



After Hours

Activity Work Plan 2025/26 – 2027/28

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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 for 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 Assessments undertaken with West Moreton Health and Darling Downs Health 2025/26-2027/28.

NEEDS ASSESSMENT PRIORITY	Identified Need
Culturally safe, appropriate and accessible services that meet the needs of Aboriginal and Torres Strait Islander People across the lifespan	Priority Populations
Geographic equity in service access and availability for people living in rural areas	
Strategies to address complex health and social care needs caused by socio-economic disadvantage across the lifespan and care continuum	
Appropriate workforce capacity, capability and stability	Enablers
Effective continuity and integration of care	Partnerships and Integration
Accessible and responsive services for children, families, and young people across the care continuum	Care across the lifespan

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 with the following activities:

- Providing General Practice services supporting people who require access to acute primary health care after hours that cannot wait until the next working day.
- Initiatives to Support Older People, People with Complex Needs.

DESCRIPTION OF ACTIVITY

Evidence from various program evaluations indicates that availability of integrated care with a coordinated response where the healthcare provider was able to address all needs, was a main reason for Emergency Department access.

This after-hours activity will improve access to coordinated after-hours primary health care services in a timely manner, with consideration of all local primary care after hours services available. The PHN will partner with primary health care providers including GPs, to co-design and co-commission models that address after-hours local level service needs. It is envisaged that the models developed will be place based solutions that are sustainable and transferable and meet the needs of all community members. This activity will also support practices to procure the business support mechanisms to ensure after hours service is delivery is provided in a sustainable manner.

Activities implemented will include a detailed program evaluation which will guide the PHN on how to best to decrease inappropriate Emergency Department hospital presentations and determine how patients may be best treated in the primary health community setting.

The evaluation will provide useful patient demographic data and practice performance information to participating General Practitioners which will be captured by data shared with the PHN and via Business Planning and Performance tools at the practice level. Data will include after-hours optimal staffing, practice hours, services and facilities required to encourage after-hours sessions to be offered by General Practices to the wider community on an ongoing basis.

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessments undertaken with West Moreton Health and Darling Downs Health 2025/26-2027/28.

NEEDS ASSESSMENT PRIORITY	Identified Need
Culturally safe, appropriate and accessible services that meet the needs of Aboriginal and Torres Strait Islander People across the lifespan	Priority Populations
Geographic equity in service access and availability for people living in rural areas	
Strategies to address complex health and social care needs caused by socio-economic disadvantage across the lifespan and care continuum	
Appropriate workforce capacity, capability and stability	Enablers
Effective continuity and integration of care	Partnerships and Integration
Accessible and responsive services for children, families, and young people across the care continuum	Care across the lifespan

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 Assessments undertaken with West Moreton Health and Darling Downs Health 2025/26-2027/28.

NEEDS ASSESSMENT PRIORITY	Identified Need
Strategies to address complex health and social care needs caused by socio-economic disadvantage across the lifespan and care continuum	Priority Populations
Effective referral pathways and transitions of care across the care continuum	Partnerships and Integration

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

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 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 2025/26-2027/2028.

NEEDS ASSESSMENT PRIORITY	Identified Need
Strategies to address complex health and social care needs caused by socio-economic disadvantage across the lifespan and care continuum	Priority Populations
Effective referral pathways and transitions of care across the care continuum	Partnerships and Integration



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