of face to face outside of Australia
3	The preferred cost schedule includes individual counselling, resource development, virtual workshops and full-day workshops; however, the scope also references	Pricing would be: 1. Cost per individual one hour session (counselling, coaching, reflection, critical incident debrief)

	coaching and reflective practice, critical incident debriefing, facilitated group sessions and half-day workshops. To support a complete and comparable pricing response, could Palladium please advise how providers should price these additional service components?	2. Cost of 4 hour (½ day) workshop – face to face in Australia 3. Cost of 4 hour (½ day) workshop – virtual 4. Cost of 8 hour day workshop – face to face in Australia 5. Cost of 8 hour day workshop – virtual
4	Workshop delivery is likely to include preparation, customisation, stakeholder consultation, facilitation, participant follow-up, and reporting activities. Could Palladium please confirm whether providers should assume these activities are incorporated within workshop delivery rates, or whether they may be separately identified within the pricing schedule?	Providers should identify pre and post workshop costs separate to the delivery costs provided above as there are likely to be costs for workshops delivered for the first time that are not required for subsequent delivery.
5	The RFP outlines a comprehensive reporting and continuous improvement framework covering service utilisation, workshop participation, referrals, participant feedback, critical incident activity, and workforce wellbeing trends. To support accurate pricing and resourcing, could Palladium please clarify the expected reporting frequency, format and level of detail required?	The PLMSP MERL team will provide reporting templates to be completed every 6 months. Templates will be co-designed with the preferred provider and will not extend beyond standard practice of capturing numbers of participation, satisfaction with support/training, and the extent to which support has built capacity.
6.	Where a participant requires ongoing support beyond the scope of short-term intervention, particularly in jurisdictions with limited referral services, could Palladium please clarify its expectations regarding continuation of care and any associated funding arrangements?	There are no expectations that the provider will provide continuity of care as PLMSP is building a community of care in each country.

7.	The RFP requests information regarding after-hours, weekend, and public holiday support. To support the development of an appropriate delivery and cost model, could Palladium please clarify whether the service is envisaged as a scheduled or booked model and or a 24/7 on-call response service, or a blended approach?	This is not a requirement of the provider, more an expectation that the CLOs/FLOs and Welfare officers have roles that do not fit into your 9-5 model. Any support provided by the successful provider would be during core business hours set by the individual business
8.	Section A.3 requires providers to outline their capacity to respond to critical incidents during business hours, after hours, weekends and public holidays. Could Palladium please clarify the expected maximum response timeframe for after-hours critical incidents?	This is not a requirement of the provider, more an expectation that the CLOs/FLOs and Welfare officers have roles that do not fit into your 9-5 model. Any support provided by the successful provider would be during core business hours set by the individual business.
9	To assist with determining practitioner resourcing requirements and pricing, could Palladium please provide an indicative or estimated volume of individual one-to-one counselling hours anticipated under the contract?	As an indicative number, In the 2025-26 fiscal year, the current practitioner delivered 34 one-to- one counselling referrals.
10	To understand how the proposed service would complement existing supports, could Palladium please confirm whether Country Liaison Officers (CLOs), Family Liaison Officers (FLOs) and Labour Sending Unit (LSU) Welfare Officers currently have access to an Employee Assistance Program (EAP) or other wellbeing services?	Only FLOs have access to Palladium's EAP. CLOs and Welfare officers are employed by their respective participating governments.
11	As the successful provider may be expected to contribute to existing inductions, forums, communities of practice and professional development activities, could Palladium please provide further information regarding current CLO,	Learning and development frameworks are in development. Involvement with a successful provider will be negotiated on a case-by-case basis.

	FLO and LSU Welfare Officer learning and development structures, including any regular engagement opportunities across the year?	
12	To avoid duplication and build on existing investments, could Palladium please advise whether existing training materials, referral tools, guidance resources, workshop content, or other learning products will be made available to the successful provider?	Yes, the successful provider will get access to current learning materials.
13	Noting the proposal due date of 31 August, could Palladium please confirm the deadline for submitting questions and the expected timeframe for responses?	The final date for submitting questions in response to the RFP is **24 August 2026**. Responses to all questions received will be published on the Palladium website by **26 August 2026**.

All other information as set out in the RFP dated 07/08/2026 remains unchanged.

- End of Addendum 1 -