

# Responding to EOLs: service provider insights



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# ReGen's approach

## Rough outline of our process

- Identify the opportunity
- Schedule a meeting of key staff (and read the RFT beforehand)
- Decide if we're in or out (or if we need to consult with partners) and what model we're able to propose
- Triage initial tasks: partner consultations, referees, Q&As, responsibility for writing
- Develop submission content (extra meetings may be required), including budget
- Confirmation of content & sign off
- Submission (typically on day of deadline)

# Submission development

## Planning

- **Read the request for submissions carefully** – Be clear about what is being sought & how it is to be delivered
- **Get a team together** – Should you submit? Single agency or consortium? Who will do what? At what stage?
- **Timeline** – Be clear about how long different stages will take & when it needs to be finished. Don't underestimate time required to write a short submission. Allow extra time for collaborative submissions.
- **Check the criteria weightings** – Spend the most time on those criteria that are weighted the highest
- **Don't promise what you can't deliver** – Potential for reputational damage with funder. Be clear about what's possible within budget constraints. Make sure a senior finance person constructs/signs off on the budget

# Submission development

## Planning (ctd)

- **Good writing counts** – Clinical/Management experience ≠ writing skill. Who is the best writer in your organisation? Do you need to go external?
- **Internal writer management** – What else do you have on (that also needs to be done)? When can you afford to go without sleep? Pace yourself accordingly
- **Don't leave attachments etc to the last minute** – Support letters can take time, so can formatting attachments
- **File naming** – Include agency/consortium name, consistent format for all submitted docs
- **Submission day** – Assume you will be tired. Have a clear submission checklist (and use it)

# Submission development

## Audience

- **Don't assume AOD knowledge** – Avoid jargon/acronyms as much as possible; keep language general
- **Don't assume sector knowledge** – Explain your service model, cite evidence of org capacity (where space permits)
- **Focus on answering set questions** – Present a clear idea of what you're proposing & how it meets funder expectations
- **Make it easy to find relevant information** – Use the same language, include sub-headings to signpost relevant content
- **Be strategic with referees** – Who will carry the most weight with review panel? Will they be involved in another submission?

# Submission development

## Content

- **Clearly address selection criteria** – Space is at a premium in Eols, don't go off topic
- **Utilise generic content** – Develop standard descriptions of your services, governance structure etc (100, 200 words), but...
- **Don't just cut and paste** – Previous submission content may need editing to ensure that you are answering the right question
- **Don't exceed word limits** – Unlikely to improve your chances; think about what can go in supporting docs
- **Consider use of graphics** – Evaluation panel likely to be reviewing many submissions, graphics (e.g. service/governance model) can save space & break up text

# Submission development

## Before you submit

- **Proofreading** – Not just for typos, but for clarity of ideas: are they clear to a non-AOD specialist?
- **Sign off** – Who needs to authorise submission? Have all partners had enough opportunity to review?
- **Knowledge management** – Where are the submitted documents stored? Do those who need access (including for future submissions) have it?

# Thankyou

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See these slides: <https://www.slideshare.net/ReGenUC>

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