

# Service Provider Connect



*WA Primary Health Alliance acknowledges and pays respect to the Traditional Owners and Elders of this country and recognises the significant importance of their cultural heritage, values and beliefs and how these contribute to the positive health and wellbeing of the whole community.*



## Service Provider Connect #81, 7 November 2022

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- Free Interpreting Service for Allied Health Professionals

#### **Webinars, events, education and training**

- Emerging Minds
  - Working with children who have experience trauma resources

- Emerging Minds Families resources
- Cervical Screening Communications Toolkit
- The University of Notre Dame has recently launched the Healthy Care Literacy guide

## **Policies and Procedures**

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# **Procurement and Contracting**

## **WAPHA commissioning tender notification**

### **Head to Health centres and satellites**

The WA Primary Health Alliance will look to establish new Head to Health centres and satellites in the following locations:

1. Satellite – Perth North PHN – Balga/Mirrabooka
2. Satellite – Perth South PHN – Gosnells
3. Centre – Perth South PHN - Armadale

The centres and satellites are underpinned by the Service Model for Head to Health Adult Mental Health Centres and Satellites. Refer [here](#) for further information.

Service providers that wish to be notified of these tenders, and any other open market opportunities, please register at the email link [here](#)

### **Service agreement variations**

WAPHA's Procurement and Contract Management team have been busily processing a number of service agreement variations for WAPHA contracted service providers. These include variations for the following program areas:

- After Hours
- Core Flex – Metro and Country
- Integrated Team Care

Please ensure that you liaise directly with your Contract Manager regarding the variation process.

### **YES PHN survey**

The Your Experience Service (YES) survey aims to help providers and consumers to work together to build better services.

The YES survey is designed to gather information from mental health consumers about their experiences of care. By helping to identify specific areas where quality improvements can be made, this survey can support collaboration between mental health services and consumers.

The YES survey also provides a consistent measure across mental health providers funded by WA Primary Health Alliance. Survey information is uploaded through the Primary Mental Health Care Minimal Data Set (PMHC MDS) portal.

Client information is anonymous and the administering organisation will not be able to identify both if their client has completed a YES PHN survey, or their scores.

Should you require any clarification in relation to the YES PHN Survey or the use of any of these resources please do not hesitate to your Contract Manager.

## **WAPHA Community Services Reporting Portal**

WAPHA focus on outcomes-based commissioning requires access to accurate and timely episode-of-care and other health outcome data from its commissioned service providers.

The collection of data however has always been a cumbersome process, often involving manual processing and data validation, with less than useful reporting available.

However, WAPHA has recently developed a new portal which has transformed the data collection and reporting process, condensing it from a six-week process down to less than 15 minutes.

The new Commissioned Services Reporting Portal (CSRP), which uses a Microsoft Power Apps portal solution, has already been rolled out to a set of our commissioned services providers, WAPHA's contracts team and data analysts via a pilot program which initially targets its chronic disease stream.

The CSRP, which launched in April, allows pilot participants to self-serve via Azure B2C, automating the end-to-end process of data submission and reporting both client surveys and episode summaries.

Feedback on the pilot has been extremely positive, not only from our internal data and contracting teams but most importantly from our front-line providers and their respective boards. We are excited to continue implementation of this innovation across our remaining program areas to benefit all our providers, patients, and the wider WA Community.

Over the past couple of weeks our mental health service providers have also been onboarded to the CSRP.

Further information on the CSRP can be found on the WAPHA website [here](#).

## Quick Tips for tendering for WAPHA commissioned services

### 1. Familiarise yourself with the structure of the tender document.

- It is critical to read the tender document to ensure that you understand what is being requested. It is also important to know what to keep and what to return.

What to keep and what to return

Part A	Background and Information	General information on WAPHA and the request	Read and
Part B	Conditions of Request	Legal Provisions on the nature of the request	Read and
Part C.1	Draft Services Agreement	The SA that will be used to enter into an agreement	Read and
Part C.2	Draft Activity Schedule	The Activities to be provided	Read and
Part D.1	Submission Form	Form includes pre-qualification, Disclosure and compliance, Qualitative requirements and budget	Complete subm
Part D.2	Budget Template	Budget response	Complete subm
Part D.3	Non-conformances Schedule	For non compliance or proposed changes to the request	Complete subm

### 2. Address the Qualitative Criteria and provide relevant information.

- Don't assume the WAPHA evaluation panel will know your organisation's capability against the service requirement.
- Always provide relevant information and/or example/s to support any statement/s or claim/s.
- Note and remember the close date – don't leave it too late to return your submission.

### 3. The RFT document is critical service requirement information.

- Please read the document carefully as most questions are referred back to the relevant section/information in the document. If by chance the information is not there, then raise a query with the relevant tender contact.
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## COVID-19 Webpages and Resources

As we continue to learn to live with COVID-19, resources developed to support the acute phase of the COVID-19 response and the usage of the resources have been reviewed. The following resources will be decommissioned, but will remain available for re-activation if required:

- Caring for COVID-19 Positive People in your region webpages.
- COVID-19 information and resources for service providers webpage
- Frequently asked questions and feedback webpage.

If COVID-19 is impacting your WA Primary Health Alliance commissioned service, please contact your Contract Manager.

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## General Information

### **Enhancing the way WAPHA works with communities, health care providers and our partners across the health system**

At the heart of WAPHA's mission is an ongoing commitment to working with communities, primary health care providers and our partners across the health system in Western Australia.

This year, WAPHA has focused on revitalising our stakeholder reference and advisory groups to make them more flexible, purposeful and to encourage more meaningful input.

This refreshed approach is already in place with general practice:

#### WA GP Advisory Panel Pilot

This joint initiative between WAPHA, Rural Health West and the Royal Australian College of General Practitioners WA is strengthening the voice of general practice in the planning, design and policy setting for primary healthcare.

#### The WA GP Special Interest Panel – Care of the Older Person

A subgroup of the WA GP Advisory Panel is assisting WAPHA in our work to increase the use and availability of telehealth in residential aged care, as well as informing WAPHA's understanding of the delivery of palliative care in general practice to inform the expansion of the Greater Choice at Home Palliative Care program.

This model has recently been expanded to establish the Service Provider Special Interest Panel. The group of over 25 senior leaders of organisations with a current WAPHA contract joined an initial welcome session in September and is holding their first panel discussion today, focussing on the theme of cultural competency.

The WAPHA Board has also welcomed new organisation members to reflect WAPHA's current state wide system level partners.

Member organisations for 2022-23 include (existing members) Rural Health West, Mental Health Commission WA, Department of Health WA, Western Australian Local Government Association, Royal Australian College of General Practitioners, Health Consumers' Council and the Western Australian Council of Social Services and (new members) Australian College of Rural and Remote Medicine and Community Employers WA,

Other opportunities to inform WAPHA's work are offered through WAPHA's Primary Health Exchange which can be found [here](#).

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## **Cultural Competency and Equity and Inclusion consultation**

Cultural Competency & Equity and Inclusion Competency consultation summaries released.

We are pleased to release consultation summaries from our LGBTIQ+ and Aboriginal and Torres Strait Islander consultations which took place earlier this year. This is the next stage in our journey towards developing three Cultural Competency Frameworks – Aboriginal and Torres Strait Islander Cultural Competency Framework, LGBTIQ+ Equity and Inclusion Competency Framework and Multicultural Cultural Competency Framework.

Consultations were conducted online and in person in Perth and regional areas of WA. This included engaging with more than 200 LGBTIQ+ community members and 120 Aboriginal and Torres Strait Islander community members, as well as 57 commissioned service provider representatives.

The findings of the consultation will inform our frameworks, implementation plans, toolkits and a commissioning guide. These will be reviewed by the relevant reference groups and commissioned service providers then endorsed by WAPHA's governance structure, before being finalised during 2023.

Find out more about the project on its Primary Health Exchange [page](#).

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## **Promoting Mental Health Services in response to the Medibank cyber incident**

The Commonwealth Government has developed a mental health support fact sheet to promote key national services in light of the recent Medibank cyber incident. The fact includes information about:

- National crisis lines
- The Head to Health Phone service
- The Better Access initiative
- Localised support through PHNs
- headspace
- Medibank's support service (for Medibank and ahm customers)

The fact sheet can be found [here](#).

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## **Free interpreting service for Allied Health Professionals**

From 24 October 2022, some privately employed allied health professionals will have access to the Australian Government's Free Interpreting Services (FIS).

The FIS aims to provide equitable access to key services for people with limited or no English language proficiency. The service is delivered by the Department of Home Affairs' Translating and Interpreting Service (TIS National) on behalf of the Australian Government.

More information on the service can be found [here](#).