

## ACTIVITY SCHEDULE

---

### Item A Activity Information

**A.1 Activity Name** : **Needs Assessment for the After Hours, Multicultural Access and Homelessness Support Programs**

**Activity Start Date** : **On execution**

**Activity End Date** : **30 June 2024**

### A.2 Activity Description

This Activity will undertake a Needs Assessment for the After Hours, Multicultural Access and Homelessness Support Programs.

### A.3 Activity Requirements

#### A.3.1 Needs Assessment Methodology

The successful Contractor will be required to prepare a needs assessment report that meets the requirements outlined below:

- (1) Presentation and description of data and information that:
  - (a) Reviews current literature, national, state and regional policies and reforms for each program area;
  - (b) Identifies and analyses the primary health care needs of each PHN region in relation to Multicultural Access, Homelessness Support and After Hours programs respectively, including (but not limited to):
    - (i) Demographic and geographic profiles of the target population and primary health needs of specific groups such as LGBTQIA+, Multicultural and Aboriginal people;
    - (ii) Review of population health data such as health determinants and challenges of target populations including condition specific information e.g. chronic conditions and mental health;
    - (iii) Access and usage of community based and hospital attendance of target population during hours and after hours periods where available;
    - (iv) Identification of priority communities, health issues and locations for each program; and
    - (v) A current market scan and analysis of existing service provision, identifying regional service gaps, barriers (including workforce) and opportunities including workforce models, general practice networks, collaboration and co-commissioning for each program and **each PHN**. This would ensure that there is no duplication or unnecessary competition with existing services;
  - (c) Provides descriptions of and findings from stakeholder (including general practice) and community consultation for each PHN region that identifies barriers and opportunities and priorities to be addressed in relation to Multicultural Access, Homelessness Support and After-Hours primary health care support.
  - (d) Analyses and identifies any opportunities to enhance person and family centred care, integration and collaboration between the primary care, acute health systems and other sectors in each PHN.
- (2) Identifies cultural competency and safety barriers, priority needs and recommended activities (relevant for each program area);
- (3) Provides recommendations for commissioning of service delivery models under the Multicultural Access, Homelessness Support and After Hours program in each PHN with a [quintuple aim of healthcare](#) and health equity lens within hours and after hours period (as relevant);
- (4) Develop a draft program logic and suggested evaluation methodology for any new or continuing program activities (for each program area);

Agreement Number : RFT2023-10  
Agreement Title : Needs Assessment for the After Hours, Multicultural Access and Homelessness Support Programs  
Contractor : «Contractor\_Name»

---

- (5) Prepare a final report articulating primary health care needs (consumer and service provider) and priorities and recommended commissioning activities including each PHN region within hours and after-hours period (as relevant) for each program; and
- (6) Present findings back to WAPHA's Project Sponsor and Team.

#### A.4 Definitions

##### (1) After Hours Program

After hours services commissioned by PHNs should provide an appropriate level of primary health care through services and/or care models which reduce the reliance on emergency department (ED) presentations during the after-hours period, and where the need cannot wait until 'in hours'.

A general guide for this can be divided into:

- (a) Sociable after hours (6pm-11pm on weeknights), and
- (b) Unsociable after hours (11pm-8am on weekdays, hours outside of 8am and 12pm Saturdays, and all-day Sunday and public holidays).
- (c) 'In hours' services are those accessed between the hours of 8am-6pm on weekdays and 8am-12pm on Saturdays.
- (d) The intended outcomes of the program are:
  - (i) local needs identified by PHN activities and initiatives are addressed
  - (ii) improved quality of care for patients
  - (iii) improved access to primary health care
  - (iv) improved coordination of care for patients and integration of health services
  - (v) the needs of patients at risk of poor health outcomes are met through efficient and effective primary health care services.

##### (2) Homelessness Support Program

The scope for the homelessness support program includes all those who experience or at risk of experiencing homelessness in each PHN. The Australian Census utilises six operational groups of homelessness: • persons living in improvised dwellings, tents or sleeping outdoors (rough sleepers); • persons in supported accommodation for the homeless; • persons staying temporarily with other households; • persons living in boarding houses; • persons in other temporary lodgings; and • persons living in 'severely' crowded dwellings. [Homelessness in Culturally and Linguistically Diverse Populations in Western Australia \(www.wa.gov.au\)](http://www.wa.gov.au)

The intended outcomes of the program are:

- (a) increased primary care access for people experiencing homelessness and those at risk of homelessness;
- (b) increased the efficiency and effectiveness of primary health care services for people experiencing homelessness and those at risk of homelessness;
- (c) improved planning, coordination, and support for primary health care services.

##### (3) Multicultural Access Program

The term multicultural is used in this context to describe those community members who differ according to religion, language and ethnicity and whose ancestry is other than Aboriginal, Anglo Saxon or Anglo Celtic. This definition is used by the Western Australian Government – [Multicultural Policy Framework \(2020\)](#).

The intended outcomes of the program are to:

- (a) increased primary care access by people from multicultural backgrounds;

Agreement Number : RFT2023-10  
 Agreement Title : Needs Assessment for the After Hours, Multicultural Access and Homelessness Support Programs  
 Contractor : «Contractor\_Name»

- (b) increased the efficiency, effectiveness, and navigability of primary health care services for people from multicultural background; and
- (c) improved planning, coordination, and support for primary health care services.

**A.5 Branding and Activity Disclaimers**

The Contractor is required to apply Activity branding as directed by WAPHA, including a WAPHA approved acknowledgement and disclaimer, in a prominent position on any materials or platforms where the Activity is promoted or referred to, including:

- (1) websites, digital platforms and presentations; and
- (2) Activity Materials and collateral; except where the materials or platforms are solely for the use of the Contractor internally within its organisation.

**A.6 Publications**

The Contractor must seek prior written approval from WAPHA to publish any information in relation to A.1.1, A.1.2, A.1.3 and A.1.4.

**A.7 Specified Personnel**

Insert name of any Personnel of the Contractor who are required to perform the Activity.

**Item B Payment**

**B.1 Total Fees**

The total Fees to be paid under the Agreement shall not exceed the following amount(s).

**B.1.1 Perth North PHN:**

| Financial Year | Fee Stream           | Fee Amount (Ex. GST) | Total Fee (Inc. GST) |
|----------------|----------------------|----------------------|----------------------|
| 2023-2024      | Multicultural Access | TBC                  | TBC                  |
|                | Homelessness Support | TBC                  | TBC                  |
|                | After Hours          | TBC                  | TBC                  |
| Activity Total |                      | TBC                  | TBC                  |

**B.1.2 Perth South PHN:**

| Financial Year | Fee Stream           | Fee Amount (Ex. GST) | Total Fee (Inc. GST) |
|----------------|----------------------|----------------------|----------------------|
| 2023-2024      | Multicultural Access | TBC                  | TBC                  |
|                | Homelessness Support | TBC                  | TBC                  |
|                | After Hours          | TBC                  | TBC                  |
| Activity Total |                      | TBC                  | TBC                  |

**B.1.3 Country WA PHN**

| Financial Year | Fee Stream           | Fee Amount (Ex. GST) | Total Fee (Inc. GST) |
|----------------|----------------------|----------------------|----------------------|
|                | Multicultural Access | TBC                  | TBC                  |

Agreement Number : RFT2023-10  
 Agreement Title : Needs Assessment for the After Hours, Multicultural Access and Homelessness Support Programs  
 Contractor : «Contractor\_Name»

|                |                      |     |     |
|----------------|----------------------|-----|-----|
| 2023-2024      | Homelessness Support | TBC | TBC |
|                | After Hours          | TBC | TBC |
| Activity Total |                      | TBC | TBC |

B.1.4 Unless otherwise agreed, Clause 13 of the Agreement will not apply in the circumstances.

Respondents are to complete and submit a budget in accordance with requirements at 4.0 Budget in the Submission Form. This document will assist WAPHA in assessing the financial aspects of the proposed model and to compare the value for money outcomes (when considered in concert with the associated completed Submission Form).

**Item C Deliverables**

The Contractor must submit plans, reports and deliverables in accordance with the timeframes set out below. On submission of a plan, report or deliverable WAPHA may require additional information or amendments to be made prior to approval of the plan, report or deliverable.

Plans, reports and deliverables must, where a template is provided by WAPHA, be submitted in the format of the template as required by WAPHA.

Completion of the requirement of a plan, report or deliverable is not met until the same has been accepted and approved by WAPHA in writing.

WAPHA may at WAPHA’s discretion request from the Contractor a detailed report to verify the services rendered.

**C.1.1 Evaluation Methodology**

The Contractor will design an evaluation methodology for the needs assessment which will include the following:

- (1) Establishing a timeline for the needs assessment activities,

**C.1.2 Evaluation Implementation Plan**

The contractor is to provide an implementation plan outlining the timelines, activities and resources to deliver the deliverables at C.1.3, C.1.4 and C.1.5.

**C.1.3 Evaluation**

The Contractor will conduct needs assessment (for each specified program area).

**C.1.4 Staged Evaluation Reports**

The Contractor will be required to provide monthly progress reports.

**C.1.5 Evaluation Report**

The Contractor will be required to provide a final needs assessment report inclusive of the items at A.3.1, including:

- (1) Final conclusions and recommendations.

**C.2 Budget**

The Contractor is to submit a Budget in accordance with the timeframes and for the time periods as set out in Request Part C – Submission Form.

Budgets must clearly identify and provide detail separately for the Activity on each of the PHNs to which the Fees apply.

Budgets must, where a template is provided by WAPHA, be submitted in the format of the template provided.

Agreement Number : RFT2023-10  
Agreement Title : Needs Assessment for the After Hours, Multicultural Access and Homelessness Support Programs  
Contractor : «Contractor\_Name»

---

On submission of a Budget WAPHA may require additional information or amendments to be made prior to approval of the Budget.

Once a Budget has been approved by WAPHA the Contractor is to perform the Activity in accordance with the approved Budget.

### **C.3 Financial Reports**

#### **C.3.1 Variances**

Where a Budget is a deliverable the Contractor is to provide an explanation of any variances between the Budget and the actuals, where the variance amount is both:

- (1) 10% or more of the individual line item; and
- (2) 1% or more of the total actual expenses.

#### **C.3.2 Financial Acquittal - Unaudited**

This report is to consist of:

- (1) a financial declaration signed by the Contractors authorised representative confirming that:
  - (a) the Fees for the Activity have been used in accordance with the Agreement;
  - (b) the income and expenditure statement adheres to the applicable Australian Accounting Standards and is based on proper accounts and records; and
  - (c) is a fair presentation of the financial statements and related disclosures;
- (2) if a Budget is a deliverable under this Agreement an income and expenditure statement that aligns to the approved Budget, detailing the actuals against the approved Budget for the period indicated;
- (3) if a Budget is not a deliverable under this Agreement an income and expenditure statement detailing the actuals for the period indicated.

#### **C.3.3 Financial Acquittal - Audited**

This report is to consist of:

- (1) a financial declaration signed by the Contractors authorised representative confirming that the Fees for the Activity have been used in accordance with the Activity;
- (2) if a Budget is a deliverable under this Agreement an income and expenditure statement that aligns to the approved Budget, detailing the actuals against the approved Budget for the period indicated which has been independently audited by an independent auditor;
- (3) if a Budget is not a deliverable under this Agreement an income and expenditure statement detailing the actuals for the period indicated which has been independently audited by an independent auditor;
- (4) an audit opinion which shall include a statement by an independent auditor attesting that it has examined the Contractors financial statements and accompanying disclosures and that the income and expenditure statement:
  - (a) adheres to the applicable Australian Accounting Standards and is based on proper accounts and records; and
  - (b) is a fair presentation of the financial statements and related disclosures.

#### **C.3.4 An independent auditor for the purposes of C.3.3 must be:**

- (1) a Registered Company Auditor under the Corporations Act 2001 (Cth); or
- (2) a member of CPA Australia; or
- (3) a member of the Institute of Public Accountants in Australia; or
- (4) a member of the Institute of Chartered Accountants in Australia; or
- (5) where the Contractor is a Federal or State Government body, a person who has been authorised to make such a statement as detailed in C.3.3.

Agreement Number : RFT2023-10  
Agreement Title : Needs Assessment for the After Hours, Multicultural Access and Homelessness Support Programs  
Contractor : «Contractor\_Name»

---

---

**Item D Schedule**

| <b>I.D</b> | <b>Detail</b>  | <b>Date</b>      |
|------------|--|------------------|
| <b>D.1</b> | Payment 1 (20%) -  | On execution     |
| <b>D.2</b> | Payment 2 (30%) subject to approval of deliverables and satisfaction of progress to date       | 31 January 2024  |
| <b>D.3</b> | Payment 3 (30%) subject to approval of deliverables and satisfaction of progress to date -     | 28 February 2024 |
| <b>D.4</b> | Preliminary Draft  | 15 April 2024    |
| <b>D.5</b> | Final Report C.1.9   | 15 May 2024      |
| <b>D.6</b> | Final payment (20%) subject to approval of deliverables and satisfaction of progress to date - | 30 May 2024      |

---