



WA Primary Health Alliance PHN After Hours Primary Health Care Perth South 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 South

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.
- Improved planning, coordination, and support for primary health care services.

Description of Activity

The specific activities are:

- Engagement of a suitably qualified external consultant to conduct the needs assessment across Perth South 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 South PHN in relation to Homelessness Support programs.

The consultant will in collaboration with the 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 South 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 South 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 South 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 South PHN region.

The final report has been completed and accepted by the PHN and submitted to the Department of Health, Disability and Ageing for review. Recommendations from the needs assessment have informed subsequent funding submissions.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Continuously improve the safety and quality of alcohol and other drugs (AOD) treatment and support services (Metro)	37
Enable access to culturally appropriate alternative options to Emergency Departments for Aboriginal people (Metro).	44



Activity Demographics

Target Population Cohort

Perth South PHN community members experiencing homelessness or at risk of experiencing homelessness.

Perth South PHN Homelessness Support Service Providers and health service providers; and
Perth South PHN Primary Care Providers

Indigenous Specific

No

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Stakeholder engagement has occurred with:

- PHN employees
- General practitioners and general practice employees
- Australian Government Department of Health, Disability and Ageing
- Other PHNs
- 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 Community Services, Health Direct, Mental Health service providers, Alcohol and other Drug Service providers, Family Violence service providers, 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

Stakeholders will be asked to provide feedback on:

- barriers and opportunities and priorities to be addressed in relation to homelessness support in Perth South PHN.
- opportunities to enhance person and family centred care.
- integration and collaboration between the primary care, acute health systems and other sectors in Perth South PHN.
- 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

29/06/2025

Service Delivery Start Date

18/12/2023

Service Delivery End Date

30/06/2025

Other Relevant Milestones

Twelve Month Performance Reports	30/09/2024
Activity Work Plan	30/04/2024
Financial acquittal Reports	30/09/2024
Other Reports – Needs Assessment	30/05/2024


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	\$90,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$90,000.00
Total	\$90,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$90,000.00

AH 1056 - Homelessness Support Grants Program



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

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

This activity has 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 South 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. Or via grant funding to those sector services not currently receiving WAPHA funding.

These sector services, not currently receiving WAPHA funding, 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 Perth South PHN region.

Costs included in the grant could include:

- Employee 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. trialling 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.

Perth South PHN, will publish a grant opportunity 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 people experiencing homelessness or at risk of homelessness, with priority populations 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
Mandurah	50201
Fremantle	50702
Kwinana	50703



Activity Consultation and Collaboration

Consultation

Consultation has occurred as a key component of the PHN Homelessness Access Program needs assessment which 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, 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 is anticipated through the recommended procurement process that key service providers will be able to 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

30/04/2025

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 30/04/2025

Financial acquittal Reports 30/09/2025

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
Homelessness Access Program	\$0.00	\$452,567.00	\$0.00	\$0.00	\$0.00	\$452,567.00
After Hours Funding	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$0.00	\$452,567.00	\$0.00	\$0.00	\$0.00	\$452,567.00

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



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

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	\$10,000.00	\$22,240.78	\$0.00	\$0.00	\$0.00	\$32,240.78
Total	\$10,000.00	\$22,240.78	\$0.00	\$0.00	\$0.00	\$32,240.78

AH-MAP 1060 - After Hours Multicultural Access Program - Needs Assessment



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

Activity Prefix

AH-MAP

Activity Number

1060

Activity Title

AH-MAP 1060 - After Hours Multicultural Access Program - Needs Assessment

Existing, Modified or New Activity

Existing



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

To address gaps in primary health services, improve service integration and increase access for multicultural communities within Perth South PHN

Description of Activity

It is proposed that Perth South PHN conducts an in-depth needs assessment and analysis of the primary health care needs of people from CALD backgrounds, 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. The needs assessment will support the PHN 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 South PHN.
- Reviews current literature, national, state, and regional policies, and reforms for the multicultural access program.
- Identify and analyse the primary health care needs of Perth South PHN in relation to Multicultural Access Programs.

The consultant will in collaboration with WAPHA teams:

- Develop demographic and geographic profiles of the target population and primary health.
- Review of population health data.
- 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 multicultural access 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 multicultural access to primary care in Perth South 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 South 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 in the Multicultural Access Program in Perth South 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 South PHN region.

The final report has been completed and accepted by the PHN and submitted to the Department of Health, Disability and Ageing for review. Recommendations from the needs assessment have informed subsequent funding submissions.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Support primary health care providers to provide culturally appropriate chronic disease management for Aboriginal people living with chronic disease and build capacity for patient self-management (Metro).	44
Enable access to culturally appropriate alternative options to Emergency Departments for Aboriginal people (Metro).	44



Activity Demographics

Target Population Cohort

The target population of this activity is:

- Community member from culturally and linguistically diverse backgrounds

- Service providers providing support and health service services to culturally and linguistically diverse community members
- Peak agencies representing service providers and community members

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 employees
- General practitioners and general practice employees
- Australian Government Department of Health, Disability and Ageing
- 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

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 Perth South PHN.
- Opportunities to enhance person and family centred care.
- Integration and collaboration between the primary care, acute health systems and other sectors in Perth South PHN.
- 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 Multicultural Access 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

30/06/2023

Activity End Date

29/06/2025

Service Delivery Start Date

18/12/2023

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



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	\$90,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$90,000.00
Total	\$90,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$90,000.00

AH-MAP 1065 - Community Awareness and Education Campaign



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

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 South 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 general practitioners (GP)s) 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 South 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 three to five 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 practices.
- 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 PHN 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 target people of multicultural 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
Mandurah	50201
Canning	50603
Gosnells	50604



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 will 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 South PHN, cultural competency and safety barriers, priority needs and recommended in Perth South 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	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
Multicultural Access Program	\$0.00	\$52,567.00	\$0.00	\$0.00	\$0.00	\$52,567.00
Total	\$0.00	\$52,567.00	\$0.00	\$0.00	\$0.00	\$52,567.00

AH-MAP 1066 - Multicultural Navigation



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

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 new healthcare systems, barriers to making an appointment to see a healthcare professional and advocating for support to receive appropriate and effective healthcare (e.g., seeing the same general practitioner (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 South 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 CALD community members with community health services.
- Connect multicultural and CALD community members with a regular general practitioner for ongoing care.
- Assist eligible multicultural and CALD community members to obtain 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.
 - A process 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

Members of the Perth South PHN multicultural community in priority locations including those experiencing homelessness or at risk of homelessness, LGTIQA+ community, older people, refugees, asylum seekers and those experiencing socioeconomic disadvantage.

Indigenous Specific

No

Coverage

Whole Region

No

SA3 Name	SA3 Code
Mandurah	50201
Canning	50603
Gosnells	50604



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 South 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 the Perth South PHN priority locations, cultural competency and safety barriers and priority needs, with a quintuple aim of healthcare and health equity lens.

This will also include service co-design of the proposed service model 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

31/05/2025

Other Relevant Milestones

Twelve Month Performance Reports	30/09/2025
Activity Work Plan	28/05/2025
Financial acquittal Reports	30/09/2025
Final Report	30/09/2025
Procurement process to be completed with provider appointed by 1 June 2025	



Activity Commissioning

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

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: No

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
Multicultural Access Program	\$0.00	\$250,000.00	\$0.00	\$0.00	\$0.00	\$250,000.00
Total	\$0.00	\$250,000.00	\$0.00	\$0.00	\$0.00	\$250,000.00

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



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

Activity Prefix

AH-MAP-Ops

Activity Number

1060

Activity Title

AH-MAP-Ops 1060 - Multicultural 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
Multicultural Access Program - Ops	\$10,000.00	\$97,840.78	\$0.00	\$0.00	\$0.00	\$107,840.78
Total	\$10,000.00	\$97,840.78	\$0.00	\$0.00	\$0.00	\$107,840.78

AH 1000 - After Hours Primary Health Care



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

Activity Prefix

AH

Activity Number

1000

Activity Title

AH 1000 - After Hours Primary Health Care

Existing, Modified or New Activity

Existing



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

To reduce the number of non-urgent emergency department presentations and to provide after hours primary health care services in areas where local need and local support for addressing those needs has been demonstrated.

Description of Activity

Armadale After Hours Service will continue to be funded until June 2025 (in line with the current activity end date of this funding) to address the primary health needs of people living in a disadvantaged area of Perth South Primary Health Network (PHN), and who require after hours primary care.

As the service does not operate during the day, it is not an accredited general practice and therefore is not eligible for the After Hours Practice Incentives Program (PIP) payment.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Support primary health care providers to provide culturally appropriate chronic disease management for Aboriginal people living with chronic disease and build capacity for patient self-management (Metro).	44
Enable access to culturally appropriate alternative options to Emergency Departments for Aboriginal people (Metro).	44



Activity Demographics

Target Population Cohort

People living in disadvantaged areas of the PHN who require after hours care.

Indigenous Specific

No

Coverage

Whole Region

No

SA3 Name	SA3 Code
Armadale	50601
Canning	50603
Gosnells	50604



Activity Consultation and Collaboration

Consultation

The PHN engages with the following organisations as part of this activity: East Metropolitan Health Service including Armadale Health Service; South Metropolitan Health Service.



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	30/09/2025
Activity Work Plan	28/05/2025
Financial acquittal Reports	30/09/2025
Other Reports – Needs Assessment	15/11/2024



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
After Hours Funding	\$154,972.46	\$619,933.76	\$0.00	\$0.00	\$0.00	\$774,906.22
Total	\$154,972.46	\$619,933.76	\$0.00	\$0.00	\$0.00	\$774,906.22

AH 1010 - Enabling Primary Care via Telehealth in RACFs



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

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.
- 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 South (PS) 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 71 PS RACHs were provided with dedicated telehealth carts.
- AC-AHARACF 2000 Enhanced after hours 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 South 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 Perth South 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 Perth South RACHs

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

- Allocate resources to enable a short-term part-FTE telehealth champion within two RACH sites.
- 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 practitioner (GP).
- Co-develop lessons learnt and resources suitable for use by Perth South RACHs.
- Provide peer learning opportunities to Perth South 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 Facilities
- RACF providers in Perth South 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 service to ensure the PHNs activities do not duplicate efforts underway to improve access to after hours care in RACHs.
- Sharing relevant WA Health and virtual service provider 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 1040 - After Hours Program - Needs Assessment



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

Activity Prefix

AH

Activity Number

1040

Activity Title

AH 1040 - After Hours Program - Needs Assessment

Existing, Modified or New Activity

Existing



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

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

Description of Activity

The specific activities are:

- Engagement of a suitably qualified external consultant to conduct the needs assessment across Perth South PHN.
- Reviews current literature, national, state, and regional policies and reforms related to the After-Hours Services program.
- Identify and analyse the primary health care needs of Perth South PHN in relation to After Hours primary care access and support.

The consultant will in collaboration with the PHN:

- Develop demographic and geographic profiles of the target population and primary health.
- Review of population health data

- Access and usage of community based and hospital attendance of target population where available.
- Identify priority communities, health issues and locations for the after-hours primary care services.
- 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 After Hours services in Perth South 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 South 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 suitable for the After-Hours Program in Perth South PHN with a quintuple aim of healthcare and health equity lens.
- 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 South PHN region.

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 alternative options to Emergency Departments for Aboriginal people (Metro).	44



Activity Demographics

Target Population Cohort

General population with a focus on priority populations – Aboriginal community members, LGBTIQ+ community members, multicultural communities and those with a disability.

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
- Other relevant primary care providers
- Australian Government Department of Health and Aged Care
- Other PHNs, as relevant
- State Departments of Health and Health Service Providers
- Aboriginal Community Controlled Health Services,
- Other key service providers e.g., Silver Chain, Health Direct, private service and private health insurance providers, community organisations and peak agencies.
- Cohorts of possible service users e.g., parents, older people, and priority populations where possible, given that sustainable solutions are more likely to arise from wide consultation.

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 services in Perth South PHN,
- Identify opportunities to enhance person and family centred care, integration and collaboration between the primary care, acute health systems and other sectors in each Perth South PHN,
- Identify cultural competency and safety barriers, priority needs, and
- Recommend activities (relevant for each program area) resulting in the development of recommendations for commissioning of service delivery models as part of the After-Hours Program in Perth South 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	30/04/2024
Financial acquittal Reports	30/04/2024
Other Reports – Needs Assessment	30/05/2024 -Completed



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	\$202,515.35	\$880.00	\$0.00	\$0.00	\$0.00	\$203,395.35
Total	\$202,515.35	\$880.00	\$0.00	\$0.00	\$0.00	\$203,395.35

AH 1070 - End of life, Palliative Care Needs Assessment



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

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 non-specialist, primary care service needs in the after-hours period for those at end of life and/or receiving palliative care at home. The 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 primary health care needs of those at their end of life.
- Identify regional 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:

- 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 South 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



Activity Demographics

Target Population Cohort

This activity will focus on:

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

Indigenous Specific

No

Coverage

Whole Region

No

SA3 Name	SA3 Code
Armadale	50601
Mandurah	50201
Melville	50704



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 South 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 South 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	30/09/2025
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 6000 - Urgent Care Clinics Public Awareness and Education Campaign



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

Activity Prefix

AH

Activity Number

6000

Activity Title

AH 6000 - Urgent Care Clinics Public Awareness and Education Campaign

Existing, Modified or New Activity

Existing



Activity Priorities and Description

Program Key Priority Area

Population Health

Aim of Activity

To reduce primary care type presentations at emergency departments by building knowledge and raising awareness among consumers about their options as part of a larger project to provide alternative and optimal urgent care options in a general practice setting.

Description of Activity

WA Primary Health Alliance partnered with the WA Department of Health to deliver the pilot phase of the General Practice Urgent Care Network (GPUCN) with the aim to address behavioural change encouraging people to choose primary care over hospital options. The network is a group of existing general practices demonstrating direct action towards integrated urgent care, supported by development and implementation of a public awareness campaign to improve urgent care awareness and knowledge, and demonstrated use of the GPUC Network.

Practices applied to participate in the GPUCN project They were accepted into the network if they demonstrated the minimum expectations for how urgent care services are to be delivered within the GPUCN project. Membership to the GPUCN Project allows primary care urgent care providers endorsement within the Department of Health, Disability and Ageing and WA Primary Health Alliance's community education and awareness campaign, support for improving lines of communication with public hospital emergency departments, opportunities for networking and direct contribution to the

development of future policy and strategy for urgent care services in WA.

Success of the GPUCN is dependent on people's awareness and acceptance of such services. The intention is that the GPUCN will assist people's knowledge of primary care urgent care, options for management of urgent care, and specific locations for where urgent care can be managed.

The GPUCN project has leveraged the National Health Services Directory and the booking platform vendors to create an Urgent Care landing page which shows all the general practices participating in the network and their next available urgent care appointment. This appointment can be booked directly via the landing page HealthEngine, HotDoc, AutoMED, and CODDs.

Training for general practice employees to up- skill in urgent care is a key component of the project. This includes general practitioners, practice nurses and other administration employees who manage the reception desk.

With the inception of Medicare Urgent Care Clinics in WA, the GPUCN activities were paused in 2023, the activity was granted extension for a further six months until 30 June 2024 to support both the Medicare UCCs and the GPUCN.

WAPHA has commissioned Benchmarque Group to deliver practical skills workshops relevant to Urgent Care presentations including wound management, splinting, IV cannulation and Advanced Life Support.

A communications package is in development to support the GPUCN to promote their services to their local community. This package includes social media tiles, suggested text for websites and social media posts and key messaging for the GPUCN. The communications package will be complimented with Digital Marketing Training, delivered by Cannings Purple.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Support primary health care providers in managing complex care cases for patients with mental and physical comorbidities (Metro)	10
Enable access to alternative services, including after-hours primary health care (Metro).	10
Enable access to culturally appropriate alternative options to Emergency Departments for Aboriginal people (Metro).	44



Activity Demographics

Target Population Cohort

Population of the PHN.

Indigenous Specific

No

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Armadale	50601
Bunbury	50102
Belmont - Victoria Park	50602
Canning	50603



Activity Consultation and Collaboration

Consultation

The PHN continues to consult with a variety of stakeholders including hospital emergency department teams; WA Health management; GP Urgent Care network

Collaboration



Activity Milestone Details/Duration

Activity Start Date

29/02/2020

Activity End Date

29/06/2025

Service Delivery Start Date

01/03/2020

Service Delivery End Date

20/06/2025

Other Relevant Milestones

Twelve Month Performance Reports	30/09/2024, 30/09/2025
Activity Work Plan	30/04/2024, 28/05/2025
Financial acquittal Reports	30/09/2024, 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: 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
After Hours Funding	\$121,509.21	\$0.00	\$0.00	\$0.00	\$0.00	\$121,509.21
Total	\$121,509.21	\$0.00	\$0.00	\$0.00	\$0.00	\$121,509.21

AH 6020 - GP Collaborative/GP After Hours Clinic



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

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 more after-hours services, in most cases, doing so is not financially viable.

In Perth South PHN, 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 PHN After Hours Needs Assessment also identified that supporting GP clinics to operate after-hours, including providing support for staffing, security and other expenses incurred in after hours services, 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 South 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 South PHN to provide increased face-to-face onsite primary care 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 South PHN target populations include:

- Consumers, community members and stakeholders using or providing after hour services.
- Priority populations including:
 - Aboriginal people
 - People from multicultural backgrounds
 - Older people
 - LGBTIQ+ people
 - People experiencing socioeconomic disadvantage

Indigenous Specific

No

Coverage

Whole Region

No

SA3 Name	SA3 Code
Armadale	50601
Mandurah	50201
Melville	50704



Activity Consultation and Collaboration

Consultation

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

- WAPHA employees
- Royal Australian College of General Practitioners
- 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

This will build upon the extensive consultation conducted as part of the WAPHA PHNs After Hours Needs Assessment.

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 South 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 South PHN region.
- Identify cultural competency and safety barriers, priority needs.
- Recommend models of After-Hours primary care activities, resulting in the development of sustainable service delivery models 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

30/06/2025

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	\$699,120.00	\$0.00	\$0.00	\$0.00	\$699,120.00
Total	\$0.00	\$699,120.00	\$0.00	\$0.00	\$0.00	\$699,120.00

AH-Op 1000 - After Hours Operational



Activity Metadata

Applicable Schedule

After Hours Primary Health Care - Perth South

Activity Prefix

AH-Op

Activity Number

1000

Activity Title

AH-Op 1000 - After Hours Operational

Existing, Modified or New Activity

Modified



Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
After Hours Operational	\$105,222.91	\$189,459.69	\$0.00	\$0.00	\$0.00	\$294,682.60
Total	\$105,222.91	\$189,459.69	\$0.00	\$0.00	\$0.00	\$294,682.60