

Activity Snapshot 2024-2025



More than
\$233m invested and **290**
services funded to improve the
health and wellbeing of
Western Australians.



Mental health



\$97.1m
invested



27,655 clients received
mental health support from
commissioned services through
199,880 occasions of service.*

57% of all clients† demonstrated
significant improvement in non-specific
psychological distress scores.



6,596 phone calls to the
Medicare Mental Health phone
service in WA.



797 young people using
digital mental health platform
MOST, with 66% of those
awaiting face-to-face care.



9,745 young people
accessed one of **21 headspace**
services across WA through
53,941 occasions of service.



2,573 people visited one
of WA's five **Medicare Mental**
Health Centres, with **16,268**
sessions of support delivered.



1.3 million views of our
Depression Starts Small
campaign to raise awareness of the
early symptoms of depression and
promote help seeking behaviours.

*An occasion of service (service contact) is defined as the provision of a service by a PHN commissioned service provider for a client where the nature of the service would normally warrant a dated entry in the clinical record of the client.

†with a valid clinical tool at start and end of episode. Excludes headspace.

Suicide prevention

439 health
professionals

undertook the GP Management
of Patient Depression and
Suicidality program of modules
and workshops.

136 health
professionals

upskilled in managing and
treating depression and
suicidality through 16 courses
from the Black Dog Institute.

185 community
training courses

in suicide prevention provided.

Alcohol and other drugs



\$13.6m
invested



34% of all clients*
reported a reduction in
primary drug of concern use.



3,399 clients received
support from commissioned alcohol
and other drugs services through
21,375 occasions of service.



41% of all clients* reported an
improvement in their **physical health**.
51% of all clients* reported an
improvement in **mental health**.

*with a valid clinical tool at start and end of episode.

Aboriginal health



\$23.7m
invested



5,516 Aboriginal clients
accessed **Integrated Team Care**
through **68,490** occasions of service.
Care coordination made up **47,610**
services clients received.

This service **supports Aboriginal people with chronic conditions** to access the health care they need.



2,326 Aboriginal
clients received support from
commissioned **mental health**
services through **19,500**
occasions of service.



53% of Aboriginal clients
accessing **mental health services**
demonstrated **significant**
improvement in non-specific
psychological distress scores.



907 Aboriginal clients
received support from
commissioned **alcohol and**
other drugs services through
5,208 occasions of service.



29% of Aboriginal clients*
reported a **reduction** in primary drug
of concern use.



33% of Aboriginal clients*
reported an improvement in
their physical health.



43% of Aboriginal clients*
reported an improvement in mental
health.

*with a valid clinical tool at start and end of episode.



156 GPs and practice staff
completed Aboriginal cultural
competency online learning.

Endometriosis and pelvic pain clinics



363 patients seen
across WA's two pelvic pain
and endometriosis clinics in
Murdoch and Albany.

Clinician Assist



42 clinical and referral
pathways revised and 6
new pathways created,
providing GPs and other health
professionals with guidance
for assessing, managing and
referring patients.

Our Clinician Assist WA website received
over **368,500 views***.

*From launch of Clinician Assist WA August 2024.

Aged Care



\$11m
invested



2,148 clients accessed care finders, a service supporting vulnerable older people to navigate the aged care system, with **14,524** care finders services delivered.

care finders

99% of clients* reported improved understanding of aged care services and how to access them.

100% of clients* felt more open to engage with the aged care system.

98% of clients* reported that care finders helped them to access aged care and other supports that were appropriate to their needs.

*232 survey responses.

Greater Choices - Palliative Care Champions



9 general practices took part in the Palliative Care Champions project, building advance care planning and palliative care capacity and capability in general practice.



62.5% increase in the number of advance care plans across those practices.

GP confidence in undertaking advance care planning at participating practices **rose from 69% to over 90%**

On-call after hours GP support in aged care - Geraldton



394 telehealth consultations and **124** face-to-face visits were provided through GP after hours support in residential aged care homes in Geraldton.

The service allows residents to be safely managed in their own care settings and prevents unnecessary transfers to hospital.

Population health



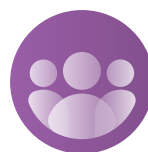
\$24.7m
invested

Immunisation & cancer screening



513 views of our immunisation education webinars keeping GPs and practice staff up to date on latest guidance and information.

25 practice visits to offer education on immunisation and cancer screening.



5,526 patients accessed our regionally-based **Integrated Chronic Disease Care** services through **60,308** occasions of service.

Medicare Urgent Care Clinics



118,534 presentations across WA's eight Medicare Urgent Care Clinics.

48% of patients would have otherwise gone to an emergency department.

6% of patients referred to an emergency department.



8,289 visits to our **SHAPE website** and 40 participants completed online training to support person-centred weight management in primary care.

Supporting general practice



\$9.1m investment targeting GPs including individual support, digital integration and enhanced practice support programs.

Tailored support provided to more than **260 general practices across WA**, including over **6,500 quality improvement activities**, with a focus on strengthening chronic disease management, preventative health and practice outcomes aligned to the Quintuple Aim.



678 general practices and over **290,000 patients** in WA registered for MyMedicare, designed to provide continuity of care through formalising the relationship between patients, their general practice, general practitioner, and primary care teams.

Practice Assist



49,366 contacts to our no cost Practice Assist service, providing advice, resources and education to help strengthen general practice across WA.

100,830 individual visitors to our Practice Assist website.

Digitally enabling general practice



526 WA general practices enrolled in Primary Sense, a population health management, clinical decision support and data extraction tool that helps GPs deliver the right care to patients at the right time.

More than **19,000 care prompts** and **1,500 medication safety alerts** triggered per month, providing real-time information to help GPs make informed decisions and coordinate care during a consultation.

Health workforce



80 educational events helped to build capacity in primary care.

1,174 participants in our online and face-to-face training events.



15,863 activities undertaken by non-dispensing pharmacists in general practice.

96% of patients* agreed it was helpful to discuss their medications with the non-dispensing pharmacist.



17 nurse practitioners placed in **14** general practices as part of the Nurse Practitioner and Team-Based Primary Care Pilot run in partnership with WA Department of Health.

Over an 8-month period, patients spent a total of **2,671 hours with a nurse practitioner** at no cost to them.

96% of patients seen were confident in the skills and knowledge of the nurse practitioner.

*451 survey responses.

Disclaimer

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