



# Perth North PHN Activity Work Plan

## Aged Care Program

**Summary View**  
**2022/2023 – 2025/2026**

**Presented to the Australian Government Department of Health  
and Aged Care**

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# AC-VARACF 1000 - Support residential aged care facilities to increase availability and use of telehealth care for aged care residents

## Activity Title

Support residential aged care facilities to increase availability and use of telehealth care for aged care residents

## Activity Number

1000

## Activity Status

Modified

## PHN Program Key Priority Area

Aged Care

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## Aim of Activity

To support participating residential aged care facilities (RACFs) to offer virtual consultation facilities and have the technology to enable residents to access telehealth care with primary health care professionals.

This will include:

- Assisting participating RACFs to offer telehealth facilities and have equipment to enable residents to virtually consult with primary health care professionals. It will be compatible with virtual consultation technology utilised by service providers in the region and will be guided by recognised eHealth standards.
- Providing training to participating RACF staff so they have the capabilities to assist residents in accessing virtual consultation services.
- Promoting the use of enablers of digital health, such as MyHealth Record.
- Consulting with key stakeholders to improve technological interoperability between the aged care and health care systems.

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## Description of Activity

Implementing telehealth capability in RACFs will include the following activities:

- Communication to all RACFs of the opportunity to participate in the telehealth initiative.

- Disseminating a survey to participating RACFs to measure telehealth capabilities, use of MyHealth Record, access to general practitioners and ehealth training needs.
- Employment and/or upskilling of staff to administer this activity.
- Consultation to ensure the activity complements, but does not duplicate, efforts underway by state and territory governments to improve technological interoperability between the aged care and health systems.
- Assessment of participating RACFs to ensure compatibility with virtual consultation technology used in the region, guided by recognised eHealth standards.
- Assist participating RACFs with telehealth facilities and equipment to enable residents to virtually consult with primary health care professionals.
- Provide hardware and software training to participating RACF staff to support them to have the capabilities to assist residents to access virtual consultation.
- Provision of a digital quality improvement package.
- Promotion of MyHealth Record.

The Primary Health Network (PHN) will continue to collaborate with key stakeholders throughout the activity and encourage other RACFs to participate in the implementation of telehealth. Ongoing training and support will be provided to participating RACFs and any identified issues will be managed in a timely manner.

## Perth North PHN Needs Assessment

### Priorities

### Page reference

People living at home or in RACFs need support to manage conditions to prevent escalating acuity.	41
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### Target Population Cohort

The activity will focus on residential aged care facilities, multipurpose sites and general practitioners.

### Consultation

Key stakeholders involved in proposed activities will include:

- Royal Australian College of General Practitioners
- Residential aged care facilities
- Aged Care Peak body representatives

- Consumer organisation representation

The stakeholder group may expand as the activity is implemented and additional stakeholders are identified.

### Collaboration

The PHN will invite RACFs to be involved. Approximately 105 RACFs operate in the Perth North PHN region.

### Coverage

Perth North PHN

### Activity Duration

#### Activity Start Date

1 April 2022

#### Activity End Date

30 September 2024

#### Service Delivery Start Date

1 April 2022

#### Service Delivery End Date

30 June 2024

### Activity Planned Expenditure

Funding Stream	FY 22 23	FY 23 24	FY 24 25
Virtual Access in RACF's	\$1,018,409.10	\$0.00	\$0.00

# AC-AHARACF 2000 - Enhanced after hours support for residential aged care facilities

## Activity Title

Enhanced After Hours Support for residential aged care facilities

## Activity Number

2000

## Activity Status

Modified

## PHN Program Key Priority Area

Aged Care

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## Aim of Activity

Residential Aged Care Facility (RACF) residents can experience rapid health deterioration during the after-hours period, and immediate transfer to hospital is not always clinically necessary.

This activity will identify available local out-of-hours services among participating RACFs. The intended outcome of this activity is to help reduce unnecessary hospital presentations among RACF residents by:

- Providing guidance to assist participating RACFs to develop and implement after-hours action plans which will support residents to access the most appropriate medical services out-of-hours.
- Educating participating RACF staff in out-of-hours health care options and processes for residents.
- Encouraging participating RACFs to implement procedures for keeping residents' digital medical records up to date, particularly following an episode where out-of-hours care was required.
- Support engagement between RACFs and their residents' general practitioner (and other relevant health professionals), as part of out-of-hours action plan development.

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## Description of Activity

This activity will align with activity AC-VARACF 1000 - Support residential aged care facilities to increase availability and use of telehealth care for aged care residents. Stakeholder engagement and data collection will be undertaken simultaneously with

activity AC-VARACF 1000. In addition, activities will comply with the Aged Care Quality and Safety Commissions' Aged Care Quality standards. The activities include:

- Invitation to all RACFs to submit an expression of interest to participate in the initiative to enhance best practice after hours support in aged care.
- Disseminating a survey to participating RACFs to measure existing after hours protocols, including action plans and out of hours support.
- Facilitating the development and implementation of out-of-hours action plans to support residents access to the most appropriate medical services' out-of-hours.
- Providing education to participating RACF staff in relation to out-of-hours health care options and processes for residents.
- Encouraging participating RACFs to implement procedures for keeping residents' digital medical records up to date, (use of MyHealth Record) particularly following an episode where out-of-hours care was required.
- Supporting engagement between RACFs and residents' general practitioner and other identified health professionals, as part of out-of-hours action plan development.
- Promoting this initiative to non-participating RACFs and encouraging their engagement in the development of out-of-hours action plans.
- Providing ongoing support to participating RACFs in the development of out-of-hours action plans.

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## Perth North PHN Needs Assessment

### Priorities

### Page reference

Reduce non-urgent emergency department attendances and improve access to alternative services.	12
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## Target Population Cohort

The activities will focus on residential aged care facilities and general practitioners.

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## Consultation

A range of stakeholders may be consulted throughout the planning and implementation of this activity including:

- WA Department of Health and Aged Care Directorate
- Residential Care Line Outreach Service
- Royal Australian College of General Practitioners.
- Residential Aged Care Facilities.
- Aged Care Peak body representatives.
- Consumer organisation representation.

## Collaboration

The PHN will invite RACFs to participate – Approximately 105 facilities operate in the Perth North.

## Coverage

Perth North PHN region

## Key Milestones

- Consultation process with RACF staff before May 2023.
- Prepare draft After Hours Plan for RACF by July 2023.
- Prepare draft of After Hours Plan for individual resident by July 2023.
- Preparation of education package for participating RACFs on after hours care options and processes for residents by December 2023.

## Activity Duration

### Activity Start Date

1 April 2022

### Activity End Date

30 September 2024

### Service Delivery Start Date

1 April 2022

### Service Delivery End Date

30 June 2024

## Activity Planned Expenditure

<b>Funding Stream</b>	<b>FY 22 23</b>	<b>FY 23 24</b>	<b>FY 24 25</b>
After hours access in RACFs	\$125,000.00	\$251,500.00	\$128,271.00



# AC-EI 3000 – Commissioning early intervention initiatives to support healthy ageing and ongoing management

## Activity Title

Commissioning early intervention initiatives to support healthy ageing and ongoing management

## Activity Number

3000

## Activity Status

Modified

## PHN Program Key Priority Area

Aged Care

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## Aim of Activity

To support senior Australians to live at home for as long as possible through commissioning early intervention activities and models of care for chronic disease management that support healthy ageing and reduce pressure on local health services.

This activity also supports the empowering of general practitioners (GPs) and other primary health care workers through training, tools and resources which contribute to improved health and care outcomes for older people.

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## Description of Activity

Some older Australians are entering aged care earlier than they may otherwise need to due to a lack of support for healthy ageing or an inability to manage their chronic conditions in the community. This activity will support senior Australians to live at home for as long as possible through the commissioning of early intervention initiatives.

The Primary Health Network (PHN) will commission targeted interventions, including multidisciplinary team based care in practices such as an Older Persons' Non Dispensing Pharmacist in general practice service, as required to:

- Prevent, identify, and reduce chronic disease and health issues.

- Avoid inappropriate hospital admissions.
- Support healthy ageing in place.
- Improve health outcomes for the elderly.

The commissioned services will support collaborative approaches between multidisciplinary teams and primary care providers as an integral part of service delivery.

The commissioned services will:

- Increase awareness of local primary health providers regarding needs of local older Australians and the local services available.
- Provide relevant education to primary health care providers.
- Provide relevant education to older people that access the service and family members or carers, as necessary, to meet the older person's health needs.

During 2022-23 to 2023-24 the activity will focus on:

- Commissioning.
- Management, monitoring and evaluation of the commissioned service.
- Data collection and review.
- Project reporting requirements.

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## Perth North PHN Needs Assessment

### Priorities

### Page reference

Improve the management of chronic conditions for ageing populations and promote healthy ageing at home.	41
Promote early intervention and monitoring activities to support older adults to live at home and reduce early entry into residential care.	41

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## Target Population Cohort

Senior Australians living in the community who require support with healthy ageing or support to manage their chronic conditions in the community.

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## Consultation

A range of stakeholders may be consulted throughout the planning and design phases including:

- WA Department of Health
- Health Service Providers
- General practitioners
- Aged Care Peak bodies and local government where appropriate
- Existing aged care service providers including Home Care providers for Commonwealth Home Support Programme and Home Care Package etc.
- Consumers

### Collaboration

The PHN will continue to build on established relationships with the WA Department of Health, Health Service Providers and local government authorities to ensure that the services funded through this activity complement existing support services available through the state and local government and to facilitate the establishment of appropriate information sharing to support reporting on the effectiveness and impact of this activity.

General practice will be invited to participate in this activity.

### Coverage

Perth North PHN

### Activity Duration

#### Activity Start Date

5 January 2022

#### Activity End Date

30 September 2024

#### Service Delivery Start Date

05 January 2022

#### Service Delivery End Date

30 June 2024

### Activity Planned Expenditure

Funding Stream	FY 22 23	FY 23 24	FY 24 25
Early Intervention	\$545,596.56	\$829,396.54	\$0.00

## AC-CF 4000 – Care finder program

### Activity Title

Care finder program

### Activity Number

4000

### Activity Status

Modified

### PHN Program Key Priority Area

Aged Care

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### Aim of Activity

To improve health outcomes for people in the care finder target population by facilitating equitable access and allocative efficiency to services for older adults. This will include:

- Improved coordination of support when seeking to access aged care.
- Improved understanding of aged care services and how to access them.
- Improved openness to engage with the aged care system.
- Increased care finder workforce capability to meet client needs.
- Increased rates of access to aged care services and connections with other relevant supports.
- Increased rates of staying connected to the services needed post service commencement.

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### Description of Activity

The care finder target population include people who require intensive support for; access to My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres), access to aged care services, and/or access other relevant supports in the community.

The Primary Health Network (PHN) commissioned care finder services to:

- Provide specialist and intensive assistance to help people within the care finder target population to understand and access aged care, and connect with other, relevant supports in the community.
- Specifically target people within the care finder target population.
- Deliver the functions set out in the 'Care finder policy guidance for PHNs'

Approved by the Australian Government Department of Health and Aged Care, July 2023

developed by the Department of Health and Aged Care.

- Respond to local needs in relation to care finder support.
- Engage appropriately qualified, skilled, and trained workforce to deliver services to the care finder target population.

The PHN engaged with existing Assistance and Care and Housing (ACH) Program providers (Australian Red Cross, People Who Care, St Bartholomew’s House) to support provider transition to the care finder program.

ACH providers commenced care finder service delivery from 1 January 2023, with a focus on the specialist area of older people at risk of, or experiencing homelessness.

#### Service Establishment

In addition to ACH providers, the PHN procured new care finder services through an open tender process utilising findings from the care finder Needs Assessment. The successful organisations include Advocare Incorporated, City of Stirling, Chung Wah Association and Umbrella Multicultural Community Care Services Inc.

Care finder service providers, their service delivery commencement date, the populations they focus on, and their geographical reach follows:

<b>Care finder service provider</b>	<b>Population focus</b>	<b>Service delivery commencement date</b>	<b>Geographical reach (local government areas)</b>
Advocare Incorporated	Generalist services	30th April 2023	Bassendean; Bayswater; Cambridge; Claremont; Cottesloe; Joondalup; Kalamunda; Mosman Park; Mundaring; Nedlands; Peppermint Grove; Perth; Stirling; Subiaco; Swan; Wanneroo.
Australian Red Cross Society	Generalist specialist services	1st January 2023	Bassendean; Bayswater; Cambridge; Claremont; Cottesloe; Joondalup; Kalamunda; Mosman Park; Mundaring; Nedlands; Peppermint Grove; Perth; Stirling;

			Subiaco; Swan; Wanneroo.
City of Stirling	Generalist services	30 April 2023	Stirling.
Chung Wah Association	Culturally and linguistically diverse people	30 April 2023	Perth; Stirling.
People Who Care	Senior Australians who are not currently accessing appropriate services but have complex needs and are disadvantaged	1 January 2023	Bassendean; Bayswater; Cambridge; Claremont; Cottesloe; Joondalup; Kalamunda; Mosman Park; Mundaring; Nedlands; Peppermint Grove; Perth; Stirling; Subiaco; Swan; Wanneroo.
St Bartholomew's House	Homeless and those at risk of homelessness	1 January 2023	Bassendean; Bayswater; Cambridge; Claremont; Cottesloe; Joondalup; Kalamunda; Mosman Park; Mundaring; Nedlands; Peppermint Grove; Perth; Stirling; Subiaco; Swan; Wanneroo.
Umbrella Multicultural Community Care Services Inc	Culturally and linguistically diverse populations	28 March 2023	Bassendean; Bayswater; Cambridge; Claremont; Cottesloe; Joondalup; Kalamunda; Mosman Park; Mundaring; Nedlands; Peppermint Grove; Perth; Stirling; Subiaco; Swan; Wanneroo.

The PHN will support care finder services in their establishment phase through:

- Effective contract management to ensure all providers have completed mandatory MAC Learning Training and are reporting into the Australian Healthcare Associates (AHA) reporting portal monthly to support care finder program evaluation.

- Formation, facilitation and maintenance of a community of practice for providers.
- Supporting regional integration of the care finder services into the broader aged, health and community sectors.

## Perth North PHN Needs Assessment

### Priorities

### Page reference

Support Aboriginal people to navigate the primary care system and access appropriate services.	34
Promote early intervention and monitoring activities to support older adults to live at home and reduce early entry into residential care.	41
Support people living with dementia and their carers to navigate the aged care system and access appropriate services.	41

### Target Population Cohort

The target population for care finder support are people eligible for aged care services and who have one or more reasons for requiring intensive support. Reasons for requiring intensive support may include isolation or no support person; communication barriers; difficulty processing information to make decisions; or resistance to engage with aged care institutions, or government.

Target population sub-groups to be prioritised for care finder support includes:

- People living with dementia
- Care leavers
- People with previous experiences of trauma
- Aboriginal and Torres Strait Islander people
- Lesbian, gay, bisexual, transgender, intersex, or queer people
- Culturally and linguistically diverse people.

### Indigenous Specific Comments

Consultation has begun and will continue with the Aboriginal Health Council of WA and Aboriginal Community Controlled Health Organisations (ACCHOs). Consultation will be on-going with these groups and with the National Aboriginal Community Controlled Organisation (NACCHO) regarding opportunities for care finders' services to work with Trusted Indigenous Facilitators.

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## Consultation

The PHN will engage the following organisations and groups to support the establishment of care finders:

- Department of Health and Aged Care Regional Stewardship Team
- North Metropolitan Health Service
- East Metropolitan Health Service
- District Leadership Groups
- Aged Care Interagency Groups
- Local Government Authorities
- Council of the Ageing WA
- Leading Aged Services Australia
- Aged Care Services Australia
- National Aboriginal Community Controlled Health Organisation (NACCHO)
- Aboriginal Health Council of WA (AHCWA)
- Aboriginal Community Controlled Health Organisations and Aboriginal Community Controlled Organisations as relevant.

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## Collaboration

The PHN will continue to build on established relationships identified under Stakeholder Engagement.

The PHN will collaborate with NACCHO, AHCWA, and relevant ACCHOs and ACCOs in the establishment of the Trusted Indigenous Facilitator (TIF) Program throughout Western Australia.

In addition, the PHN will collaborate with the wide range of stakeholders supporting the care of older Australians in Western Australia, when relevant, including:

- WA Department of Health
- Health Service Providers
- Local Government Authorities
- Sector peak bodies and service providers

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## Coverage

Perth North PHN



## Relevant Milestones

- PHN interviewed late 2023
- All contracted organisations to be fully operational, with full care finder service delivery available for clients by 30 April 2023.
- Establishment of Community of Practice by March 2023.

## Activity Duration

### Activity Start Date

1 July 2022

### Activity End Date

30 September 2025

### Service Delivery Start Date

1 January 2023

### Service Delivery End Date

30 June 2025

## Activity Planned Expenditure

Funding Stream	FY 22 23	FY 23 24	FY 24 25
Care finder program	\$1,487,747.87	\$2,235,985.84	\$2,314,148.31
To support transition from ACH Program	\$74,697.13	\$151,635.16	\$153,909.69
<b>Total</b>	<b>\$1,562,445.00</b>	<b>\$2,387,621.00</b>	<b>\$2,468,058.00</b>

END