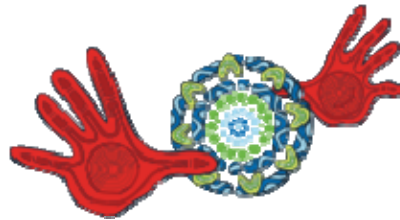


WA Primary Health Alliance acknowledges and pays respect to the Traditional Owners and Elders of this country and recognises the significant importance of their cultural heritage, values and beliefs and how these contribute to the positive health and wellbeing of the whole community.



Service Provider Connect #86 - 10 May 2023

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Executive General Manager's foreword

The Uluru Statement from the Heart identifies an Aboriginal and Torres Strait Islander Voice to Parliament as a crucial next step in promoting Aboriginal and Torres Strait Islanders peoples' right to self-determination.

WA Primary Health Alliance (WAPHA) understands that improved health outcomes are inexorably linked to the right to self-determination, to being treated with respect, and to being protected from discrimination.

An Aboriginal and Torres Strait Islander Voice guaranteed by the Constitution will offer a permanent platform for Aboriginal and Torres Strait Islander voices to be heard by Parliament and ensure that Aboriginal and Torres Strait Islander people have a say in the policy matters that affect their lives.

The WAPHA Board recently [announced their support](#) for an Aboriginal and Torres Strait Islander Voice to Parliament, a sentiment that is echoed by our organisation's leadership.

By making our position public, we hope to encourage our staff and others to become part of the national conversation on the Voice so they can make well-informed decisions.

As we get closer to the 2023 referendum on an Aboriginal and Torres Strait Islander Voice to Parliament, the conversations we have with the people in our lives can make all the difference. As a health service provider, there are many things you can do to help start the conversation within your organisation or show your support, including:

- Yes23 is leading the campaign for constitutional recognition of Indigenous people through a Voice to Parliament and has great resources available to help start conversations or show your support <https://yes23.com.au/resources>.
- Learn more about Aboriginal and Torres Strait Islander perspectives related to our industry. There may be relevant conferences, workshops, webinars, or training sessions that staff can attend. Indigenous Allied

Health Association, for example, provides workforce support, training, consulting and hosts conferences in the health sector.

- To learn more about Australia’s shared history, Aboriginal and Torres Strait Islander cultures, and the land that we’re on, staff members can implement knowledge building activities into the workplace.

I encourage you, if you haven’t already, to start the conversation within your organisation. The upcoming referendum is one of the most significant constitutional referendums in Australian history and offers us the opportunity to significantly improve the lives of Aboriginal and Torres Strait Islander peoples by voting “Yes”.

Regards,

Mark Cockayne

Executive General Manager Commissioned Services

Strategic update

Commissioned service providers - stakeholder research

We have now received the report from Painted Dog Research which sought feedback from our commissioned service providers on their experiences working with WAPHA, including benefits, frustrations, and challenges. This also includes your observations of changes WAPHA has been implementing to improve the working relationship.

Thank you to the many organisations which have contributed their time and shared their experiences and reflections. Your contribution provides an incredible amount of information, that we will now give considerable consideration to over the coming weeks.

It is our intent to share the report with you, along with our commitment to action(s) that will further improve our working relationships in support of better health, together.

Procurement and contracting

Commissioning Update

Current Status of WAPHA's commissioned services tenders

Tender No	Service Description	Status
RFT2023-1	Office-based & online video call face-to-face delivered psychological treatment in the Perth metropolitan area	Closed – Evaluation stage

RFT2022-2	Head to Health Adult Mental Health Centre (Armadale) and Satellite (Gosnells)	Closed - Evaluation stage
Rft2022-3	Head to Health Adult Mental Health Satellite (Balga/Mirrabooka)	Closed - Evaluation stage

WAPHA's commissioned services can be found on our website [here](#) and via the My Community Directory [here](#).

Care finder services

Care finder services in Western Australia, commissioned by WAPHA, commenced operation on 30 April 2023.

Care finder organisations will support eligible vulnerable older people who would not be able to arrange services without intensive support and who do not have family members or friends who can help them with connecting to aged care services and support.

The service is available to people 65 years or older (50 years for Aboriginal or Torres Strait Islander people or people) or 50 years or older (45 years or older for Aboriginal or Torres Strait Islander people) on a low income and homeless or at risk of being homeless who:

- Need intensive support to understand and access aged care services as well as to connect with any other supports they need, such as health, housing services, and social supports, and
- Could otherwise fall through the cracks due to isolation, communication or cognitive issues, or a history of past experiences with institutions or government.

[Find out more](#)

Commissioning policy and procedures

WAPHA commissioned service providers can access our policies and procedures, including where notifiable incident reports are to be lodged via this [webpage](#).

This webpage is password protected to prevent the submission of unsolicited messages and notifiable incident reports. Please email your contract manager to request access and the password, if you do not have it already.

Please direct questions about the policies and procedures to your WAPHA contract manager.

Commissioning acknowledgement and brand guidelines

A friendly reminder for contracted service providers that, as part of the service agreement and activity schedule conditions, it is a requirement that WAPHA activity branding is applied. This relates to:

- Any website, document, email or other publication that advertises or displays the activity; and
- In a publicly disseminated activity material, produced with the activity fees or a part of the activity.

To support providers, we have developed acknowledgement and brand guidelines [here](#).

General Information

WA GP Advisory Panel - Expression of Interest

In 2020 WAPHA, Rural Health West and the Royal Australian College of General Practitioners WA partnered to create the pilot WA GP Advisory Panel.

The WA GP Advisory Panel included a diverse group of GPs from across WA who provide timely guidance and advice to support the development and delivery of projects and initiatives being led by the three organisations.

Following the success of the pilot, we are opening expressions of interest for the Panel from general practitioners across WA who are passionate about their fields of expertise and able to commit to quarterly meetings as well as occasional ad hoc consultations.

To express your interest in being part of this panel, please complete the [Expression of interest](#) by COB Wednesday 31 May 2023.

If you have any questions, please contact WAPHA's Stakeholder Engagement Manager, Jane Harwood, at jane.harwood@wapha.org.au

Update of strengthening Medicare policies

On 28 April 2023, National Cabinet endorsed the Australian Government's substantial package of Strengthening Medicare measures that will deliver the highest priority investments in primary care. These measures are in line with the recommendations of the Strengthening Medicare Taskforce and will build the foundations of reform to primary care in Australia.

The package incorporates:

1. Support to health practitioners to work to their full scope of practice.
2. Expanding the nursing workforce to improve access to primary care.
3. Improving access to and delivery of after hours primary care.
4. Introducing MyMedicare to support patients registered with their regular general practice and care team through new blended payment models.
5. Providing flexible funding for multidisciplinary team-based models to improve quality of care.

National Cabinet noted that additional measures will be announced in the 2023-24 Federal Budget. Strengthening Medicare is an ongoing focus of the Australian Government to ensure we improve access and quality of care for all Australians.

[Find out more](#)

National stocktake of commissioned services consumer and carer engagement, and lived experience workforce survey

The National PHN Mental Health Lived Experience Engagement Network (MHLEEN) was established and funded by the Australian Government Department of Health and Aged Care in 2018 to:

- Engage with People with a Lived Experience (including carers) in the co-design of systems and processes for commissioning and regional planning.,
- Promote and build the Lived Experience Workforce., and
- Coordinate a National Network of PHNs and other key stakeholders to share and build the capacity of an authentic culture and commitment to consumer and carer engagement and the Lived Experience Workforce.

Each year MHLEEN undertakes a stocktake of PHN lived experience engagement activities and Lived Experience Workforce development. Findings from the stocktake survey, inclusive of case studies, provide valuable information on PHN progress relative to the above MHLEEN objectives.

[Access the 2023 survey](#)

COVID-19 Disability Provider Alert

The May 2023 COVID-19 Disability Provider Alert has been released by the Australian Government Department of Health and Aged Care (DHAC).

Some of the articles included in this issue include:

- Supporting people with disability to access COVID-19 vaccination – DHAC has published a video on how disability support providers can help people with disability to access COVID-19 vaccination.
- Vaccine Clinic Finder has been replaced by the Healthdirect Australia Service Finder.
- COVID-19 vaccination in-reach services – DHAC is working with Primary Health Networks across Australia to communicate with disability service providers about the 2023 COVID-19 booster roll out.

[Find out more](#)

Raising Healthy Minds app

Developed by the Raising Children Network, the application is aimed at parents and carers of children aged 0-12 years, is free to download, and is filled with tips and practical ideas to help families support a child's social and emotional health and wellbeing and raise confident, resilient kids.

The Raising Children Network is currently expanding app functionality and content to enable use by GPs and health care workers as a tool to assist with navigating discussions with parents and families in respect to parenting, child development, and mental health and wellbeing.

[Find out more](#)

Rainbow Tick Community of Practice

Richmond Wellbeing has committed to providing leadership in the development of LGBTIQ+ inclusivity in the community services sector by establishing and coordinating the Rainbow Tick Community of Practice program.

The Metro Rainbow Tick Community of Practice commenced in 2020, followed by the South West Rainbow Tick Community of Practice in 2021. This unique initiative brings together a range of mental health, community health, alcohol and other drug and disability service providers to build capacity, cohesion and responsiveness to LGBTIQ+ inclusive practices in the community services sector.

This program is specifically relevant to organisations that have either already achieved or are working towards and making a commitment to achieving LGBTIQ+ inclusive practice or Rainbow Tick accreditation.

[Find out more](#)

Low Back Pain Clinical Care Standard resources

The Australian Commission on Safety and Quality in Health Care released the Low Back Pain Clinical Care Standard (the Standard) in September 2022, in response to findings of marked variation across Australia relevant to the care of low back pain. The new Standard provides guidance to improve the early assessment, management and appropriate referral of people with low back pain, and to reduce the use of investigations and treatments that may be ineffective or unnecessary.

A series of resources is now available for primary care practitioners including an implementation guide which outlines activities, resources and communication materials to support improvements in care for people with low back pain.

[Find out more](#)

Review of Auslan service use in primary care

Australian Healthcare Associates, on behalf of the Department of Health and Aged Care, is exploring how Auslan interpreting services are arranged and delivered in primary care settings (i.e. healthcare settings other than hospitals and aged care facilities).

Anyone who works in primary care is invited to participate, regardless of their level of experience working with Auslan interpreters. Note that this project is seeking views from all health professionals working in primary care.

The survey is open until 30 June 2023. [Find the survey here](#)

News and Media

New directory supporting the South West to eat well and be active

WAPHA and WA Country Health Service Southwest have partnered with My Community Directory to develop the South West Healthy Lifestyles Directory. The free, online directory links people living in the South West region of WA to local services and activities to support them to eat well and be active.

[Read more](#)



New resource supporting Goldfields Aboriginal people to stay mentally healthy

A new culturally safe resource is supporting Aboriginal people in the Goldfields to access mental health services with easy-to-understand referral and access pathways. The Kepa Kurl Keeping Strong booklet provides information about mental health, what it looks like for Aboriginal people, how it feels, and guidance on support available. Developed by Escare Family and Community Service, this resource is a result of extensive consultation with Aboriginal groups and service providers in the Goldfields.

[Read more](#)

Webinars, events, education and training

**Thursday 25 May
12pm - 1pm
Via Zoom**

Aboriginal Griefology, a presentation by Rosemary Wanganeen

National Sorry Day is coming up on 26 May 2023 and is held on this date each year to remember, acknowledge and recognise members of the Stolen Generations.

This year for National Sorry Day, WAPHA will be hosting a keynote presentation by Rosemary Wanganeen on Aboriginal Griefology.

Aboriginal Griefologist, Rosemary Wanganeen is a proud South Australian Aboriginal woman with cultural ties to Kurna people of the Adelaide Plains and Wirangu of the West Coast of SA. She is a sought-after keynote presenter and nationally and internationally renowned expert in the new-found field of Griefology. Rosemary is also a qualified educator & assessor, program designer and facilitator, loss & grief counsellor, public speaker and a published author.

The presentation will introduce the concept of integrational trauma, the 'Seven Phases to Integrating Loss and Grief' and how we as individuals can support the healing process.

[Register now](#)

**Wednesday 17 May
6.00-7.30pm
Via Zoom**

**Healthy weight masterclass series
Session 1: The science of obesity and weight stigma**

Following the recent launch of WAPHA's (Supporting Holistic And Person centred weight Education) website and Conversations About Weight online training, WAPHA, in partnership with local WA healthcare professionals and lived experience voices, is pleased to present a six-part masterclass series on supporting patients with weight concerns to improve their health and wellbeing.

These sessions are open to all healthcare professionals, including GPs, practice nurses, allied health practitioners, and hospital based medical practitioners.

The first session will provide attendees with an understanding of:

- The impact of weight stigma in the healthcare setting.
- Patient experiences of weight stigma, including lived experience perspectives.
- How to practice using an approach free from weight stigma.
- The interplay of the multiple, complex factors contributing to weight and overall health.

[Register now](#)

Wednesday 14 June

Healthy weight masterclass series

6.00-7.30pm
Via Zoom

Session 2: The role of general practice in supporting people with weight concerns

The second session will provide attendees with an understanding of:

- The role of general practice in supporting patients with weight concerns.
- How GPs, practice nurses (and other healthcare professionals) can overcome the risk of providing unsolicited advice when initiating conversations about weight.
- How to incorporate a behaviour change and motivational approach to chronic disease care planning.

[Register now](#)

Thursday 25 May
9.30am -12.30pm
Midland (in-person)

5.30 - 7.30pm
(online)

Head to Health (H2H) Kids Hub - sector professionals workshop

In the 2021-22 Budget, the Australian Government committed to working in partnership with state and territory governments to create a network of 15 [Head to Health Kids Hubs](#) (mental health and wellbeing centres) for children aged 0-12 years. The Hubs aim to improve early intervention outcomes for children's mental health and wellbeing by providing comprehensive, multidisciplinary care for children and their families.

Engagement group for multi-disciplinary professionals to inform the needs of the proposed H2H Kids Hub mental health service in the City of Swan.

Tuesday 23 May
9.30am - 12.30pm
Midland (in-person)

5.30pm- 7.30pm
(online)

Head to Health (H2H) Kids Hub - community workshop

Young people who are currently aged 18+, but who experienced mental health challenges between the ages of 0-12 to inform a mental health service, or their carers.

Please contact Tracy Wilson for either workshop by 5pm Friday 12 May 2023 on tracy@wellroundedlife.com.au

Family and domestic violence training opportunity

Funded by the Australian Government Department of Health and Aged care, the Safer Families Centre has developed the Readiness Program suite of training to support primary care providers to effectively recognise, respond to and refer victim-survivors of domestic and family violence.

The flexible training delivery includes online workshops, virtual practice-centred learning, e-learning modules and RACGP webinars. The training is trauma and violence informed and is fully funded to anyone working in a primary care setting, including nursing, and clinical and non-clinical staff within general practice, community health and Aboriginal medical services. This is an approved CPD activity under the RACGP CPD Program.

[Find out more](#)

View WAPHA's [Events calendar](#)

Access to previous editions

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[Service Provider Support Page](#)

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