

Western NSW - After Hours Primary Health Care 2024/25 - 2027/28 Activity Summary View



AH-HAP - 4 - AH 4 - Homelessness Access



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

4

Activity Title *

AH 4 - Homelessness Access

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

The activity aims to identify the health needs of the homeless population in our region, and better understand the gaps and barriers to primary care service access. The findings will provide local evidence for future commissioning of services to improve access to primary care by people experiencing or at risk of homelessness. We specially aim to increasing efficiency and effectiveness to better navigate primary health care services for people from all backgrounds.

Description of Activity *

Informed by the Western NSW PHN 2021/22-2024/25 HNA, and discussions with service providers and our Community Councils an increased rate of homelessness since Covid has continued to grow across our region. This funding will assist us to better understand the needs of people experiencing homelessness or at risk of homelessness in the Western NSW Region. We will work

in partnership with stakeholders to identify barriers to access, and to inform codesign of future commissioned services for priority populations in our region.

The scope of the homelessness Needs Assessment will undertake population health planning and understand service needs in the region, review and understand the provision of primary health care services for the target population, analyse local and national health data and conduct stakeholder and community consultation. The next step will be to determine priorities and strategies to better align funding through our commissioned services to people who are at risk of experiencing homelessness.

Needs Assessment Priorities *

Needs Assessment

WNSW PHN - Health Needs Assessment - 2024/25 to 2026/27

Priorities

Priority	Page reference
People in remote communities who have complex needs and comorbid conditions require greater funding to account for the complexity of their needs and for the additional costs of accessing services.	119
Care coordination, shared care, information sharing and integration of services needs to occur to allow patients to move between services, particularly to meet the needs of First Nations People	265



Activity Demographics

Target Population Cohort

Homeless people and/or people at risk of homelessness

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation will be undertaken in partnership with key local stakeholders working in the homelessness space.

Collaboration

The provider who will undertake the needs assessment will work closely with Western PHN across all aspects of the project to ensure alignment and a collaborative and cohesive approach.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2025

Service Delivery Start Date

01/10/2024

Service Delivery End Date

30/06/2025

Other Relevant Milestones

NA



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

Yes

Decommissioning details?

Decommission 30/06/2025 in line with activity funding, although comfort letter received

Co-design or co-commissioning comments

na



AH-MAP - 5 - AH 5 - Multicultural Access



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

5

Activity Title *

AH 5 - Multicultural Access

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

The aim of this project is to inform the Western NSW PHN of a model of care for Multicultural communities across our region. The program will aim to increase primary care access by people from CALD backgrounds, increase efficiency and effectiveness in navigating primary health care services for people from all backgrounds and improving planning, coordination and support for primary health care services.

Description of Activity *

The Western NSW PHN region is rich with cultural diversity, including a large Aboriginal population living in Western NSW, which is known as the world's oldest continuous living culture. Diversity brings differences in experiences, beliefs, values and customs among individuals and groups which impact on an individual's health needs, behaviours and experience with the health care system. To ensure best practice, it is important to update our understanding of the region, including changes or shifts in health needs of people from CALD backgrounds.

We will undertake a comprehensive needs assessment to identify need, priorities and options prior to identifying new activities. We will undertake a profile of community groups across our region to better understand their service access. The co-design approach will be determined by stakeholders suggesting the most appropriate model of care that is appropriate for them

Needs Assessment Priorities *

Needs Assessment

WNSW PHN - Health Needs Assessment - 2024/25 to 2026/27

Priorities

Priority	Page reference
People in remote communities who have complex needs and comorbid conditions require greater funding to account for the complexity of their needs and for the additional costs of accessing services.	119
Care coordination, shared care, information sharing and integration of services needs to occur to allow patients to move between services, particularly to meet the needs of First Nations People	265



Activity Demographics

Target Population Cohort

Culturally and Linguistically Diverse Communities

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Key Stakeholders, including primary care providers, existing PHN commissioned Service Providers, LHD partners, Community leaders & community groups, Clinical & Community & Aboriginal Councils.

Collaboration

The provider who will undertake the needs assessment will work closely with Western PHN across all aspects of the project to ensure alignment and a collaborative and cohesive approach.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2025

Service Delivery Start Date

01/10/2025

Service Delivery End Date

30/06/2025

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

Yes

Decommissioning details?

Decommission 30/06/2025 in line with program funding, although received letter of comfort

Co-design or co-commissioning comments

na

Funding From Other Sources - Financial Details

0

Funding From Other Sources - Organisational Details

NA



AH - 1 - AH 1 - After Hours GP Clinics in Major Regional Centres Across Western NSW



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1

Activity Title *

AH 1 - After Hours GP Clinics in Major Regional Centres Across Western NSW

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

Through the provision of GP After Hours clinics, this activity aims to facilitate community access to after hours primary care services where service do not otherwise exist.

Description of Activity *

This activity seeks to commission GP After Hours clinics across the major towns within the WNSW NSW PHN catchment to ensure timely and equitable access to urgent primary care services. Service delivery models are tailored to the needs of each community; however, it's anticipated that the models will be GP led and support patients who have urgent medical needs that are unable to wait to see their regular GP but are not acute enough to warrant an emergency department presentation.

The clinics will operate during the after hours period (including all Public Holidays) and ideally be located within a short walking distance of the local emergency departments. Clinics will be delivered at no cost to the patients and will be based on a "walk-in" model, without the requirement for appointments. Patient consultation notes will be sent to their usual GP/practice to keep the patients doctor informed and in case there is any follow up required during the week.

The clinics operating models, including location, will be regularly reviewed and considered to ensure that they don't compete with other similar local initiatives, such as Urgent Care Clinics or Urgent Care Services.

Needs Assessment Priorities *

Needs Assessment

WNSW PHN - Health Needs Assessment - 2024/25 to 2026/27

Priorities

Priority	Page reference
People in remote communities who have complex needs and comorbid conditions require greater funding to account for the complexity of their needs and for the additional costs of accessing services.	119



Activity Demographics

Target Population Cohort

After Hours Patients in major towns across the WNSW PHN region who would otherwise present to ED.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Bathurst	10301
Broken Hill and Far West	10502
Dubbo	10503



Activity Consultation and Collaboration

Consultation

Consultation with Far West and Western NSW Local Health Districts, together with local General Practices and Aboriginal Medical Services.

Collaboration

NA



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2025

Service Delivery Start Date

01/07/2019

Service Delivery End Date

30/06/2025

Other Relevant Milestones

NA



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

Yes

Decommissioning details?

Given the activity funding is anticipated to cease on 30 June 2026 with only a letter of comfort received, and unless future funding

is confirmed, WNSW PHN will commence the decommissioning process in January 2026. This will be informed by advice from the DoHDA with planning for decommissioning to be undertaken in partnership with the relevant commissioned service providers in order to facilitate minimal impact to community.

Co-design or co-commissioning comments

na



AH - 2 - AH 2 - RACF Telehealth and ISBAR support/ training



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

2

Activity Title *

AH 2 - RACF Telehealth and ISBAR support/ training

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

- Improve multidisciplinary access to health professionals in residential aged care homes (RACHs) and establish linkages to required services, provide care coordination and advisory services.
- Reduced low acuity transfers (Triage level 4 & 5) from RACHs to ED.
- Enhance in-reach services to RACH residents through education and implementation of care pathways.
- Increased the use of telehealth services to support service delivery.
- Review the region after hours requirements and undertake general regional service mapping exercise for aged care services.
- Ensure after hours data metrics are sought, reviewed and reported on for quality improvement.
- Increase the use of effective clinical handovers in RACHs and multipurpose services (MPSs) utilising the ISBAR bar [introduction situation background assessment and recommendation] communication model.

Description of Activity *

- WNSW PHN provides GP/ RACF training, technical support, billing support (payment for GPs to complete post consult is funded by the NSW Rural Doctors Network) and ongoing service liaison and delivery.
ISBAR – Effective Clinical Handover Education Program
- Continue to rollout a framework for effective clinical handovers in aged care settings (Residential Aged Care Facilities and Multi-Purpose Services) utilising ISBAR (Introduction, Situation, Background, Assessment and Recommendation) methodology.
- Training outcomes include:

- a. Key principles of effective clinical handovers
- b. Tools and techniques
- c. Barriers to effective clinical handovers and practical strategies to overcome these
- d. Understanding of the National Safety and Quality Health Service Standard 6
- e. ISBAR tool to manage effective clinical handovers
 - Online Learning is provided through customised eLearning modules for all RACF and MPS clinical staff (Cert IIIs and above) in the region.
 - Administration, training, monitoring, reporting and evaluation by Western NSW PHN Aged Care Programs Coordinator.
 - Regional service mapping exercise for RACFs and MPSs to determine gaps and service needs.

WNSW PHN is targeting this education to RACF aged care nursing staff with an emphasis on after hours handovers as these are vital to ensure where treatment is required clinicians (who might not always be the regular GP, particularly when occurring after hours) have timely, relevant and structured information to safely manage the care of the aged care resident.

RACF Aged Care staff are completing this training online outside of their normal working hours in a self-paced manner.

Update: This program is no longer being undertaken from the 2024/25 year

Needs Assessment Priorities *

Needs Assessment

WNSWPHN Needs Assessment 2021/22-2024/25

Priorities

Priority	Page reference
Digital health	108
Service access	84
Aged care & older people	44



Activity Demographics

Target Population Cohort

Residential Aged Care Facilities, Western and Far West LHDs, GPs and Residents.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Blue Mountains - South	12402
Lachlan Valley	10302
Lower Murray	10902
Lithgow - Mudgee	10303
Bathurst	10301
Orange	10304
Broken Hill and Far West	10502
Dubbo	10503
Bourke - Cobar - Coonamble	10501



Activity Consultation and Collaboration

Consultation

WNSW PHN Advisory Councils, Western NSW LHD, Far West LHD, NSW RDN, Healthdirect, GPs, Altura Learning Australia Pty Ltd, and Region-wide Residential Aged Care Facilities Managers.

Collaboration

Western NSW LHD, Far West LHD, NSW Rural Doctors Network, Clinical Teams in General Practice, Allied Health Professionals, Specialists (within and outside WNSW PHN geography) and RACFs across the region.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2025

Service Delivery Start Date

01/07/2019

Service Delivery End Date

30/06/2025

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): Yes

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

Yes

Decommissioning details?

Due to After Hours funding not continuing past 2024/25 we will be de-commissioning this.

Co-design or co-commissioning comments

na



AH - 3 - AH 3 - Regional After Hours for Smaller Regional Towns



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3

Activity Title *

AH 3 - Regional After Hours for Smaller Regional Towns

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

- Alignment of supply of after hours services with demand for after hours services.
- Increase the use of telehealth to support service delivery.
- Improved public awareness of existing after hours services.
- Reduced low acuity transfers from residential aged care facilities to ED.
- Improved patient access to after hours services.
- Reduce mental health ED presentations and hospitalisations.

Description of Activity *

•After Hours Coordinator Role - Continue to work with the NSW RDN on workforce planning to consider new approaches to resourcing after hours services in key locations - Assess the total available health workforce in each geographic location and feasible service models for the best use of these resources after hours services. Collaborate with the LHDs and General Practice to pool resources for a solution to reduce low-acuity ED presentations after hours. Activities to be managed directly by WNSW PHN through dedicated After-Hours Coordinator Role.

•Workforce Planning - Implement a targeted strategy for strengthening primary care workforce and new workforce models for the region - GP recruitment and retainment are significant issues as there are a limited number of doctors in the region who are already overworked and are not able to do additional work after-hours. WNSW PHN will work with stakeholders to increase

workforce, including retention and succession planning as well as the development of new models of care. The strategy will leverage and be complementary to any existing resources and initiatives. Activities to be managed directly by WNSW PHN through dedicated After Hours Coordinator Role

- Awareness and Promotion - Work with Healthdirect to undertake a media campaign to promote awareness and promotion of the After-Hours services across the WNSWPHN region this has been a crucial campaign through the pandemic.

- After Hours Grants - A Grants process will be implemented to enable local primary care providers to deliver locally relevant after-hours services across the WNSW PHN region. Priority will be given to smaller towns (populations of 20,000 or less). The program will aim to both increase the level of After Hours services across the region and reduce non-urgent emergency department presentation in the after-hours period.

Needs Assessment Priorities *

Needs Assessment

WNSW PHN - Health Needs Assessment - 2024/25 to 2026/27

Priorities

Priority	Page reference
People in remote communities who have complex needs and comorbid conditions require greater funding to account for the complexity of their needs and for the additional costs of accessing services.	119
First Nations communities require greater access to services and support to significantly reduce rates of early death due to chronic illness	123



Activity Demographics

Target Population Cohort

Areas with high emergency department category 4-5 patients, rural and remote communities, disadvantaged groups and the general public.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Blue Mountains - South	12402
Lachlan Valley	10302
Lower Murray	10902
Lithgow - Mudgee	10303
Bathurst	10301
Orange	10304
Broken Hill and Far West	10502
Dubbo	10503
Bourke - Cobar - Coonamble	10501



Activity Consultation and Collaboration

Consultation

WNSW PHN Community, Clinical and Aboriginal Health Councils, general practitioners, Western NSW LHD, Far West LHD, NSW Rural Doctors Network, Bila Muuji and HealthDirect.

Collaboration

Western NSW LHD, Far West LHD, NSW Rural Doctor's Network, Bila Muuji, HealthDirect, GP/VMOs, Marathon Health, ODGP, LiveBetter, RDA (NSW), RFDS, NSW Ambulance, eHealth NSW, Pharmaceutical Society



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

30/12/2025

Service Delivery Start Date

01/07/2019

Service Delivery End Date

31/12/2025

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): Yes

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

Yes

Decommissioning details?

Given the activity funding is anticipated to cease on 30 June 2026, and unless future funding is confirmed beyond a confirmation letter, WNSW PHN will commence the decommissioning process in January 2026. This will be informed by advice from the DoHDA with planning for decommissioning to be undertaken in partnership with the relevant commissioned service providers in order to facilitate minimal impact to community.

Co-design or co-commissioning comments

na