



After Hours

**Activity Work Plan
2023-24 to 2026-27**

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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:

- Undertaking a health needs assessment for people experiencing or at risk of homelessness.
- Commissioning services that support primary care access for people who are homeless or at risk of homelessness including the delivery of a health focused interventions and referral program to improve health outcomes.
- Implementing 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 and increase capacity of health workforce around housing and homelessness to reduce stigma, discrimination and ensure trauma informed approach; and
 - Delivering appropriate health promotion engagement strategies and health related resources to build health literacy and awareness of health services available.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority

Improving the health of vulnerable groups

Increasing access and coordination of care

2. 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 Culturally and Linguistically Diverse (CALD) communities. This includes addressing gaps in primary care arrangements, barriers to access, and the specific health needs of people from CALD communities in our region.

DESCRIPTION OF ACTIVITY

Our PHN will:

- Undertake a Health Needs Assessment on People from CALD communities in the Darling Downs and West Moreton Region to identify 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 CALD communities. This includes improving service arrangements, integration, and coordination of care, including communication with CALD organisations.
- Promote collaborative partnerships with local Hospital Networks and Primary Care Providers, working together to help meet the needs of CALD and refugee 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 community is embedded across all areas of PHN work.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Improving the health of vulnerable groups
Increasing access and coordination of care

3. PHN After Hours Program

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

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 South Burnett and West Moreton Region.
- 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. 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 that support the After-Hours care system to help meet the needs of the PHN region.
- Partner with primary health care providers to co-design and co-commission sustainable solutions for the delivery of After-Hours care.
- 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

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Improving the health of Aboriginal and Torres Strait Islander peoples
Improving the health of older Australians
Improving the health of vulnerable groups
Increasing access and coordination of care
Supporting healthy mothers and children



4. PHN 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 and will complement elements of AODs, PMHC AWP together with the following activities:

- Services supporting people with, or at risk of developing, Chronic Conditions.
- Initiatives to support Older People, People with Complex Needs and/or Palliative Care.

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 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

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

Needs Assessment Priority
Improving the health of Aboriginal and Torres Strait Islander peoples
Improving the health of older Australians
Improving the health of vulnerable groups
Increasing access and coordination of care
Supporting healthy mothers and children



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