

# Request for quotes

## Evaluation of the Carer Knowledge Exchange (CKE) project

23 February 2026

Carers NSW is seeking quotes for conducting a review of the Carer Knowledge Exchange (CKE), a research translation initiative funded by the NSW Department for Communities and Justice and delivered by Carers NSW from 2021 to current (2025/26).

### 1. Program objectives

The Carer Knowledge Exchange is a research translation project led by Carers NSW and funded by the NSW Government that aims to improve outcomes for family and friend carers across Australia by connecting research to practice. Project activities include regular webinars and events, the publication of a monthly newsletter, the dissemination of calls for research participation, networking activities and a digital platform, which hosts a research library and repository for event recordings.

The project currently is in a phase of establishing sustainability and preparing transition of activities into Carers NSW as a distinct but complementary part of its broader policy and research activities. The aims of the Carer Knowledge Exchange (CKE) in this second phase are:

- Build on Carers NSW experience and expertise, and the experience and expertise built in the CKE over previous activities to expand the growing base of carer evidence and research which informs the NSW Carers Strategy
- Continue translating the carer evidence base for a range of audiences to improve carer-focused policy making and practice
- Expand awareness and use of the carer evidence base in research, policy and practice through better access to published research as well as engagement, networking, learning and collaboration opportunities

A detailed implementation plan providing a more in depth overview of project aims and objectives will be provided to the evaluator.

### 2. Evaluation questions

The evaluation questions are as follows:

1. Did the Carer Knowledge Exchange achieve its intended aims and objectives as specified in the implementation plan?
2. Were project resources used effectively?
3. What was the impact of the Carer Knowledge Exchange, and the value generated in terms of:
  - Knowledge dissemination, reach, and uptake among stakeholders (e.g., carers, researchers, policymakers, service providers)
  - The capacity built among stakeholders to work with carers
  - Policy and practice change influenced by Carer Knowledge Exchange activities
  - Possible other effects and unintended consequences

4. Recommendations for DCJ and Carers NSW on how CKE can be sustained into the future. If transitioned to business-as-usual activities of Carers NSW peak research function, what activities can feasibly be maintained with current peak funding??

### 3. Scope of Work

The evaluator will be expected to:

- Design and implement a mixed-methods evaluation plan
- Collect and analyse qualitative and quantitative data (e.g., surveys, interviews, focus groups)
- Analyse and report on engagement data provided by Carers NSW
- Engage with CKE stakeholders, including carers, researchers, policymakers and service providers
- Assess the effectiveness of knowledge exchange mechanisms (e.g., events, resources, partnerships)
- Produce a final report with findings, conclusions, and actionable recommendations

### 4. Deliverables

- Inception report with evaluation plan and methodology
- Interim progress report
- Final evaluation report (including executive summary and presentation)
- Infographic for public dissemination

### 5. Procurement process and timeline

In line with the Carers NSW Procurement Policy and our standard practice in procuring external evaluators, Carers NSW conducts an open, competitive procurement process with the following timeline:

- February 2026: Request for quotes issued
- 13 March 2026: Proposal submission deadline
- By end of March 2026: Review and assessment of proposals by Carers NSW and vendor recommendation provided to DCJ
- By 2 April 2026: Successful and unsuccessful vendors notified and establishment meeting scheduled with successful vendor
- April 2026: Scoping phase conducted with successful vendor, including provision of key documents and data and confirmation of approach
- May – June 2026: Data collection and analysis conducted
- June 2026: Preliminary report and accompanying presentation for Carers NSW and DCJ feedback
- July 2026: Final report and recommendations deadline

**Contact:**

Please submit a quote by 13 March 2026 to

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