



# Perth South PHN Activity Work Plan

## Aged Care Program

**Summary View  
2023/2024 – 2026/2027**

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

## Contents

AC-VARACF 1000 - Support RACF's to increase availability and use of telehealth care for aged care residents .....	3
AC-AHARACF 2000 - Enhanced After Hours Support for Residential Aged Care Facilities ..	7
AC-EI 3000 - Commissioning early intervention initiatives to support healthy ageing and ongoing management .....	12
AC-CF 4000 - Care finder program .....	18



# AC-VARACF 1000 - Support RACF's to increase availability and use of telehealth care for aged care residents

## Activity Title

Support RACF's 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

In response to the Royal Commission into Aged Care Quality and Safety, the Australian Government has funded Primary Health Networks (PHNs) to undertake dedicated activities which support better health, wellbeing and access to primary care and aged care services for senior Australians.

Timely access to primary health care professionals, whether through face-to-face consultation or via telehealth is recognised as an issue for many RACFs, and at times this can lead to potentially preventable hospitalisations. The Supporting RACFs to increase availability and use of telehealth care for aged care residents' (RACF Telehealth) initiative aims to improve access to health care and reduce residents' avoidable and unnecessary hospitalisations.

The RACF Telehealth initiative supports participating RACFs in the Perth South Primary Health Network (PSPHN) region to have appropriate virtual consultation abilities and technology so their residents can access timely health care (with a particular focus on primary health and aged care) via telehealth, and where possible avoid preventable hospitalisation.

PSPHN will:

- Assist participating RACFs in the PHN region, to offer telehealth facilities and have equipment to enable residents to virtually consult with primary health care professionals.

- Provide training to participating RACF staff so they have the capabilities to assist residents in accessing virtual consultation services.
- Promote the use of enablers of digital health, such as My Health Record (MyHR) to improve the availability and secure transfer of resident's health care information between the RACF, primary care and acute care settings.
- Consult with key stakeholders to improve technological interoperability between the aged care and health care systems.

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## Description of Activity

The GEN Aged Care Data Service list identifies 98 RACFs in PSPHN at 30 June 2023.

### Rationale

Western Australian GPs have told the WA Primary Health Alliance (WAPHA) of multifaceted issues that serve as barriers to working in the RACF context, such as the time it takes to travel to and from the facility and the lost earning opportunity, and challenges with parking at or close to the facility.

Telehealth can:

- Address barriers to providing and accessing high quality healthcare in RACFs.
- Provide access to services that may not be available locally.
- Preventing the need for residents to travel.
- Avoiding the negative impacts of removing residents from their home environment for avoidable hospital visits.
- Assist in reducing the exposure of residents to communicable diseases and infections in EDs.

### Roles and Responsibilities

WAPHA's Primary Care Innovation and Development Portfolio, which works across the three WA PHNs, is responsible for the delivery of the RACF Telehealth initiative. An executive sub-committee oversees all PSPHN aged care activity including the RACF Telehealth initiative to ensure it aligns with funding requirements and guidance, and WAPHA's Strategic Plan 2023-2026.

A small team, consisting of an activity lead and Digital Health Officers lead the RACF Telehealth activities across the three WA PHNs. Contract management, place-based integration managers, and training and practice support staff assist the team. A program logic guides activities.

### Key activities

WAPHA commissioned Visionflex to deploy telehealth carts and provide training to RACFs that have expressed an interest in securing the equipment. The equipment

bundle includes clinical equipment which allows GPs and other health professionals to monitor residents' vital signs, wounds, and skin conditions.

## Perth South 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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### Coverage

Porth South PHN

### Consultation

- Royal Australian College of GPs (WA)
- Residential Aged Care Facilities
- Aged and Community Care Providers Association representatives.
- General Practitioners
- WA Department of Health Aged and Community Policy Team
- Department of Health and Aged Care WA Stewardship Team
- WA Health Virtual Emergency Department
- East Metropolitan Health Service (EMHS) Community Health in a Virtual Environment (Co-HIVE) Aged Care Service
- South Metropolitan Health Service (NMHS) Emergency Care Navigation Centre (ECNC).

Consultation has occurred and will continue to be undertaken with the Aboriginal Health Council of WA and Aboriginal Community Controlled Health Organisations. In addition, ongoing consultation will occur with NACCHO, AHCWA and ACCHOs regarding the opportunity for care finder services to work with Trusted Indigenous Facilitators.

### Collaboration

PSPHN will invite RACFs to participate in RACF telehealth activities.

As part of the initiative participating RACFs will identify Telehealth Champions to work with other RACF staff to increase telehealth capability and to trouble shoot any issues.

### Activity Key Performance Indicators

Performance Indicator Description	Target
Activities have been undertaken in accordance with the approved Activity Work Plan as amended and agreed by the Department as	100%

agreed	
The number of participating RACFs in the PHN region and the number which have had their virtual access capability services assessed	100%
The number of participating RACFs in the PHN region which have the appropriate facilities and equipment to access service virtually	100%
A brief description of the training and support the PHN has provided to RACF staff or practitioners in relation to virtual access services	100%

### Target Population Cohort

This activity will focus on:

- RACFs and Multipurpose Service sites,
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program sites located in the CWAPHN region, particularly those that participate in the RACF Telehealth initiative, and
- health professionals, particularly primary healthcare professionals, that provide services within the PHN.

### Activity Milestone

### Due Date

Activity Work Plan and Budget	30 April 2024, 30 April 2025
Twelve-month Performance Report	30 September 2024, 30 September 2025
Financial Acquittal Report	30 September 2024, 30 September 2025
Needs Assessment	15 November 2024

### Activity Start Date

### Activity End Date

1 April 2022	30 September 2024
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### Service Delivery Start Date

### Service Delivery End Date

1 April 2022	30 June 2024
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### Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26
Virtual Access in RACFs	\$1,309,941.34	\$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

In response to the Royal Commission into Aged Care Quality and Safety, the Australian Government has funded Primary Health Networks (PHNs) to undertake dedicated activities which support better health, wellbeing and access to primary care and aged care services for senior Australians.

The Enhanced out of hours support for residential aged care (RACF Afterhours) initiative aims to prevent unnecessary hospital presentations.

Using RACF Afterhours funds, Perth South Primary Health Network (PSPHN) will work with RACFs to address any awareness or utilisation issues of available local out-of-hours services among participating RACFs in the PHN region.

PSPHN will:

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

## Description of Activity

Research shows that substantial emergency department (ED) demand comes from patients living in RACFs. Residents can experience rapid health deterioration during the afterhours period, however immediate transfer to hospital is not always clinically necessary. Lack of awareness and utilisation of afterhours services provided by GPs and other health professionals can lead to unnecessary ED presentations and hospitalisations. Potentially Preventable Hospitalisation (PPH) data for 2017-18, identifies that 46% of all PPHs across Australia were for people aged 65 and over.

ED transfer may also result in an unnecessary burden to residents, resulting in invasive interventions and increased risk of delirium and hospital acquired infections.

### Roles and responsibilities

WA Primary Health Alliance's (WAPHA's) Primary Care Innovation and Development Portfolio, which works across the three WA PHNs, is responsible for the delivery of the RACF Afterhours initiative. An executive sub-committee oversees all PSPHN aged care activity including the RACF Afterhours initiative to ensure it aligns with funding requirements and guidance, and WAPHA's Strategic Plan 2023-2026.

A small team, consisting of an activity lead and Digital Health Officers lead the RACF Afterhours initiative across the three WA PHNs. Place-based integration managers, and training and practice support staff assist the team and inform the activity development and implementation. A program logic guides activities.

### Activities and key-activities

The RACF Afterhours initiative aligns with AC-VARACF 1000 - Support residential aged care facilities to increase availability and use of telehealth care for aged care residents' initiative. RACF Afterhours stakeholder engagement and data collection is undertaken simultaneously with activity AC-VARACF 1000 engagement. Activities will comply with the Aged Care Quality and Safety Commission's Aged Care Quality standards.

PSPHN will:

#### Communication and engagement:

- Engage with other PHNs to identify lessons learnt and opportunities to share resources / mirror activities.
- Engagement to gain an understanding of RACFs afterhours care plans and support, including disseminating surveys.
- Invite all RACFs to participate in the initiative to enhance afterhours action plans.
- Continue engagement with WA Health, and South and East Metropolitan Health. Services to ensure activities do not duplicate efforts underway to improve access to RACF afterhours care.



- Share relevant WA Health, and South and East Metropolitan Health Services virtual service information, and other related afterhours activity information with RACFs via WAPHA's Newsletters.
- Promote My Health Record (MyHR) and maintenance of resident digital medical records via WAPHA's Newsletters.
- Promote the uploading of advanced care planning documents into MyHR.
- Continue collaboration with key stakeholders throughout the activity to encourage the implementation of telehealth services in RACHs.

#### Resource development and education

- Seek advice from RACF representatives about what resources are required and their design.
- Develop and publish resources to assist RACFs to develop afterhours action plans and processes.
- Undertake an environmental scan to understand which services are available afterhours and share the information with RACFs.
- Encourage RACFs to work with residents so that afterhours wishes are included in resident's advanced care plans.

#### For participating RACFs

- Provide education to RACF staff in relation to out-of-hours health care, including options and processes.
- Facilitate the development and implementation of afterhours action plans to support residents access to the most appropriate health services' afterhours, including promoting advanced care planning.
- Encourage RACFs to implement procedures for keeping residents' digital medical records up to date, (use of MyHR) particularly following an episode where afterhours care was required.
- Support engagement between RACFs and residents' general practitioner and other identified health professionals, as part of afterhours action plan development.
- Provide ongoing support to participating RACFs in the development of afterhours action plans.

#### For non-participating RACFs

- Promote this initiative and encourage their engagement in the development of afterhours action plans.

#### Reporting

- Complete reports as per the executed agreement variation.

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## Perth South PHN Needs Assessment

### Priorities

### Page reference

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

This activity will focus on residential aged care facilities, residents and general practitioners.

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### Coverage

Perth South PHN

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### Consultation

The PHN will invite all RACFs to be involved. Approximately 98 facilities operate in the PHN region.

A range of stakeholders have been consulted throughout the planning and implementation of this activity including:

- Residential Aged Care Facilities
- WA Department of Health and Aged Care Directorate
- WA Department of Health, WA Virtual ED Project Team
- Residential Care Line Outreach Service
- South Metropolitan Health Service
- East Metropolitan Health Service
- Royal Australian College of General Practitioners
- General practitioner representatives.

This engagement will continue as required.

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### Collaboration

Further collaboration with the WA Department of Health and East and South Metropolitan Health Services as the opportunity arises, such as sharing information about the WA Virtual ED Service with residential aged care providers via WAPHA's Aged Care Connect Newsletter.

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## Activity Key Performance Indicators

Performance Indicator Description	Target
Activities have been undertaken in accordance with the approved Activity Workplan as amended and agreed by the Department as required as appropriate.	100%
The number of participating RACFs in the PHN region and the number that have been assessed as to whether they have an afterhours action plan.	100%
The PHN to provide a brief description of the training and support they have provided to RACF staff in relation to managing afterhours care and maintaining resident's digital medical information.	100%

Activity Milestone	Due Date
Activity Work Plan and Budget	30 April 2025
Twelve-month Performance Report	30 September 2024, 30 September 2025
Financial Acquittal Report	30 September 2024, 30 September 2025

Activity Start Date	Activity End Date
1 April 2022	30 June 2025

  

Activity Start Date	Activity End Date
1 April 2022	30 June 2025

## Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26
After Hours Access in RACFs	\$128,271.00	\$308,336.23	\$0.00

# 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

In response to the Royal Commission into Aged Care Quality and Safety, the Australian Government has funded Primary Health Networks (PHNs) to undertake dedicated activities which support better health, wellbeing and access to primary care and aged care services for senior Australians. The overarching goal of these activities is to delay entry in Residential Aged Care Facilities (RACFs) and reduce avoidable hospitalisations for older people.

The Commissioning early intervention initiatives to support health ageing and ongoing management of chronic conditions (Early Intervention) activity provides funds for Perth South PHN (PSPHN) to:

- Commission early intervention activities and models of care for chronic disease management that supports healthy ageing and reduces pressure on local health services
- Manage the performance of the commissioned services via performance monitoring and contract management, to ensure that the services are effective and efficient and meet the needs of the community
- Use training, tools, and resources to empower GPs and primary health care workers to undertake activities that contributes to improved health and care outcomes for older people at the participating general practices.

The overarching aim of the Early Intervention activity is to support healthy ageing and reduce pressure on local health services.

PSPHN Early Intervention activities focus on:

- Commissioning services to improve access to multi-disciplinary team-based care to older people with or at risk of chronic disease. The aim is 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.
  - Building primary health care workforce (in targeted general practices) capability in the care of older people with or at risk of chronic disease.
  - Promoting self-management and health literacy in older people with or at risk of chronic disease.

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## Description of Activity

### Background

Following Needs Assessment review, engagement with key stakeholders and consideration of policy direction and options:

- Pharmaceutical Services Australia (PSA) have been engaged to provide Older People's Non-Dispensing Pharmacists into targeted general practices. The contract was executed in late 2023. Participating practices have been identified through an expression of interest process
- Negotiation is occurring with other allied health providers to use the remaining funds.

### Rationale

Today's Western Australians aged 65 and over are generally living longer and healthier lives than previous generations, and the population of older people is growing. Age is an important determinant of health and people aged 65 years and over are more likely to have complex and/or chronic conditions as well as comorbidities.

### Roles and responsibilities

WA Primary Health Alliance's (WAPHA's) Primary Care Innovation and Development Portfolio, which works across the three WA PHNs, is responsible for the delivery of the Early Intervention initiative. An executive sub-committee oversees all PHN aged care activity including the Early Intervention initiative to ensure it aligns with funding requirements and guidance, and WAPHA's Strategic Plan 2023-2026.

A small team, consisting of activity leads and contract officer lead the Early Intervention activities across the three WA PHNs. Place-based integration managers, and training and practice support staff assist the team. A program logic guides activities.

## Key activities

The commissioned service providers will:

- Support collaborative approaches between multidisciplinary teams and primary care providers as an integral part of person-centered service delivery
- Recruit, provide support, and manage allied health staff to deliver services in participating general practices as contractually required or accept referrals from general practices
- Promote the service to the target general practices
- Collect and manage required data as agreed through contract negotiation
- Provide reports as specified in the contract to allow contract and performance management
- Ensure the delivery of culturally appropriate care.

The contracted allied health professional will:

- Build relationships between the general practice and other relevant services.
- Provide relevant interventions, including education to older people that access the service.
- Provide relevant education to the older people's family members or carers, as necessary, to meet the older person's health needs.
- Increase awareness of local primary health providers regarding needs of local older people and the local services available.
- Provide relevant information/education to the primary health care providers from the participating practices as needed
- Promote the uptake of digital health tools including My Health Record.
- Increase awareness of social initiatives and wrap around services that can support older adults to live at home.
- Implement the collection of Quality-of Life measures as agreed between the Contractor and WAPHA.

From 2024 PSPHN will focus on:

- Program management.
- Financial management including management of unspent funds.
- Commissioning additional services that meet the funding guidance where there are available funds.
- Completing and submitting Early Intervention initiative reports as per the agreement variation.

## Contract management

- Management, monitoring, and evaluation of the performance of the commissioned services.

- Data collection and review.
- Promote the uptake of digital health tools including My Health Record.

#### Participating general practices

- Linking the Early Intervention initiative into participating general practices quality improvement activities, such as working with participating practices through WAPHA’s Quality Improvement Coaches to identify at risk patients using Primary Sense.

#### Integration

- Promoting the PHN’s other relevant commissioned services to the contractor as referral sources where appropriate.

#### Communication and engagement

- Sharing good news stories from the initiatives.
- Ongoing engagement with the participating practices through Primary Care Navigators and Quality Improvement Coaches.
- Providing information to the commissioned service provider via contract officers and WAPHA’s Provider Connect Newsletter.

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### Perth South 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

Older people with or at risk of chronic disease in target locations, with a particular focus on improving access to services to improve health equity.

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#### Coverage

Perth South PHN

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## Consultation

A range of stakeholders may be consulted throughout the planning, design and delivery phases of the Early Intervention activity including:

- WA Department of Health
- South Metropolitan Health Service
- General practitioners
- Commissioned Service Providers
- Pharmaceutical Services Australia
- Diabetes WA
- Aged Care Peak bodies and local government where appropriate
- Representatives from existing aged care service providers.
- General Practitioners
- Consumer representatives.

## 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
- 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.

## Activity Key Performance Indicators

<b>Performance Indicator Description</b>	<b>Target</b>
Activities have been undertaken in accordance with the approved Activity Work Plan as amended and agreed by the Department as appropriate.	100%
The PHN will report on the number of consumers who have participated in the commissioned intervention activities.	100%
The PHN will report on the number of participants who sustained or improved their quality of life based on the International Consortium for Health Outcomes Measurement (ICHOM) older person standard assessment.	100%



### Activity Milestone

### Due Date

Activity Work Plan and Budget	30 April 2024
Twelve-month Performance Report	30 September 2024
Financial Acquittal Report	30 September 2024
Needs Assessment	15 November 2024

### Activity Start Date

### Activity End Date

5 January 2022	30 September 2025
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### Service Delivery Start Date

### Service Delivery End Date

5 January 2022	30 June 2025
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### Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26
Early Intervention	\$1,345,082.09	\$491,630.82	\$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

In response to the Royal Commission into Aged Care Quality and Safety, the Australian Government has funded Primary Health Networks (PHNs) to undertake dedicated activities which support better health, wellbeing and access to primary care and aged care services for senior Australians. The overarching goal of these activities is to delay entry in Residential Aged Care Facilities (RACFs) and reduce avoidable hospitalisations for older people.

The care finder program aims 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.

To this end, WA Primary Health Alliance (WAPHA) will:

- Maintain the network of commissioned care finders in the Perth South PHN (PSPHN) region.
- Support and promote continuous improvement of the care finder program via a community of practice.
- Facilitate improved integration of care finders into the local health, aged care, and other community systems in the PHN region.

The care finder program aims to improve the health outcomes for people in the target population by facilitating equitable access and allocative efficiency to services. The intended outcomes are:

- 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.
- Improved integration between the health, aged care, and other systems at the local level within the context of the care finder Program.

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## Description of Activity

### Background

PSPHN 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.'
- 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 to support provider transition to the care finder program.

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

- Australian Red Cross Society commenced providing generalist services to the local government areas (LGA) of Armadale; Belmont; Canning; Cockburn; East Fremantle; Fremantle; Gosnells; Kwinana; Mandurah; Melville; Murray; Rockingham; Serpentine-Jarrahdale; South Perth; Victoria Park; Waroona.
- Chorus Australia Limited commenced providing generalist services from the 15 March 2023 to the LGAs of Cockburn; East Fremantle; Fremantle; Kwinana; Mandurah; Melville; Murray; Rockingham; Waroona.
- People Who Care commenced providing services from the 1 January 23 to the senior Australians who are not currently accessing appropriate services but have complex needs and are disadvantaged and within the LGAs of Armadale; Belmont; Canning; Cockburn; East Fremantle; Fremantle; Gosnells; Kwinana; Mandurah; Melville; Murray; Rockingham; Serpentine-Jarrahdale; South Perth; Victoria Park; Waroona.
- St Bartholomew's House commenced providing services from the 1st of January 2023 to people experiencing homeless/at risk of homelessness within the LGAs of Armadale; Belmont; Canning; Cockburn; East Fremantle; Fremantle;

Gosnells; Kwinana; Mandurah; Melville; Murray; Rockingham; Serpentine-Jarrahdale; South Perth; Victoria Park; Waroona.

### Service Establishment

In addition to ACH providers, the PHN procured new care finder services for the Perth South region through an open tender process utilising findings from the care finder Needs Assessment. Care finder service providers include:

- Advocare Incorporated commenced providing generalist services from the 30th of April 2023 within the geographical areas of Armadale; Belmont; Canning; Cockburn; East Fremantle; Fremantle; Gosnells; Kwinana; Mandurah; Melville; Murray; Rockingham; Serpentine-Jarrahdale; South Perth; Victoria Park; Waroona.
- Dementia and Alzheimer's Australia commenced providing generalist services from the 30th of April 2023 to the geographical regions of Armadale; Belmont; Canning; Cockburn; East Fremantle; Fremantle; Gosnells; Kwinana; Mandurah; Melville; Murray; Rockingham; Serpentine-Jarrahdale; South Perth; Victoria Park; Waroona.
- South West Aboriginal Medical Service Aboriginal Corporation commenced providing services from the 30 April 2023 to the Aboriginal population within the geographical areas of Kwinana; Mandurah; Rockingham.
- Tuart Place commenced providing generalist services from the 23 February 2023 to the geographical areas of Canning; Cockburn; East Fremantle; Fremantle; Gosnells; Melville; Rockingham.
- Umbrella Multicultural Community Care Services Inc. commenced providing service from the 28 March 2023 to the culturally and linguistically diverse people within the Armadale; Belmont; Canning; Cockburn; East Fremantle; Fremantle; Gosnells; Kwinana; Mandurah; Melville; Murray; Rockingham; Serpentine-Jarrahdale; South Perth; Victoria Park; Waroona regions.

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 the care finder program evaluation.
- Formation, facilitation and maintenance of a community of practice for care finder providers.
- Supporting regional integration of the care finder services into the broader aged, health and community sectors.
- Engage with WA Elder Care Support (ECS) program managers and providers to facilitate a cooperative relationship and referral of clients (where appropriate) between care finder and ECS providers.

- Promote care finders and their target population with key stakeholders, such as WA Department of Communities and Health Aged and Community Care Policy Teams, and aged care assessment teams.

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## Perth South PHN Needs Assessment

### Priorities

### Page reference

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
Support Aboriginal people to navigate the primary care system and access appropriate services.	34

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### Target Population Cohort

The target population for the care finder program are people who are eligible for aged care services and have one or more reasons for requiring intensive support. Reasons for requiring intensive support may include living in 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.

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### Coverage

Perth South PHN

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### Consultation

Consultation has occurred and will continue to be undertaken with the Aboriginal Health Council of WA (AHCWA), Aboriginal Community Controlled Health Organisations (ACCHOs). In addition, ongoing consultation will occur with NACCHO, AHCWA and ACCHOs regarding the opportunity for care finder services to work with Trusted Indigenous Facilitators.

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
- South Metropolitan Health Service
- East Metropolitan Health Service
- District Leadership Groups
- Aged Care Interagency Groups
- Local government authorities
- Council of the Ageing WA
- Aged and Community Care Providers Australia, formerly Leading Aged Services Australia and Aged Care Services Australia.
- National Aboriginal Community Controlled Health Organisation (NACCHO)
- Aboriginal Health Council of WA (AHCWA)
- Aboriginal Community Controlled Health Services (ACCHSs) and Aboriginal Community Controlled Organisations (ACCOs) as relevant.

### **Collaboration**

The PHN will continue to build on established relationships with key stakeholders.

The PHN will collaborate with NACCHO, AHCWA, and relevant ACCHSs and ACCOs in the establishment of the Elder Care Support Program throughout the PHN region.

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.

### **Activity Key Performance Indicators**

<b>Performance Indicator Description</b>	<b>Target</b>
Activities have been undertaken in accordance with the approved Activity Work Plan as amended and agreed by the Department as appropriate.	100%
Number and type of care finder services delivered in the PHN region.	Non identified
Number of care finder clients in the PHN region.	Non identified
Proportion of Closed care finder Client Cases in the PHN region within care finder complexity bands 2 (5 to up to	≥ 70%

10 hours of support) to 4 (15+ hours of support).	
Proportion of care finder Clients in the PHN region within the care finder Target Population	≥ 90%
Proportion of surveyed care finder Clients in the PHN region who reported outcomes based on questions asked in care finder client surveys administered as part of the Activity.	≥ 85% (to be assessed against each question in the care finder survey related to improved outcomes).
Number and type of training courses completed by care finders in the PHN region.	Non identified
The PHN provides a brief description in its 12-month Performance Reports of at least two activities undertaken each 12-month period to assist in integrating the care finder network into the local aged care system.	100%
The PHN provides a brief description in its Twelve-Month Performance Reports of at least two examples each 12-month period of how knowledge of local experiences, lessons learned, innovations or key evaluation findings has been applied to support continuous improvement of the care finder Program	100%
The PHN provides a brief description in its Twelve-Month Performance Reports of at least one activity undertaken as part of the care finder Program each 12-month period to enhance integration between the health, aged care, and other systems within the context of the care finder Program.	100%

### Activity Milestone

### Due Date

Activity Work Plan and Budget	30 April 2024, 30 April 2025
Annual Activity Needs Assessment	15 November 2024, 15 November 2025
12-month performance report	30 September 2024, 30 September 2025
Financial Acquittal Report	30 September 2024, 30 September 2025
Final performance Report	30 September 2025
Monthly care finder reports	10 <sup>th</sup> of the month for the duration of activity
Case studies and reflection	10 October 2024

**Activity Start Date**

**Activity End Date**

1 July 2022	30 June 2025
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**Service Delivery Start Date**

**Service Delivery End Date**

1 January 2023	30 June 2025
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**Activity Planned Expenditure**

<b>Funding Stream</b>	<b>FY 23 24</b>	<b>FY 24 25</b>	<b>FY 25 26</b>
Care Finder Program	\$1,833,033.42	\$1,979,317.04	\$0.00
To support transition from the ACH Program	\$774,041.93	\$61,631.85	\$0.00

END