



WA Primary Health Alliance PHN After Hours Primary Health Care Perth North 2024/25 - 2027/28 Activity Summary View

**Approved by the Australian Government Department of Health, Disability and
Aged Care, July 2025**



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AH-HAP 1050 - After Hours Homelessness Access Program - Needs Assessment



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth North

Activity Prefix

AH-HAP

Activity Number

1050

Activity Title

AH-HAP 1050 - After Hours Homelessness Access Program - Needs Assessment

Existing, Modified or New Activity

Existing



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

Identify and support services for people experiencing homelessness and those at risk of homelessness where it is demonstrated that there are physical, geographic, or other barriers to accessing primary health care services.

The objectives are to increase primary care access for people experiencing homelessness and those at risk of homelessness through:

- Increased efficiency and effectiveness of primary health care services for people experiencing homelessness and those at risk of homelessness; and
- Improved planning, coordination, and support for primary health care services.

Description of Activity

It is proposed that Perth North PHN conducts an in-depth needs assessment and analysis of the primary health care needs of people experiencing homelessness in collaboration and consultation with key stakeholders (providers and consumers). This would include a review of current activities and barriers to providing primary health care services in and identify sustainable service models and place-based solutions. Funding would support WAPHA to refine and/or refocus current activities to maximise reach and value for money.

The specific activities are:

- Engagement of a suitably qualified external consultant to conduct the needs assessment across Perth North PHN.
- Reviews current literature, national, state and regional policies and reforms for the homelessness support program.
- Identify and analyse the primary health care needs of Perth North PHN in relation to Homelessness Support programs.

The consultant will in collaboration with PHN:

- Develop demographic and geographic profiles of the target population and primary health.
- Review of population health data.
- Identify and analyse access and usage of community based and hospital attendance of target population where available.
- Identify priority communities, health issues and locations for the proposed homelessness support program.
- Conduct a current market scan and analysis of existing service provision.
- Provide descriptions of and findings from stakeholder (including general practice) and community consultation that identifies barriers and opportunities and priorities to be addressed in relation to Homelessness Support in Perth North PHN.
- Analyse and identify any opportunities to enhance person and family centred care, integration and collaboration between the primary care, acute health systems and other sectors in Perth North PHN.
- Identify cultural competency and safety barriers, priority needs and recommended activities (relevant for each program area).
- Provide recommendations for commissioning of service delivery models under the Homelessness Support program in Perth North PHN with a quintuple aim of healthcare and health equity lens within hours and after-hours period (as relevant).
- Develop a draft program logic and suggested evaluation methodology for any new or continuing program activities.; and
- Prepare a final report articulating primary health care needs (consumer and service provider) and priorities and recommended commissioning activities for Perth North PHN region.

The final report has been completed and approved provided to the Department of Health, Disability and Ageing for information. . Recommendations from the needs assessment have informed subsequent funding submissions.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Enable access to integrated care pathways that address both mental and physical health concurrently (Metro)	10
Enable access to integrated and coordinated care for clients with a mental health condition and harmful alcohol and other drug use (Metro)	36
Enable access to culturally appropriate alternative options to Emergency Departments for Aboriginal people (Metro).	44



Activity Demographics

Target Population Cohort

Community members experiencing homelessness or at risk of experiencing homelessness;
Homelessness Support Service Providers and health service providers; and
Primary Care Providers

Indigenous Specific

No

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation will occur as a key component of the needs assessment.
A stakeholder engagement plan will be developed with the following key stakeholders included:

- PHN staff members
- General practitioners and general practice staff
- Australian Government Department of Health, Disability and Ageing
- Other PHNs, as relevant,
- State Departments of Health, Community Services, Justice, and other key agencies
- Health Service Providers,
- Aboriginal Community Controlled Health Services,
- Other key service providers e.g., RUAH, Health Direct, Mental Health, AOD, Family Violence, Refugee Support Services, Homelessness Health Care, Australian Red Cross, Anglicare, HOPE Community Services, St Patricks, Common Ground, Black Swan Health and 360 Health and Community
- Other relevant non-government organisations such as Homelessness Support Services, Multicultural Services, LGBTIQA+ and Disability support organisations and Peak Agencies,
- Cohorts of possible service users e.g., parents, LGBTIQA+, Aboriginal and Multicultural communities, people with disability, younger and older people, and any other priority populations where possible to access in the timeframe.

Collaboration

It is anticipated that through conducting the needs assessment collaboration, input into future activities will occur to develop proposed activities/services in 2024-2025 and future years.

Stakeholders will be asked to provide feedback on:

- Barriers, opportunities, and priorities to be addressed in relation to homelessness support in the PHN region.
- Identify opportunities to enhance person and family centred care.

- Integration and collaboration between the primary care, acute health systems and other sectors.
- Cultural competency and safety barriers.,
- Priority needs and recommended activities (relevant for each program area) resulting in the development of recommendations for commissioning of service delivery models under the Homelessness Support program in the PHN with a quintuple aim of healthcare and health equity lens within hours and after-hours period (as relevant).



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2024

Service Delivery Start Date

18/12/2023

Service Delivery End Date

30/06/2024

Other Relevant Milestones

Twelve Month Performance Reports	30/09/2024
Activity Work Plan	30/06/2024
Financial acquittal Reports	30/09/2024



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): No



Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Homelessness Access Program	\$50,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50,000.00
Total	\$50,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50,000.00

AH-HAP 1055 - After Hours Homelessness Access Program - Street Doctor



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth North

Activity Prefix

AH-HAP

Activity Number

1055

Activity Title

AH-HAP 1055 - After Hours Homelessness Access Program - Street Doctor

Existing, Modified or New Activity

New Activity



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

To reduce the number of potentially preventable hospitalisations by meeting the primary health care needs of vulnerable homeless people. This will be achieved by funding a mobile GP service providing bulk-billed healthcare to vulnerable and disadvantaged groups within the community. It is a walk-in service, running on a scheduled timetable in locations familiar to

Description of Activity

StreetDoctor provides the services of a conventional primary care practice. The service is staffed by a doctor and a nurse, with outreach workers and a mental health outreach worker providing support to those accessing the clinic services. The clinic operates on a drop in/walk in basis from different locations covering the CBD and eastern metropolitan region of Perth. Other commissioned services may be considered to support the needs and health issues of the target group. The service provides six monthly evaluation reports that contain the number of clients contacting the service, the number who return for contact and whether they consider the service improved their condition.

The PHN will continue to develop and maintain a close working relationship with the contracted service providers and will formally review the services at six and twelve-month intervals using a diverse range of data collection methods (i.e. provider reports, referral agency feedback, patient feedback) to determine how well targeted and efficient the services are, and how effective the service and systems are in relation to patient experience, patient health outcomes, cost efficiency and improved health equity.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2022-2024

Priorities

Priority	Page reference
Promote integration and coordinated care pathways for clients with mental health condition and harmful alcohol and other drug use. (Metro)	27
Reduce non-urgent emergency department attendances and improve access to alternative services. (Metro)	12
Support Aboriginal people to navigate the primary care system and access appropriate services. (Metro)	34
Support primary health care providers to manage chronic disease populations and build capacity for patient self-management. (Goldfields, Midwest, Wheatbelt, South West,)	15
Improve coordinated and integrated care for people experiencing complex and severe mental health who can be managed in within primary care settings. (Metro)	18



Activity Demographics

Target Population Cohort

Vulnerable people experiencing homelessness or at risk of homelessness

Indigenous Specific

No

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation will occur as a key component of the proposed Homelessness Support Program needs assessment to identify future commissioning activities.

Current PHN service providers will be engaged as well as:

- WAPHA staff members
- Consumers, families, and carers
- General practitioners and general practice staff
- Australian Government Department of Health (including other PHNs)
- State Government Departments of Health, Community Services, Office of Multicultural Interests, Mental Health Commission, and other key agencies
- Health service providers
- Multicultural community leaders
- Non-government organisations including multicultural services and peak bodies

Collaboration

Stakeholders will be asked to provide feedback on:

- barriers and opportunities and priorities to be addressed in relation to Homelessness Support in Perth North PHN
- opportunities to enhance person and family centred care,
- integration and collaboration between the primary care, acute health systems and other sectors in Perth North PHN
- cultural competency and safety barriers, and
- priority needs and recommended activities (relevant for each program area) resulting in the development of recommendations for commissioning of service delivery models under the Homelessness Support Program in each PHN with a quintuple aim of healthcare and health equity lens within hours and after-hours period (as relevant).



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2025

Service Delivery Start Date

01/07/2019

Service Delivery End Date

30/06/2025

Other Relevant Milestones

Twelve Month Performance Reports	30/09/2024, 30/09/2025
Activity Work Plan	30/04/2024
Financial acquittal Reports	30/09/2024, 30/09/2025



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No



Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Homelessness Access Program	\$392,346.40	\$609,360.00	\$0.00	\$0.00	\$0.00	\$1,001,706.40
Total	\$392,346.40	\$609,360.00	\$0.00	\$0.00	\$0.00	\$1,001,706.40

AH 1056 - Homelessness Support Grants Program



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth North

Activity Prefix

AH

Activity Number

1056

Activity Title

AH 1056 - Homelessness Support Grants Program

Existing, Modified or New Activity

New Activity



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

To provide appropriate support services for people experiencing homelessness and those at risk of homelessness where it is demonstrated that there are physical, geographic, or other barriers to accessing primary health care services.

The objectives are to increase primary care access for people experiencing homelessness and those at risk of homelessness through:

- Increased efficiency and effectiveness of primary health care services for people experiencing homelessness and those at risk of homelessness.
- Improved planning, coordination, and support for primary health care services.

Description of Activity

These activities have been identified to increase the capacity of existing sector organisations that currently work with and deliver primary care services specifically for the target population (people experiencing or at risk of homelessness) in the Perth North PHN region to respond to the primary health care needs of people experiencing homelessness or at risk of homelessness:

1. Direct funding to those sector services currently provided by WAPHA funded services
2. Grant funding to those sector services not currently receiving WAPHA funding

This includes additional funding to the 360 Health + Community Street Doctor service currently commissioned by the PHN as well as a small grants program to other sector services who provide the services of a conventional primary care practice. The services are usually staffed by a doctor and a nurse, with outreach workers and a mental health outreach worker providing support to those accessing the clinic services. The clinics may operate on a drop in/walk in basis from different locations covering the CBD and eastern metropolitan region of Perth. Other commissioned services may be considered to support the needs and health issues of the target group.

Costs associated with the project could include:

- Staff training, e.g. cultural competency, trauma informed/ aware care.
- Activities related to attaining accreditation.
- Costs related to improving organisational cultural competency, equity and inclusion.
- Piloting of an expansion of existing operations e.g. trialing new locations, increasing availability or undertaking activities which may support organisations to develop these services, noting the requirement for sustainability.
- Outreach services, and/ or activities in collaboration with other agencies.
- Promotion of services to priority communities through a range of activities.
- Identifying and designing services in collaboration with community members to meet community primary health care needs and services.

For Perth North PHN, a grant opportunity was published for homelessness health care services for suitable activities which build upon an existing primary health care program or service. The proposed grant program was published 5 December 2024 and closed on 24 January 2025. It is anticipated that contracts will be awarded in February –March 2025.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Increase the capacity of homeless healthcare services to respond appropriately to the primary care needs of people experiencing or at risk of experiencing homelessness (Metro).	11



Activity Demographics

Target Population Cohort

The activity will focus on vulnerable individuals experiencing homelessness or at risk of homelessness including:

- People living with a disability
- Aboriginal people
- People from multicultural backgrounds
- LGBTIQ+ people

Indigenous Specific

No

Coverage

Whole Region

No

SA3 Name	SA3 Code
Swan	50403
Wanneroo	50503
Perth City	50302



Activity Consultation and Collaboration

Consultation

Consultation has occurred as a key component of the PHN Homelessness Access Program needs assessment which included:

- PHN staff members
- General practitioners and general practice staff.
- Australian Government Department of Health and Aged Care.
- Other PHNs, as relevant.
- State Departments of Health, Community Services, Justice, and other key agencies.
- Health Service Providers.
- Aboriginal Community Controlled Health Services.
- Other key service providers e.g., Silver Chain, RUAH Community Services, Health Direct, Mental Health Services, Alcohol and Other Drug Services, Family Violence, Refugee Support Services, Homelessness Health Care, Red Cross Australia, Anglicare WA, HOPE Community Services.
- Other relevant non-government organisations such as Homelessness Support Services, Multicultural Services, LGBTIQ+ organisations and Peak Agencies.

Collaboration

It anticipated through the recommended procurement process that key service providers will be able identify activities to increase their capacity to respond to the primary health care needs of those experiencing homelessness or at risk of homelessness.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2025

Service Delivery Start Date

01/05/2025

Service Delivery End Date

30/06/2025

Other Relevant Milestones

Grant program published on 5 December 2024

Grant program closed on 24 January 2025

Procurement process including awarding contracts will begin from February and be completed by 31 March 2025.

Twelve Month Performance Reports	30/09/2025
Activity Work Plan	28/05/2025
Financial acquittal Reports	30/09/2025
Other Reports – Needs Assessment	15/11/2025


Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Homelessness Access Program	\$0.00	\$189,826.71	\$0.00	\$0.00	\$0.00	\$189,826.71
After Hours Funding	\$0.00	\$259,810.20	\$0.00	\$0.00	\$0.00	\$259,810.20
Total	\$0.00	\$449,636.91	\$0.00	\$0.00	\$0.00	\$449,636.91

AH-HAP-Ops 1050 - Homelessness Access Program-Ops



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth North

Activity Prefix

AH-HAP-Ops

Activity Number

1050

Activity Title

AH-HAP-Ops 1050 - Homelessness Access Program-Ops

Existing, Modified or New Activity

New Activity



Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Homelessness Access Program - Ops	\$49,149.60	\$74,776.30	\$0.00	\$0.00	\$0.00	\$123,925.90
Total	\$49,149.60	\$74,776.30	\$0.00	\$0.00	\$0.00	\$123,925.90

AH-MAP 1065 - Community Awareness and Education Campaign



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth North

Activity Prefix

AH-MAP

Activity Number

1065

Activity Title

AH-MAP 1065 - Community Awareness and Education Campaign

Existing, Modified or New Activity

New Activity



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

There is evidence that people from multicultural communities may experience a higher risk of chronic health issues, including cardiovascular diseases, dementia, diabetes, renal disease, and higher rates of hospitalisation because of these chronic conditions. WA is a multicultural state experiencing growing diversity. More than 32% of the state's population was born overseas. As such, there is an increasing and ongoing need to support people from multicultural backgrounds in accessing appropriate and effective healthcare services and to support service providers in upskilling to provide culturally appropriate care.

Consultation related to the WAPHA Perth North PHN multicultural community primary health care needs assessment (February-June 2024), identified the need to develop and conduct an awareness and education campaign for multicultural communities to address health literacy and awareness of the Australian public and primary health system, increase awareness of services, program and resources in multiple languages, support and training to general practitioners/practices and allied health staff to effectively use interpreter services.

It is planned to design and execute a health awareness and education campaign targeted at multicultural community members and community primary health care providers (including GPs) to:

- Support multicultural communities to successfully navigate the primary health care system in each PHN. The promotion of the current resources and key messages will support increased access to appropriate services at the right time in the right locations and support better outcomes for community members and their families.

- Support primary care providers, particularly general practice, to know who and how to refer patients to the appropriate support services/agencies within their PHN location, how to use appropriate services/tools including interpreter services and how to access training and education on the health needs of multicultural communities.

The campaigns created will have a particular focus on the highest need multicultural groups, as identified by demographic information, needs assessments, community advice, and service provider feedback in Perth North PHN.

Description of Activity

Provide easy-to-access information, translated into relevant languages, that supports people from multicultural backgrounds to navigate the healthcare system, understand their rights (e.g., what they can ask for when visiting a primary health service such as the same GP, a female GP, utilisation of a translator), and can support them to make appointments would be beneficial and far-reaching. This campaign would ensure that all information, awareness and promotional materials are culturally appropriate and translated to multiple languages.

The activity will include:

Discovery

- Background research on existing educational materials for community and primary care providers that can be used or adapted, as well as any gaps.
- Conduct 3 – 5 focus groups/interviews per PHN to determine key messaging and topics/themes using a co-design approach. This may be conducted online and/or in person, depending on the audience and should cover community members, service providers and general practice.
- Follow up with target audience to confirm approach/key messaging (e.g. WAPHA Multicultural Stakeholder Reference group).

Strategy

- Develop campaign creative strategy and concept
- Develop campaign media strategy

Production

- Develop campaign creative assets
- Develop an accessible toolkit of information, resources, translated materials, links to training and support services (which may include pre-existing resources) which is segmented by community and general practice.
- Develop a stand-alone online platform or work with WAPHA to use its existing online presence to house the toolkit for communities and general practice.

Execution

- Roll out the campaign as per the agreed strategy.

Reporting

- Produce status reports for the client at pre-determined milestones.
- Produce a final campaign insights report.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Improve access to primary care services, early intervention, cultural safety and health literacy for multicultural communities through a care navigation service (Metro).	11



Activity Demographics

Target Population Cohort

The media campaign will be targeted to people of multicultural or culturally and linguistically diverse (CaLD) backgrounds, which refers to people whose cultural identity varies from the Anglo-Celtic majority or Aboriginal populations of Western Australia.

Indigenous Specific

No

Coverage

Whole Region

No

SA3 Name	SA3 Code
Swan	50403
Wanneroo	50503
Stirling	50502



Activity Consultation and Collaboration

Consultation

Key stakeholders consulted as part of the development of the PHN Multicultural Access Program needs assessment included:

- WA Primary Health Alliance employees
- Consumers, families, and carers
- General practitioners and general practice employees
- Australian Government Department of Health, Disability and Ageing
- Other PHNs
- State Government Departments of Health, Community Services, Office of Multicultural Interests, Mental Health Commission, and other key agencies
- Health service providers
- Multicultural community leaders
- Non-government organisations including multicultural services and peak bodies.

Further consultation may occur as part of the development process for the awareness and education strategy.

Collaboration

Stakeholders will be asked to provide feedback on barriers, opportunities and priorities to be addressed in relation to multicultural information needs and education in Perth North PHN, cultural competency and safety barriers, priority needs and recommended in Perth North PHN with a quintuple aim of healthcare and health equity lens.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2025

Service Delivery Start Date

27/11/2024

Service Delivery End Date

30/06/2025

Other Relevant Milestones

Twelve Month Performance Reports	30/09/2025
Activity Work Plan	28/05/2025
Financial acquittal Reports	30/09/2025
Needs Assessment	30/04/2025
Consultant identified and appointed	June 2025
Final Report	30/09/2025



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): No



Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Multicultural Access Program	\$0.00	\$100,000.00	\$0.00	\$0.00	\$0.00	\$100,000.00
Total	\$0.00	\$100,000.00	\$0.00	\$0.00	\$0.00	\$100,000.00

AH-MAP 1066 - Multicultural Navigation



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth North

Activity Prefix

AH-MAP

Activity Number

1066

Activity Title

AH-MAP 1066 - Multicultural Navigation

Existing, Modified or New Activity

New Activity



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

People from multicultural communities face additional barriers to accessing primary healthcare across WA. These include navigating a new healthcare system, barriers to making an appointment to see a healthcare professional and advocating for supports to receive appropriate and effective healthcare (e.g., seeing the same GP, requesting use of an interpreter).

As a result, many people from multicultural communities rely on community leaders and families and/or friends to support them to access primary healthcare services, such as making an appointment, attending appointments, and translating clinical and other information.

For many people from multicultural communities, navigating the Australian healthcare system presents a new challenge, given its structures and models of care may differ to those in other countries. Many people from multicultural communities require support to learn and understand the Australian Healthcare system. This can include how to get and use a Medicare card, what they are entitled to, and how billing works (e.g., private, mixed and bulk billing).

In many instances, multicultural support organisations were identified by consumers as a critical support mechanism to helping them understand how to navigate the Australian healthcare system and their entitlements. However, in many instances, these organisations are operating with limited resources, capacity and capabilities to provide more services.

The objectives of the planned activity are to:

- Design holistic, culturally safe, models of care that provide wrap-around support to individuals and (if required) their families.

- Actively engaged community champions and cultural leaders in the design, promotion and delivery of initiatives.
- Improved access to primary care services for multicultural communities targeted by this activity.

Description of Activity

The primary activity is to commission an appropriate agency or service to develop a navigation model that aims to link targeted community members to relevant primary health care services in Perth North PHN.

It is anticipated the developed navigation service model may:

- Serve as a single point of contact for individuals from multicultural and refugee backgrounds.
- Provide ongoing service navigation support to ensure comprehensive primary care coordination, in partnership with primary health care services.
- Connect multicultural and Culturally and Linguistically Diverse (CALD) community members with community health services.
- Connect multicultural and CALD community members with a regular general practitioner (GP) for ongoing care.
- Assist eligible multicultural and CALD community members to obtaining a Medicare card.
- Collaborate with each client and their family to provide personalised support that addresses their specific health needs.
- Encourage access to preventative health care measures, such as cancer screening.

The key resources required to support this model may include (but are not limited to):

- A database or library of services to refer individuals into.
- Strong relationships to support warm referrals.
- Processes for sharing information between service providers and GPs.
- A physical location and office environment that provides a safe and engaging space for communities.
- Existing resources and infrastructure (e.g. vehicles to conduct outreach services).
- Appropriately skilled employees (e.g. social workers, bicultural workers) with strong ties to communities, which will be crucial to the success of this program.

Once the proposed navigation model has been developed and supported by a PHN Activity Lead, the commissioning of the proposed service will occur according to the available funds.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Improve access to primary care services, early intervention, cultural safety and health literacy for multicultural communities through a care navigation service (Metro).	11



Activity Demographics

Target Population Cohort

People of multicultural or Culturally and Linguistically Diverse (CaLD) backgrounds refers to people whose cultural identity varies from the Anglo-Celtic majority or Aboriginal populations of Western Australia.

Indigenous Specific

No

Coverage

Whole Region

No

SA3 Name	SA3 Code
Swan	50403
Wanneroo	50503
Stirling	50502



Activity Consultation and Collaboration

Consultation

Consultation occurred as a key component of the MAP needs assessment.

Key stakeholders consulted included:

- WA Primary Health Alliance employees
- Consumers, families, and carers
- General practitioners and general practice employees
- Australian Government Department of Health, Disability and Ageing
- Other PHNs
- State Government Departments of Health, Community Services, Office of Multicultural Interests, Mental Health Commission, and other key agencies
- Health service providers
- Multicultural community leaders
- Non-government organisations including multicultural services and peak bodies.
- WAPHA Multicultural Stakeholder Reference Group

Further consultation and engagement will occur as part of the development process for the care navigation service in a Perth North PHN location.

Collaboration

Stakeholders will be asked to provide feedback on barriers, opportunities and priorities to be addressed in relation to multicultural healthcare navigation in Perth North PHN priority locations, cultural competency and safety barriers, priority needs with a quintuple aim of healthcare and health equity lens.

This will also include service co-design wherever possible.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2025

Service Delivery Start Date

01/06/2025

Service Delivery End Date

30/06/2025

Other Relevant Milestones

Twelve Month Performance Reports	30/09/2025
Activity Work Plan	28/05/2025
Financial acquittal Reports	30/09/2025
Needs Assessment	15/11/2024
Final Report	30/09/2025



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): No



Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
After Hours Funding	\$0.00	\$147,433.00	\$0.00	\$0.00	\$0.00	\$147,433.00
Multicultural Access Program	\$0.00	\$202,567.00	\$0.00	\$0.00	\$0.00	\$202,567.00
Total	\$0.00	\$350,000.00	\$0.00	\$0.00	\$0.00	\$350,000.00

AH-MAP-Ops 1060 - Multicultural Access Program-Ops



AH-MAP-Ops - 1060 - AH-MAP-Ops 1060 - Multicultural Access Program-Ops



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth North

Activity Prefix

AH-MAP-Ops

Activity Number

1060

Activity Title

AH-MAP-Ops 1060 - Multicultural Access Program-Ops

Existing, Modified or New Activity

Existing



Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Multicultural Access Program - Ops	\$10,000.00	\$105,840.78	\$0.00	\$0.00	\$0.00	\$115,840.78
Total	\$10,000.00	\$105,840.78	\$0.00	\$0.00	\$0.00	\$115,840.78

AH 1010 - Enabling Primary Care via Telehealth in RACFs



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth North

Activity Prefix

AH

Activity Number

1010

Activity Title

AH 1010 - Enabling Primary Care via Telehealth in RACFs

Existing, Modified or New Activity

New Activity



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

Activity objective

Improve access to after-hours virtual primary health care for residents of aged care homes (RACHs).

Activity outcomes

As a result of this activity:

- Unnecessary hospital admissions will be reduced.
- The number of residents accessing virtual primary health care services will rise.
- All telehealth carts provided to RACHs as part of the Aged Care funded activity AC-VARACF 1000 - Support residential aged care facilities to increase availability and use of telehealth care for aged care residents' and Aged Care activity AC-AHARACF 2000 Enhanced afterhours support for residential aged care facilities initiatives will be in active use.
- RACHs will have access to a range of resources to support improved access to virtual health care for residents.

How the activity will address the identified needs

The activity is developed to support RACHs to address the barriers to consistent use of telehealth identified as part of AC-VARACF 1000.

The activity will address the need for a battery to support the supplied telehealth carts, support RACHs to develop and implement virtual models of care and provide all Perth North (PN) RACHs with peer led resources and learning opportunities.

Description of Activity

Background

The activity has been developed to build on the outcomes of, and respond to the lessons learnt from the Aged Care activities:

- AC-VARACF 1000 - Support residential aged care facilities to increase availability and use of telehealth care for aged care residents under which 67 PN RACHs were provided with dedicated telehealth carts.
- AC-AHARACF 2000 Enhanced afterhours support for residential aged care facilities initiatives under which RACHs were provided with support to develop after hours action plans.

The activities are split into three categories based on the target audience:

Broad - all Perth North RACHs

- Promote the use of telehealth to support residents' access to virtual care and raise awareness of related education events.
- Promote and offer support on WAPHAs after hours activity plan toolkit.
- Raise awareness of the findings and outcomes of the focused activities.
- Provide access to resources and learning opportunities created as part of the focused activities.

Targeted – all PN RACHs equipped with a telehealth cart as part of AC-VARACF 1000

In addition to the above activities, the PHN will:

- Provide compatible batteries for use with the telehealth carts.

Focused – two PN RACHs

In addition to the above initiatives, the PHN intends to:

- Allocate resources to enable a short-term part-FTE telehealth champion within two RACHs.
- Support the telehealth champion to identify and develop opportunities to embed the use of the telehealth carts for residents care.
- Support the telehealth champion to identify and resolve barriers to embedding the use of the telehealth carts for residents care.
- Provide training and support to all relevant RACH staff and associated general practitioners (GP).
- Co-develop lessons learnt and resources suitable for use by Perth North RACHs.
- Provide peer learning opportunities to Perth North RACHs.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Enable access to aged care services that support independent living and healthy ageing at home (Metro).	52
Support primary health care providers (incl. general practices, allied health and aged care services) to effectively manage chronic conditions for older people and promote health ageing at home(Metro)	54



Activity Demographics

Target Population Cohort

The target population for this activity includes:

- People living in Residential Aged Care Homes
- RACH providers in Perth North PHN
- Primary health care providers

Indigenous Specific

No

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Communication and engagement

The PHN will continue engaging and consulting with key stakeholders such as:

- Other PHNs to identify lessons learnt and opportunities to share resources / mirror activities.
- RACHs to gain an understanding of the opportunities and barriers associated with virtual care.
- Health care providers to identify existing and potential virtual services available to residents.

Collaboration

The PHN will continue collaborating with key stakeholders such as:

- WA Health and WA Virtual ED (WAVED Community Health in a Virtual Environment (Co-HIVE) Aged Care, to ensure the PHNs activities do not duplicate efforts underway to improve access to afterhours care in RACHs.
- Sharing relevant WA Health and virtual service information, and other related afterhours activity information with RACHs via WAPHA's Aged Connect Newsletter.
- other key stakeholders throughout the activity to encourage the implementation of telehealth services and increased primary care service provision to RACHs after hours.



Activity Milestone Details/Duration

Activity Start Date

24/06/2015

Activity End Date

29/06/2025

Service Delivery Start Date

27/11/2024

Service Delivery End Date

30/06/2025

Other Relevant Milestones

Twelve Month Performance Reports	30/09/2025
Activity Work Plan	28/05/2025
Financial acquittal Reports	30/09/2025
Needs Assessment	15/11/2024
Final Report	30/09/2025



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes



Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
After Hours Funding	\$0.00	\$200,000.00	\$0.00	\$0.00	\$0.00	\$200,000.00
Total	\$0.00	\$200,000.00	\$0.00	\$0.00	\$0.00	\$200,000.00

AH 1070 - End of Life, Palliative Care Needs Assessment



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth North

Activity Prefix

AH

Activity Number

1070

Activity Title

AH 1070 - End of Life, Palliative Care Needs Assessment

Existing, Modified or New Activity

New Activity



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

The goal of palliative care is to improve the quality of life for patients with an active, progressive disease that has little or no prospect of a cure. Most Australians would prefer to die at home, rather than in hospital or residential aged care¹ facility. The Royal Commission into Aged Care Quality and Safety made key recommendations for palliative care including:

- Compulsory palliative care training for aged care workers.
- Comprehensive sector funding specifically including palliative care and end-of-life care.
- A review of the Aged Care Quality Standards to regulate high quality palliative care in residential aged care.
- Access to multidisciplinary outreach services.
- A new Aged Care Act that includes the right to access palliative care and end-of-life care.

The requested needs assessment has been identified as a gap in understanding the non-specialist primary care service needs in the after-hours period for those at end of life and/or receiving palliative care at home. This gap was noted as part of the formal WAPHA After Hours Program Needs Assessment and will be confirmed with the conduct of the proposed needs assessment.

The needs assessment aims to:

- Confirm the After-Hours non-specialist primary health care needs of those at their end of life.
- Identify local responses to address the after-hours primary health care needs of local communities and support the after-hours primary health care work force.
- Promote coordination between services at a local level and support after hours service providers to integrate care with a patient's usual primary care provider.
- Address gaps in availability of after-hours primary health care services.
- Reduce non-urgent attendances at hospital emergency departments in the after-hours period.

Description of Activity

This activity proposes the following actions to meet the articulated objectives:

- Literature Review including an analysis of the current national, state, and regional policies and reviews for the program area (After Hours primary health care services for Palliative care, end of life clients).
- Analysis of the current data available to confirm priority communities/populations, health issues and locations for the program area.
- A current market scan of existing services, identifying regional service gaps, barriers and opportunities including workforce models, general practice networks, collaboration, and co-commissioning. This would ensure that there is no duplication or unnecessary competition with existing services.
- Consultation with internal and external stakeholders for the program area building upon previous consultations and needs assessments to avoid unnecessary duplication and avoid consultation fatigue for priority populations.
- Identification of features of person and community-centred, sustainable activities and how to strengthen/build capacity within hours to address the primary health care needs for Perth North PHN.
- Identification of cultural competency and safety barriers, priority needs and activities the program activities).
- Recommend regional sustainable primary health care service model/s and/or activities addressing the Quintuple Aim for Health Care Improvement, identified gaps in support for primary care services access and service delivery and strategies to enhance care coordination, post consultation with key stakeholders.
- Develop a draft program logic and suggested evaluation methodology for any new or continuing Program activities.
- Present findings back to WAPHA's Project Sponsor and Team.
- Prepare a final report.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Enable access to alternative services, including after-hours primary health care (Metro).	10
Enable access to culturally appropriate at-home palliative care services (Metro).	53
Enable capability of non-specialist workforce to deliver community-based palliative care and supplement medical and aged care specialists in supporting people to live at home (Metro).	53



Activity Demographics

Target Population Cohort

This activity will focus on:

- Consumers, community members and stakeholders using or providing end of life care.
- Priority populations including:
 - o Aboriginal people
 - o People from multicultural backgrounds
 - o Older people
 - o LGBTIQ+ people
 - o People experiencing socioeconomic disadvantage.

Indigenous Specific

No

Coverage

Whole Region

No

SA3 Name	SA3 Code
Swan	50403
Wanneroo	50503
Mundaring	50402



Activity Consultation and Collaboration

Consultation

Consultation has occurred as a key component of the After-Hours Program needs assessment.

A stakeholder engagement plan will be developed with the following key stakeholders included:

- PHN employees
- General practitioners and general practice employees
- Australian Government Department of Health, Disability and Ageing
- Other PHNs, as relevant
- State Departments of Health, and other key agencies
- Health Service Providers
- Aboriginal Community Controlled Health Services
- Other key service providers e.g., Silver Chain

- Other relevant non-government organisations and Peak Agencies
- Cohorts of possible service users e.g., parents, LGBTIQ+, Aboriginal and Multicultural communities, people with disability, younger and older people, and any other priority populations will be consulted where possible to access in the timeframe and within budget.

Collaboration

It is anticipated that through conducting the needs assessment collaboration, input by stakeholders will occur to develop proposed activities/services for future years.

Stakeholders will be asked to provide feedback on:

- Barriers, opportunities, and priorities to be addressed in relation to After Hours end of life support in Perth North PHN region.,
- Opportunities to enhance person and family centred care.
- Integration and collaboration between the primary care, acute health systems and other sectors in Perth North PHN region.
- Cultural competency and safety barriers.



Activity Milestone Details/Duration

Activity Start Date

24/06/2015

Activity End Date

29/06/2025

Service Delivery Start Date

27/11/2024

Service Delivery End Date

30/06/2025

Other Relevant Milestones

Twelve Month Performance Reports	30/09/2025
Activity Work Plan	28/05/2025
Financial acquittal Reports	30/04/2025
Final Report	30/09/2025



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): No



Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
After Hours Funding	\$0.00	\$50,000.00	\$0.00	\$0.00	\$0.00	\$50,000.00
Total	\$0.00	\$50,000.00	\$0.00	\$0.00	\$0.00	\$50,000.00

AH 6020 - GP Collaborative/GP After Hours Clinic



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth North

Activity Prefix

AH

Activity Number

6020

Activity Title

AH 6020 - GP Collaborative/GP After Hours Clinic

Existing, Modified or New Activity

New Activity



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

The WAPHA After Hours Needs Assessment found that while many primary care clinics provided by General Practices (GP) would like to offer after-hours services, in most cases, doing so is not financially viable.

In Perth North PHN, many clinics struggle to provide after-hours services. Many GPs prefer part-time work and are not amenable to working during the after-hours period without additional support and remuneration.

The Perth North PHN After Hours Needs Assessment identified that directly supporting GP clinics to operate after-hours, including providing support for staffing and other expenses directly incurred could increase the availability of after-hours primary care.

This activity aims to:

- Identify and support sustainable GP primary care services in priority locations within Perth North PHN.
- Reduce the number of potentially preventable Emergency Department presentations.
- Support local based, patient centred and coordinated after hours care.
- Provision of culturally safe after-hours primary care.

Description of Activity

This activity plans to provide funding through a suitable procurement process to RACGP accredited general practices in specific locations in Perth North PHN to provide increased face to face onsite services in the After Hours (AH) period. This may build on existing or new services.

Practices will be expected to provide services that deliver low to moderate acuity such as treating minor injuries, pain management, wound care, fractures where appropriate and feasible, lacerations, minor burns, abdominal pain, skin, and soft-tissue infections and focus on improving access to identified Priority Populations in their location. Practice employees may also be required to undertake training as set by WAPHA, to support service delivery, reporting and continuity of care in the AH period.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Enable access to alternative services, including after-hours primary health care (Metro).	10



Activity Demographics

Target Population Cohort

Perth North PHN target populations include:

- Consumers, community members and stakeholders using or providing After Hour services.
- Priority populations including:
 - Aboriginal people
 - People from multicultural backgrounds
 - People in rural and remote Australia
 - Older people
 - LGBTIQ+ people
 - People experiencing socioeconomic disadvantage

Indigenous Specific

No

Coverage

Whole Region

No

SA3 Name	SA3 Code
Swan	50403
Wanneroo	50503
Mundaring	50402



Activity Consultation and Collaboration

Consultation

A stakeholder engagement plan will be developed with the following key stakeholders included:

- WAPHA employees
- RACGP
- Other relevant primary care providers
- Australian Government Department of Health, Disability and Ageing
- Other PHNs
- State Departments of Health and Health Service Providers
- Aboriginal Community Controlled Health Services
- Other key service providers

Collaboration

Stakeholders will be provided with support to:

- Provide feedback on barriers and opportunities and priorities to be addressed in relation to After Hours primary care GP services in Perth North PHN.
- Identify opportunities to enhance person and family centred care, integration and collaboration between the primary care, acute health systems and other sectors in Perth North PHN region.
- Identify cultural competency and safety barriers, priority needs.
- Recommend models of care activities, resulting in the development of sustainable service delivery models as part of the After-Hours Program in Perth North PHN with a quintuple aim of healthcare and health equity lens.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2025

Service Delivery Start Date

01/07/2023

Service Delivery End Date

30/06/2025

Other Relevant Milestones

Twelve Month Performance Report	30/09/2025
Financial acquittal Reports	30/04/2025
Activity Work Plan	28/05/2025
Needs Assessment	15/11/2024
Final Report	30/09/2025



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): No



Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
After Hours Funding	\$0.00	\$500,000.00	\$0.00	\$0.00	\$0.00	\$500,000.00
Total	\$0.00	\$500,000.00	\$0.00	\$0.00	\$0.00	\$500,000.00