

Western NSW - Aged Care 2022/23 - 2026/27 Activity Summary View



AC-EI - 3 - 3. Aged Care - Early Intervention



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-EI

Activity Number *

3

Activity Title *

3. Aged Care - Early Intervention

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

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

Commissioning early intervention initiatives to support healthy ageing and ongoing management of chronic conditions.

Description of Activity *

- a.) Support older people to live at home for longer (including those not currently receiving aged care services) through the commissioning of early intervention initiatives that promote healthy ageing and the ongoing management of chronic conditions.
- a.) Increase awareness in the local primary health care workforce of the needs of the local senior Australian population, and the availability of these initiatives;
- b.) Commission early intervention initiatives that contribute to healthy ageing including frailty and falls programs

- c.) Establish Health Pathways – Aged Care Support Pathways (including Dementia) for Western NSW PHN region.
d.) Upskill General Practice in My Aged Care referrals.

Needs Assessment Priorities *

Needs Assessment

WNSWPHN Needs Assessment 2021/22-2024/25

Priorities

Priority	Page reference
Aged care & older people	44



Activity Demographics

Target Population Cohort

all identified pre-frail or frail elderly people

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

WNSW PHN Advisory Councils, Western NSW LHD, Far West LHD, NSW Rural Doctors Network, Primary Health Care Clinicians and Aged Care Service Providers.

Collaboration

Western NSW LHD, Far West LHD, NSW Rural Doctors Network, Primary Health Care Clinicians and Aged Care Service Providers.



Activity Milestone Details/Duration

Activity Start Date

31/01/2022

Activity End Date

29/06/2025

Service Delivery Start Date

01/07/2022

Service Delivery End Date

31/12/2025

Other Relevant Milestones

NA

**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): No

Is this activity being co-designed?

Yes

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

Yes

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

No

Decommissioning details?

na

Co-design or co-commissioning comments

na



AC-VARACF - 1 - 1. Aged Care - Virtual Access in RACFs



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-VARACF

Activity Number *

1

Activity Title *

1. Aged Care - Virtual Access in RACFs

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

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

Support residential aged care facilities (RACFs) in the region to have appropriate clinical facilities, equipment, staff training, and technology to provide their residents with access to quality virtual care from primary health care professionals.

Description of Activity *

- a) Undertake a Digital Health Maturity Capability assessment of the 52 RACFs in Western NSW PHN region
- b) Provide training to participating RACF staff, GPs and other practitioners to support them to have the capabilities to assist their residents in accessing virtual consultation services.
- c) Promote the use of enablers of digital health (such as My Health Record, shared care systems, wound management, pain management, and electronic medication management)
- d) Establish PHN project support and employ appropriately qualified staff, or upskill existing staff, required to administer this activity.

Needs Assessment Priorities ***Needs Assessment**

WNSWPHN Needs Assessment 2021/22-2024/25

Priorities

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Aged care & older people	44



Activity Demographics

Target Population Cohort

Residential Aged Care Facilities and Multi-Purpose Services (Western and Far West LHDs), Primary Care Health Professionals and Residents.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

WNSW PHN Advisory Councils, Western NSW LHD, Far West LHD, NSW RDN, Healthdirect, Primary Health Clinicians, Aged Care Channel, Region-wide Residential Aged Care Facilities and Multi-Purpose Services Health Service 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

30/11/2021

Activity End Date

29/06/2025

Service Delivery Start Date

01/07/2022

Service Delivery End Date

31/12/2025

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

No

Decommissioning details?

na

Co-design or co-commissioning comments

na



AC-AHARACF - 2 - 2. Aged Care - After Hours Access in RACFs



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-AHARACF

Activity Number *

2

Activity Title *

2. Aged Care - After Hours Access in RACFs

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

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

Enhanced out of hours support for residential aged care

Description of Activity *

- a.) Provide guidance to assist participating RACFs in the region to develop and implement after-hours action plans which will support their residents to access the most appropriate medical services out-of-hours;
- b.) Educate participating RACF staff in out-of-hours health care options and processes for residents;
- c.) Encourage participating RACFs to implement procedures for keeping residents' digital medical records up to date, particularly following an episode where after-hours care was required;
- d.) Support engagement between RACFs and their residents' GPs (and other relevant health professionals), as part of after hours action plan development.
- e) Clinical online learning modules provided to RACF staff to support enhanced out of hours resident care in line with action plans
- f) Recruit PHN Program Officer to support above activities

Needs Assessment Priorities ***Needs Assessment**

Priorities

Priority	Page reference
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**Activity Demographics****Target Population Cohort**

Residential Aged Care Facilities and Multi-Purpose Services (Western and Far West LHDs), GPs and Residents.

In Scope AOD Treatment Type ***Indigenous Specific ***

No

Indigenous Specific Comments**Coverage****Whole Region**

Yes

**Activity Consultation and Collaboration****Consultation**

WNSW PHN Advisory Councils, Western NSW LHD, Far West LHD, NSW Rural Doctors Network, Healthdirect, GPs, Aged Care Channel, Region-wide Residential Aged Care Facilities and Multi-Purpose Services Health Service 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**

30/11/2021

Activity End Date

29/06/2025

Service Delivery Start Date

01/07/2022

Service Delivery End Date

31/12/2025

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?

Yes

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

No

Decommissioning details?

na

Co-design or co-commissioning comments

na



AC-CF - 4 - 4. Aged Care - Care Finder



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

4

Activity Title *

4. Aged Care - Care Finder

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

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

WNSW PHN will establish and commission a local network of Care Finders to deliver culturally appropriate specialist and intensive assistance to senior Australians in navigating and accessing relevant aged care supports.

Aim of activities is to:

- Gain a better understanding of the local needs in relation to care finder support by conducting a needs assessment
- Commission care finder services to provide specialist and intensive assistance in understanding and accessing aged care, based on local needs
- Support the transition of the current Assistance with Care and Housing (ACH) program

Description of Activity *

WNSW PHN will implement the Care Finder model in alignment with local service needs whilst taking into considering the cultural appropriateness of services. The activity will be undertaken in a staged multi-faceted approach including:

- Conduct a needs assessment to inform local needs, and identify key care finder populations location and size;
- Identify the number of organisations that will be commissioned to deliver care finder services, in addition to the Assistance with Care and Housing providers, which will be offered a direct contract as care finders.
- Determine if some organisations will be commissioned to deliver support across the care finder population or if it is envisaged that some organisations will be commissioned to deliver to a specific sub-group.

- Consider supporting organisations with a centralised intake function.
- Commissioning of culturally safe and responsive service providers experienced in delivering services in a rural, regional and remote context., with the procurement approach for regions not serviced by an ACH involving open tender
- Recruitment of staff member for supporting the implementation, monitoring, and activities of the commissioned service providers.
- Support the smooth transition of existing Assistance with Care and Housing (ACH) program providers into the local Care Finder program.
- Monitor and manage care finder organisations to ensure obligations are met, including completion of required training and reporting
- Include required reporting activities to service providers contracts to ensure they work closely with local stakeholders, including people with lived experience to ensure that the Care Finder program is integrated locally into the aged care, health, and other local systems.
- Proactively contribution to evaluation activities as part of a wider independent national evaluation.

Needs Assessment Priorities *

Needs Assessment

WNSWPHN Needs Assessment 2021/22-2024/25

Priorities

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Activity Demographics

Target Population Cohort

The activity will target senior Australians residing in the WNSW PHN region who require intensive supports to navigate services.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

WNSW PHN will consult with key local stakeholders in the design and development of the activity. This includes, but is not limited to providers of regional aged care services, health, ACHHOs, existing ACH providers.

Collaboration

The consultation approach will be further developed through the guidance of WNSW PHNs five Clinical, Community and Aboriginal Health Councils.



Activity Milestone Details/Duration

Activity Start Date

30/06/2022

Activity End Date

29/09/2025

Service Delivery Start Date

01/01/2023

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: No

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?

Yes

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

No

Decommissioning details?

na

Co-design or co-commissioning comments

WNSW PHN will undertake an initial consultation process with local advisory councils to inform the service design approach (which may include a co-design element).



AC-CF - 4 - 4. Aged Care - Care Finder - ACH Transition



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

4

Activity Title *

4. Aged Care - Care Finder - ACH Transition

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

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

NSW PHN will establish and commission a local network of Care Finders to deliver culturally appropriate specialist and intensive assistance to senior Australians in navigating and accessing relevant aged care supports.

Aim of activities is to:

- Gain a better understanding of the local needs in relation to care finder support by conducting a needs assessment
- Commission care finder services to provide specialist and intensive assistance in understanding and accessing aged care, based on local needs
- Support the transition of the current Assistance with Care and Housing (ACH) program

Description of Activity *

NSW PHN will implement the Care Finder model in alignment with local service needs whilst taking into considering the cultural appropriateness of services. The activity will be undertaken in a staged multi-faceted approach including:

- Conduct a needs assessment to inform local needs, and identify key care finder populations location and size;
- Identify the number of organisations that will be commissioned to deliver care finder services, in addition to the Assistance with Care and Housing providers, which will be offered a direct contract as care finders.
- Determine if some organisations will be commissioned to deliver support across the care finder population or if it is envisaged that some organisations will be commissioned to deliver to a specific sub-group.

- Consider supporting organisations with a centralised intake function.
- Commissioning of culturally safe and responsive service providers experienced in delivering services in a rural, regional and remote context., with the procurement approach for regions not serviced by an ACH involving open tender
- Recruitment of staff member for supporting the implementation, monitoring, and activities of the commissioned service providers.
- Support the smooth transition of existing Assistance with Care and Housing (ACH) program providers into the local Care Finder program.
- Monitor and manage care finder organisations to ensure obligations are met, including completion of required training and reporting
- Include required reporting activities to service providers contracts to ensure they work closely with local stakeholders, including people with lived experience to ensure that the Care Finder program is integrated locally into the aged care, health, and other local systems.
- Proactively contribution to evaluation activities as part of a wider independent national evaluation.

Needs Assessment Priorities *

Needs Assessment

WNSWPHN Needs Assessment 2021/22-2024/25

Priorities

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Activity Demographics

Target Population Cohort

The activity will target senior Australians residing in the WNSW PHN region who require intensive supports to navigate services.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

WNSW PHN will consult with key local stakeholders in the design and development of the activity. This includes, but is not limited to providers of regional aged care services, health, ACHHOs, existing ACH providers.

Collaboration

The consultation approach will be further developed through the guidance of WNSW PHNs five Clinical, Community and Aboriginal Health Councils.



Activity Milestone Details/Duration

Activity Start Date

30/06/2022

Activity End Date

29/09/2025

Service Delivery Start Date

1/1/2023

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: No

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?

Yes

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

No

Decommissioning details?

na

Co-design or co-commissioning comments

WNSW PHN will undertake an initial consultation process with local advisory councils to inform the service design approach (which may include a co-design element).