



Commissioning for better health outcomes

WA Primary Health Alliance (WAPHA) is undertaking a number of activities that are standardising, reviewing, developing, and improving the way WAPHA performs its commissioning function across the entire commissioning lifecycle. The program of change will run through to June 2026.

The impact of these changes will be felt both externally with our commissioned service providers and other stakeholders, as well as internally at WAPHA. One of the primary functions that the Australian Government asks of us is to commission services – this is not an activity that is limited to one area of our organisation - commissioning is everyone's business at WAPHA. Commissioning in WAPHA's context involves strategic planning, stakeholder engagement, procuring services, monitoring and evaluation.

Why are we making these changes?

The Australian National Audit Office [Effectiveness of the Department of Health and Aged Care's Performance Management of Primary Health Networks](#) recommendations, and the Australian Government Department of Health and Aged Care's Strengthening Medicare Reform Agenda, are seeking improvements to how all Primary Health Network's (PHN) commission health services, monitor and evaluate performance and report on outcomes achieved (value and impact – ultimately focused on health equity).

WAPHA endeavours to respond in a way that supports these directions, builds capability and capacity across the PHN network, and increasingly focuses on delivering value through all activities.

The program of change will allow us to meet the evolving needs of our funder, the Australian Government Department of Health and Aged Care.

What are the benefits?

- Services delivered are better aligned to our strategies and needs assessments, through updated contractual service specifications and KPIs.
- Services delivered are inclusive and culturally competent.
- Values based commissioning.
- Enhanced monitoring, evaluation and KPI reporting to support understanding of outcomes achieved and benefit realisation.
- Improved access to health care from our under-served communities.
- Improved partnerships with commissioned service providers and health sector bodies.
- Onboarding of commissioned service providers streamlined.
- Procurement processes are open, fair and transparent.
- Performance feedback to support improvement and future tender opportunities.

What is included?

While the changes will impact all of our commissioning activities, there will be an initial and added focus on three key health programs:

- Mental health and suicide prevention.
- Alcohol and other drugs.
- Chronic conditions.



What are the change activities?

Contract standardisation

Standardising contract terms and conditions to maximise consistency and streamline the end-to-end procurement process with clarity on legislative terms ensuring fairness. Encompassing defined service specific contract schedules to ease contract management burden.

Procurement processes, documentation and system capabilities

Design a fit for purpose and transparent end-to-end procurement framework. Improve and enhance policies, processes, documentation, forms and system capabilities with increased visibility and analytics through reporting.

Mental health and suicide prevention program design and implementation

Review Mental health and suicide prevention program (MHSP) service model(s), service specifications and agreed performance indicators to support successful commissioning of mental health services, ensuring alignment with our Mental Health Strategy, national objectives and PHN reporting requirements.

Alcohol and other drugs program design and implementation

Review service model(s), service specifications and agreed performance indicators to support successful commissioning of alcohol and other drug services, including a co-design process with key stakeholders - ensuring alignment with WAPHA's Alcohol and Other Drug Strategy, national objectives and PHN reporting requirements.

Chronic conditions program design and implementation

Review service model(s), service specifications and agreed performance indicators to support successful commissioning of chronic conditions services, ensuring alignment with our Chronic Conditions Strategy, national objectives and PHN reporting requirements.

Price and volume and value-based commissioning

Develop and implement a model for pricing of services across health program activities in place – occasions of service and episodes of care, focusing on delivering better value that improves outcomes and experiences at an individual person level.

Performance Management Framework

Roll out the Performance Management Framework to all commissioned service providers, including user guides.

Alignment in performance expectations through the Performance Management Framework, and new improved standardised contract. Monitoring of data by commissioned service providers and WAPHA, through the Commissioned Services Reporting Portal, helping drive continuous improvement.

Inclusive and culturally competent commissioning

Introduction and implementation of the Inclusive and Culturally Competent Commissioning Guidelines outlining the expectations of commissioned service providers and WAPHA in delivering inclusive and culturally competent care.

These guidelines will be included in the procurement framework for new and existing procurement activities, requiring self-assessment and a commitment to continual improvement in inclusive and culturally competent commissioning from all commissioned service providers.