



*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 #88 - 12 July 2023**

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## **Executive General Manager's foreword**

WA Primary Health Alliance's (WAPHA) latest Strategic Plan, due to launch in the coming weeks, sets out our priorities for the next three years and a path towards our vision of a more connected health care system. Given the Australian Government's clear direction for Primary Health Networks to focus on people who are most at risk of poor health outcomes due to a lack of access to appropriate primary health care services, the Plan strengthens our commitment to ensuring those with the greatest health needs are cared for as close to home as possible.

We strive to address inequity and recognise that the most effective health care services are those that people feel safe to use. Improving cultural competency is an ongoing journey of listening to, and learning from, community on how to better engage and commission safe primary health care services. Our [Cultural Competency Frameworks](#) support us on our journey to meet the social, cultural and linguistic needs of the communities we serve.

To inform the development of WAPHA's Multicultural Competency and Capability Framework, launching later this year, we consulted with commissioned service providers, GPs, people from multicultural communities and our staff. Their extremely valuable insights are contained in the [summary findings](#).

Internally, we have been focusing on building our digital and data capability and capacity, investing in digital and data systems, infrastructure and literacy. The Performance Management Framework and Commissioned Services Reporting Portal (Portal) support us in our commitment to building a strong and sustainable primary health care system; and deliver on our strategic priority of bringing a more structured and data driven approach to the management of performance and quality improvement.

The Portal went live this week, a culmination of months of consultation, user testing, and training with our commissioned service providers.

This has been a huge undertaking for both WAPHA and our commissioned service providers and will ultimately provide better outcomes, insights and user experience. We wholeheartedly thank you, our service providers, for your support and commitment to seeing the Portal come to life.

Regards  
Chris Kane  
Acting Executive General Manager Commissioned Services

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## **Strategic update**

### **Multicultural consultation summary released**

WAPHA has released summary findings from a series of consultations held with people from multicultural communities, commissioned service providers and GPs to inform the development of a Multicultural Competency and Capability Framework. For the health professionals providing care to Western Australians within these communities, it was also an opportunity to highlight their challenges and share their constructive solutions.

The Multicultural Competency and Capability Framework, due to be launched later this year, will be the third in a suite of documents, with the first two being the [Aboriginal Cultural Competency and Capability Framework 2023-2025](#) and the [LGBTIQ+ Equity and Inclusion Framework 2023-2025](#). These will support the multicultural competency and capability journey for WA Primary Health Alliance, our commissioned service providers and primary care providers.

[Read more](#)

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### **National Indigenous Australians Agency consultation to shape the funding of First Nations Alcohol and Other Drug Treatment Services**

WAPHA, along with other WA representatives, recently participated in a national consultation designed to assist the National Indigenous Australians Agency to understand alcohol and other drug (AOD) workforce and data capacity building needs and inform future investment and enhancement of AOD treatment services for First Nations people.

As part of the consultation, WAPHA, along with other funders, shared AOD KPIs and measures and sought to identify ways to reduce administrative burden on jointly commissioned service providers.

Given WAPHA’s commitment to cultural competency, it was interesting to note that the consultation highlighted the importance of cultural and clinical supervision for provision of culturally safe services and the ongoing need to cultivate safe workplaces.

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## Procurement and contracting

### Commissioning update

#### Current status of commissioned service tenders

Tender No	Service Description	Status
RFP2023-06	Evaluation and Data Linkage for the Chronic Heart Failure Pilot Project	Open

[View WAPHA’s tenders](#)

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### 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](#).

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

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### Commissioning acknowledgement and brand guidelines

As part of service agreement and activity schedule conditions, it is a requirement that approved WAPHA branding is applied. This relates to:

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

[View acknowledgement and brand guidelines](#)

View WAPHA’s commissioned services [via our website](#) or [My Community Directory](#)

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## General Information

### Head to Health Northam

The Australian Government's national expansion of Head to Health mental health services continues, with a fifth WA site recently confirmed for Northam which is expected to open in the 23-24 financial year.

This new site is part of a wider range of [Head to Health services](#), including the Head to Health Assessment and Referral Phone Service 1800 595 212, Head to Health centres, and Head to Health website, funded by the Australian Government and available to the community .

To stay informed of commissioning opportunities, service providers are encouraged to subscribe to the WAPHA [tender notification list](#).

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## **Latest update on the Commissioned Services Reporting Portal and Performance Management Framework**

The Performance Management Framework (PMF) and Commissioned Services Reporting Portal (Portal) are tools to support our commissioned service providers to deliver safe, high-quality, and reliable care whilst also giving us better oversight of data, provider performance and patient outcomes.

- The Portal was launched on 11 July 2023.
- Commissioned service provider training sessions were held with 22 commissioned service providers participating throughout June 2023.
- The Performance Management Framework indicators and targets, along with the Primary Health Alcohol and Other Drug and Primary Health Chronic Conditions technical data specifications, are available on our website.
- Collecting high quality data is essential to good performance management and quality improvement and WAPHA will continue to work with service providers to improve data collection over time.
- The first report from our chronic conditions and alcohol and other drug providers is due 10 October 2023 for the July-September 2023 reporting period.

[Find out more](#)

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## **National Disaster Mental Health Wellbeing Framework**

The Australian Government is investing \$7 million to boost mental health and wellbeing support to enhance resilience to disasters, including support to emergency services workers.

A new National Disaster Mental Health and Wellbeing Framework will guide how governments and recovery partners can consistently support the mental health and wellbeing of communities before, during and after disasters.

The framework aims to provide consistent, national guidance for how to effectively provide mental health support and services and define the roles and

responsibilities between levels of government and the private/non government sector.

[Find out more](#)

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## **Grant opportunities - Guides for PHN's After Hours Program, Multicultural Access Program and Homelessness Support Program**

Draft grant opportunity guidelines have been published for the Primary Health Network After Hours Program, Multicultural Access Program and Homelessness Support Program.

The grants process for the multicultural access and homelessness support funds is competitive. WAPHA is currently working on proposals for submission.

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## **Alcohol treatment episodes at their highest on a decade**

The number of Australians seeking support from alcohol treatment services is at its highest in a decade, with almost half of all alcohol and other drug treatment episodes involving alcohol as a drug of concern, new data shows.

In 2021-22, data from the Alcohol and Other Drug Treatment Services National Minimum Data Set indicates that around 131,000 people aged 10 and over received treatment from alcohol and other drug treatment services. The four most common drugs were alcohol (42 per cent of episodes), amphetamines (24 per cent), cannabis (19 per cent) and heroin (4.5 per cent). The median age of clients was 37 years.

[Read the report](#)

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## **News and Media**

### **Cultural competency, equity and inclusion – Hope Community Services**

Strong cultural governance embraced at all levels of an organisation is critical to embedding cultural competence and building successful partnerships, according to the CEO of Hope Community Services, Merinda March.

WAPHA CEO Learne Durrington recently sat down with Merinda to talk about the opportunities and challenges in becoming a culturally competent organisation. The conversation was promoted by the recent launch of the first two of three foundational documents that will not only guide WAPHA's journey towards

cultural competence, diversity and inclusion, but also serve as a resource and guidance for our commissioned service providers.

Click the image below to watch.

[Read more](#)



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### **Defining the role of GPs in disaster response**

WAPHA has been successful in Round One of the Disaster Ready Fund, receiving a grant to define the role of general practice in disaster response in WA. GPs can contribute to disaster health care for affected people in their locality and provide coordination and continuity of care, particularly for those with chronic conditions. This is a real opportunity to consult with stakeholders and create a model that considers the diverse health landscape and unique challenges within WA.

[Read more](#)

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### **Suicide prevention training in the Goldfields**

Recognising the groundswell of local support for suicide prevention training and education in the Goldfields region of WA, WAPHA has facilitated a capacity building program for the region led by national experts, The Black Dog Institute. The Suicide Prevention Capacity Building Program, which is being implemented in all 31 Primary Health Networks across Australia, focuses on building regional capacity to develop appropriate interventions and strengthen the communication, coordination, and visibility of current suicide prevention work.

[Read more](#)



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## **The importance of care closer to home: An Aboriginal perspective**

Mel Robinson joined the Board of WAPHA 12 months ago and has been supporting our ongoing efforts to make a difference to the health experience of Aboriginal people in Western Australia.

Mel reflects on her recent visits to the Pilbara, the challenges faced by remote communities, and the opportunities we have to support parents, carers and patients to feel welcome and safe when visiting health services both in Perth and closer to home.

[Read more](#)



## **Training and events**

View WA Primary Health Alliance's [events calendar](#)

## **Previous editions**

Have you missed previous editions of Service Provider Connect?

[View them here](#)