



GP After Hours Primary Health Care Program

Expression of Interest 2025-2026

Introduction

The demands being experienced across the health system are ongoing, particularly during the after-hours period. There is a strong need to improve access to primary health care in the after-hours, to in-turn reduce pressure on emergency departments, improve the efficiency and effectiveness of after hours health care and meet consumer needs.

Subsequently, the General Practice (GP) After Hours Primary Health Care Program has been extended to continue to reduce service gaps in after hours primary care services and improve local service integration. Through involvement in this support program, general practices will support their community in providing the right care, in the right place, at the right time.

All general practices in the region are invited to review the program guidelines below and return the Expression of Interest to their PCLO if interested in participating in the program.

The aim of the GP After Hours Primary Health Care Program is to continue to support general practices in the region, and the increased patient demand for services, in the after hours period. By offering payments and business support tools to general practices that extend their opening hours in the after-hours period, the program aims to;

- Address the after hours primary health care needs of local communities
- Address gaps in availability of after hours primary health care services, including at residential aged care homes
- Reduce non-urgent attendances at emergency department hospitals in the after hours period
- Support practices to provide after hours care in an ongoing sustainable manner.

Program Details

After hours sessions

For the purposes of this revised program, from 1 July 2025 to 30 June 2026, the after hours periods that will attract support payments will align with MBS and PIP guidelines, outside of 8:00 am – 6:00 pm on weekdays and outside of 8:00 am – 12:00 pm on Saturday. Practices must be open in the after hours period for a minimum of two hours on weekdays and public holidays, and four hours on weekends. Please note, these sessions may be split over the morning and afternoon e.g. 7.00 am – 7.00 pm on a weekday (2 hours of after hours activity in the single day), 7.00 am – 3.00 pm on Saturday (4 hours of after hours activity in the day), etc.

If a general practice is already offering after hours sessions that match the above criteria, the practice can claim support payments. Medical deputising services are not eligible.

Each participating practice must meet the following requirements (regardless of the number of services delivered):

- Consultations must be provided by a GP and/or Nurse Practitioner
- The practice should be open as **'business as usual'** during the afterhours period delivering patient consultations, specifically:
 - GPs must be available to provide **face to face consultations in-practice**

- However, telehealth consultations may also be provided during this period, if it is for urgent care that could not wait until normal business hours the following day. Telehealth consultations must be the most appropriate method for that patient
- For the after hours session payment for services provided to **residential aged care home residents**, the GP must attend the residential aged care home in the after hours period (no minimum duration), however must be on call for a minimum of 2 hours (if not remaining onsite for 2 hours)
- Provide after hours consultations for patients in accordance with the Royal Australian College of General Practitioners (RACGP) standards for general practice.

After hours payments

The maximum amount each practice can claim in payments will be \$10,000 for the financial year up until 30 June 2026. This amount is subject to change, dependant on how many practices participate and extra funding available.

All participating practices in MMM1-2 will be entitled to \$200 for every after hours session conducted. This payment will support the administrative, operational and nursing costs of opening in the after hours period.

An additional \$300 incentive payment will be provided to practices, per session, **where the practice is in MMM 3-6**, and considering that an Urgent Care Centre is not within 20 minutes. This additional incentive will support practices with workforce shortages, and the increased costs incurred due to workforce demands, lack of availability and over-time expenses etc. For more information on MMM classification, [click here](#).

For practices to claim the **residential aged care home after hours payment** of \$300 (regardless of MMM), they must attend the residential aged care home in the after hours period (no minimum duration), however must be on call for a minimum of 2 hours (if not remaining onsite for 2 hours).

Please note, a practice is only eligible to claim one session per day, unless two sessions have been completed in full. For example;

- General Practice Session on a Sunday 8:00am to 12:00pm, followed by a RACH session 12:00pm – 4:00pm = ELIGIBLE FOR TWO SESSIONS
- General Practice Session on a weekday 6:00pm to 8:00pm, whilst on call for RACH = ELIGIBLE FOR ONE SESSION

Day of week	After Hours eligible times	Minimum session duration to attract payment	MMM 1-2 payment per session	MMM 3-6 payment per session	Session provided in RACH (regardless of MMM)
Monday to Friday	Before 8:00 am, or after 6:00 pm	2 hour period	\$200	\$500	\$300
Saturday	After 12:00 pm	4 hour period	\$200	\$500	\$300
Sunday	All day	4 hour period	\$200	\$500	\$300
Public holidays	All day	2 hour period	\$200	\$500	\$300

Business support tools

A goal of the after hours program is to support practices to provide after hours primary health care service delivery in an ongoing sustainable manner. Subsequently, participating practices are entitled to a reimbursement, up to the value of \$3,500, should they acquire relevant business support tools to assist in operation in the after hours period.

Please note, practices that have previously claimed this payment will not be eligible for further business support funding.

Innovative funding

Alternatively, to set up an innovative after hours health clinic, funding of up to \$10,000 is available to general practices, to support the initial administrative costs of additional projects that meet the objectives of the after hours program listed above. This would be in lieu of sessional payments. These projects must improve access to primary health care services in the after hours period. If your proposed initiative requires more than \$10,000, please contact the PHN via your PCLO for further discussion.

Funding opportunities will be decided on a case-by-case basis. A written proposal addressing the above criteria will be required for consideration by the PHN. Please note, there is a limited amount of funding available, and this opportunity will be available until all funds have been allocated.

Program Obligations

Invoicing

To receive payments for after hours sessions conducted, the practice will need to complete the following online form each month ([CLICK HERE](#)). Within this online form you will be required to upload the associated invoice from your invoicing system. This form will require:

- Dates of eligible after hours sessions performed in general practice in any given month
- Number of face to face consultations undertaken in each session
- Number of unique patients who have accessed after hours care on one single occasion
- Number of repeat patients who have accessed after hours care on multiple occasions throughout the program
- Number of residential aged care home after hours sessions performed in any given month
- Number of unique RACH patients who have accessed after hours care on one single occasion
- Number of RACH repeat patients who have accessed after hours care on multiple occasions throughout the program
- Number of telehealth / video-conference consultations undertaken in each session
- Number of Patient Questionnaire's completed
- Attachment of monthly invoice.

Additional mandatory requirements

Participating practices must:

- Communicate the practice after hours arrangements to patients, visible both internally and externally on-site at each participating practice
- Advise patients of the after hours arrangements through each participating practice's telephone answering machine, voice message or answering service
- Update the after hours information on practice website
- List opening hours on the National Health Services Directory
- Consent to the PHN listing after hours services available on the PHN website
- Participate in the After Hours initial, interim and final evaluation process including surveys and reporting within indicated timeframes.
- Distribute and/or support completion of anonymous Patient Questionnaire's with patients who have utilised after hours services.



Next steps & Contact Information

If your practice is interested in participating in the program, please complete the attached Expression of Interest form and return it to your PCLO. The Contracts team will then email you a contract for your review and signing. After returning the signed contract to the contracts team, you will be able to submit invoices. All after hours sessions conducted from 1 July 2025 until 30 June 2026 will be eligible for invoicing.

Contact information

Should you have any queries relating to the After Hours Support Program, please contact your PCLO or practicesupport@ddwmpnh.com.au.



Expression of Interest After Hours Primary Health Care Program

- ☐ Yes, my practice is interested in participating in the After Hours Primary Health Care Program and we understand the following mandatory requirements apply:

Day of week	After Hours eligible times	Minimum session duration to attract payment	MMM 1-2 payment per session	MMM 3-6 payment per session	Session provided in RACH (regardless of MMM)
Monday to Friday	Before 8:00 am, or after 6:00 pm	2 hour period	\$200	\$500	\$300
Saturday	After 12:00 pm	4 hour period	\$200	\$500	\$300
Sunday	All day	4 hour period	\$200	\$500	\$300
Public holidays	All day	2 hour period	\$200	\$500	\$300

- The maximum amount each practice can claim in payments for the duration of the support program is currently \$10,000.00 for the financial year until 30 June 2026, however subject to change depending on number of participating practices and increased funding available, with an additional \$3,500.00 if you elect to implement Business support strategies/tools (and have not previously claimed this additional funding).
- The funding will be paid to each general practice upon receipt of a monthly tax invoice in arrears using an online form ([Click here](#)). The form will outline the number of eligible after hours sessions that were undertaken during the calendar month and the number of patients that received a consultation during these sessions, and the type of consultation (I.e. face to face, telehealth, RACH, in-practice. This form will also determine how many return clients are accessing after hours services.
- Each general practice must advertise the after hours services available at a minimum via either their website, phone messaging system, National service directory and/or internal/external signage.
- Each general practice must participate in the initial, interim and final evaluation process, within indicated timeframes.
- Each general practice must make Residential Aged Care Homes aware of remaining time on-call if completing an after hours RACH session.
- Each general practice must support the completion of Patient Questionnaire's with patients who are accessing after hours services.
- Each general practice is fully responsible for any costs associated with the after hours service.
- Each general practice is fully responsible for ensuring any actions taken because of this Expression of Interest are conducted in a way that complies with relevant legislation, regulations, guidelines and professional standards.



- Each general practice is eligible to execute one Expression of Interest General Practice After Hours Support Program, however a general practice that operates multiple sites may execute an Expression of Interest for each location.
- The PHN reserves the right to amend or terminate this Expression of Interest and reclaim invoiced funds at any point in time if the specified general practice is deemed ineligible.
- This Expression of Interest relates specifically to general practices, as defined by the Royal Australian College of General Practitioners and practices located in the Darling Downs and West Moreton local government areas only.

Please tick the following that applies. My practice is interested in participating in:

- ☐ General Practice After Hours Support
- ☐ Residential Aged Care Home After Hours Support
- ☐ Innovation Funding
- ☐ Business Support Tools

- ☐ My practice consents to the PHN promoting our after hours services to the community

Please complete your practice details below and return this form to your Primary Care Liaison Officer (PCLO) or practicesupport@ddwmpnh.com.au by 14 July 2025.

Date: _____

General practice name: _____

Primary contact: _____

General practice address: _____

Contact number: _____

General practice email: _____

General practice ABN: _____

