



After Hours Primary Health Care

Activity Work Plan - 2025/26 - 2028/29

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1. Homelessness Access Program

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The aim of this activity is to support people who are homeless or at risk of homelessness to access affordable primary health care within the Darling Downs and West Moreton Region.

DESCRIPTION OF ACTIVITY

The PHN will support primary health care access for people experiencing homelessness and those at risk of homelessness, particularly in areas where it is demonstrated that there are physical, geographic or other barriers to accessing primary care services, by:

- Commissioning services that support primary care access for people who are homeless or at risk of homelessness including the delivery of health focused interventions and referral program to improve health outcomes.
- Deliver an assertive outreach model to identify people who are in the target population.
- Focusing services on priority populations in our region, including Aboriginal and Torres Strait Islander peoples, young people, people living in severely crowded homes, people with neurobiological issues, people with an intellectual disability and mental health concerns.
- Improving navigation and access to the health care system for those experiencing homelessness or those at risk of homelessness through a range of strategies including:
 - building knowledge and capability around health concerns for the housing and homelessness workforce for early identification of concerns.
 - workforce capability activities across health system and housing and homelessness system to support improved outcomes for people experiencing homelessness or at risk of experiencing homelessness.
 - delivering appropriate health promotion engagement strategies and health related resources to build health literacy and awareness of health services available.

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessment 2025/28

PRIORITY
Priority populations
Enablers

2. After Hours Primary Health Care

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The purpose of this activity is to further increase the availability of primary health care services in the after-hours space within the Darling Downs and West Moreton region to improve access to health care and care coordination and help further improve hospital avoidance where appropriate.

The key program objectives of the After-Hours Primary Health Care Activity are to:

- Address gaps in the availability of After-Hours services in the Darling Downs and West Moreton Region, for example, rural and regional areas of our region that may not have the same level of access to after-hours care in the primary care setting,
- Develop responses suited to the after-hours needs of the primary health care workforce and communities.
- Promote access and coordination of care between after-hours services at a local level and support After Hours service providers to integrate care with a patient's usual primary care provider.
- Reduce non-urgent attendances at hospital emergency departments in the After-Hours period.

DESCRIPTION OF ACTIVITY

This after-hours activity will improve access to coordinated after-hours primary health care services based on community need. Commissioned services will increase primary care access for residents in RACH's across the region through the delivery of after-hours telehealth services.

This activity aims to support models of care that increase accessibility, affordability and use of primary health care in the after-hours period and will complement existing activities across various funding schedules including older person's care, mental health, chronic conditions, and initiatives to support older people with complex or palliative care needs.

In addition, the PHN will:

- Promote collaboration and partnerships between the PHN, HHS and Primary care providers to support the After-Hours care system to help meet the needs of our communities,
- Partner with primary health care providers to co-design and co-commission sustainable solutions for the delivery of After-Hours care.
- Increase the availability of primary care services, outside of regular business hours to reduce the reliance on hospital and emergency departments where the need cannot wait until business hours.
- Foster local level solutions to build capacity to work with key After Hours stakeholders.
- Implement systematic monitoring and evaluation of the local after-hours programs to guide the PHN on how to best to decrease inappropriate emergency department hospital patient presentations and determine how patients may be best treated in the primary health community setting.

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessment 2025/28

PRIORITY
Priority populations
Care across the lifespan
Enablers
Partnerships and integration

3. After Hours Primary Health Care Options

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

This activity aims to support models of care that increase accessibility, affordability and use of primary health care in the after-hours period.

DESCRIPTION OF ACTIVITY

This after-hours activity will improve access to coordinated after hours primary health care services based on community need. In particular, this activity aims to support models of care that increase accessibility, affordability and use of primary health care in the after hours period.

In addition, the PHN will:

- Address the gaps and unmet high demand for primary care services by supporting the optimisation of existing General Practice resources, encouraging the extension of their service delivery into the after hours space.
- Continue to offer General Practices support grant payments to offset the additional administrative and operational costs of delivering primary care service in the after hours.
- Continue to encourage sustainability of the extended after-hours services by providing participating practices with an opportunity to acquire business performance data intelligence tools, to inform decision-making processes and optimise their practice’s resources to achieve financial viability.
- Partner with primary health care providers, Hospital and Health Services, and community members to co-design and co-commission sustainable solutions for the delivery of after hours care;
- Implement systematic monitoring and evaluation of the local after-hours programs to guide the PHN on how to best decrease inappropriate emergency department hospital patient presentations and determine how patients may be best treated in the primary health community setting.

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessment 2025/28

PRIORITY
Enablers

4. Multicultural Access Program

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The aim of this activity is to support primary health care access by Multicultural communities including those from a refugee background. This includes addressing gaps in primary care arrangements, barriers to access, and the specific health needs of people from Multicultural communities in our region.

DESCRIPTION OF ACTIVITY

The PHN will:

- Assist newly arrived refugees settling in the region through the Humanitarian Settlement Program (HSP) to have a Health Needs Assessment completed and assist in overcoming barriers to primary health care access (including language barriers, low health literacy, and navigating unfamiliar systems).
- Support access to appropriate health services for refugees with urgent or critical health needs through the commissioning of resources to support a Refugee Health Outreach Program.
- Work with existing telephone advice and triage services, cultural networks and General Practice to address gaps in primary health care service provision for Multicultural communities. This includes improving service arrangements, integration, and coordination of care, including communication with multicultural organisations.
- Promote collaborative partnerships with local Hospital Networks and Primary Care Providers, working together to help meet the needs of Multicultural communities within the region.
- Work with General Practice and commissioned service providers to build capacity and embed culturally responsive practice to improve equity and access. This will include promotion and support around working with interpreters
- Develop education resources and provide education sessions for community leaders and community members to improve health literacy and health system navigation within the community.
- Build capability of PHN staff in cultural understanding and responsiveness to ensure the voice of the multicultural communities is embedded across all areas of PHN work.

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessment 2025/28

PRIORITY
Priority populations
Partnerships and integration



E: info@ddwmpn.com.au

P: 07 4615 0900

W: www.ddwmpn.com.au

Darling Downs Office

Level 1, 162 Hume Street
(PO Box 81),
Toowoomba QLD 4350

West Moreton Office

Level 5, World Knowledge Centre,
37 Sinnathamby Boulevard,
Springfield Central QLD 4300



**Local Integrated
Primary Health Care**

ABN 51 605 975 602