

Activity Snapshot 2025-2026



More than
\$207m invested and **389**
services funded to improve the health
and wellbeing of Western Australians.



Mental health



\$102.5m
invested



27,600 clients received
mental health support from
commissioned services through
202,571 occasions of service.*

52% of all clients† demonstrated significant
improvement in non-specific psychological
distress scores.



8,365 phone calls to the
Medicare Mental Health phone
service in WA.



1,012 young people using
digital mental health platform
MOST, with 75% of those awaiting
face-to-face care.



9,933 young people accessed
headspace services across WA
through **57,130** occasions of service.



2,960 people visited one of
WA's five Medicare Mental Health
Centres, with **19,620** sessions of
support delivered.



60,268 users visited our
Depression Starts Small website
while the campaign received
16,227,257 impressions on Facebook
and Instagram, raising awareness
of the early signs of depression and
promoting 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

229

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

154

health professionals
upskilled in managing
and treating depression
and suicidality through
15 courses from the
Black Dog Institute.

84

community
training courses
in suicide prevention
provided.

151

(non-clinical) primary
care health care staff
completed suicide
prevention training
across 21 workshops.

Alcohol and other drugs



\$12.7m
invested



3,604 clients received support from commissioned alcohol and other drugs services through **24,756** occasions of service.



38% of all clients* reported an improvement in their **physical health**.

45% of all clients* reported an improvement in **mental health**.



31% of all clients* reported a reduction in primary drug of concern use.

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

Aboriginal health



\$18.5m
invested



6,092 Aboriginal clients accessed **Integrated Team Care** through **88,005** occasions of service. Care coordination made up **79%** of services clients received.

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



2,160 Aboriginal clients received support from commissioned **mental health services** through **18,062** occasions of service.



51% of Aboriginal clients accessing **mental health services** demonstrated **significant improvement** in non-specific psychological distress scores.



1,058 Aboriginal clients received support from commissioned **alcohol and other drugs** services through **7,006** occasions of service.



32% of Aboriginal clients* reported a **reduction** in primary drug of concern use.



37% of Aboriginal clients* reported an improvement in their physical health.



39% of Aboriginal clients* reported an improvement in mental health.

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

Clinician Assist



72 clinical and referral **pathways** reviewed and 11 new pathways published, providing GPs and health professionals with guidance for assessing, managing and referring patients in WA.



57% of the total GP **workforce** in WA have registered for Clinician Assist WA since it launched in August 2024. Over the last year, there were **328,292** pageviews recorded.

Aged care



**\$10.7m
invested**

Greater Choices for at home palliative care



Advanced Care Planning and Palliative Care Awareness Program delivered to **18 Community and Neighbourhood Resource Centres**, resulting in **586 people receiving direct information** on advanced care planning and palliative care.

The Palliative Care Champions project in Esperance increased GP and practice nurse understanding of advanced care planning and palliative care. Processes in the **three participating general practices** have been strengthened and the number of **advanced care planning documents increased from 17 to 84**.



In collaboration with Palliative Care WA, activities focussed on **improving our access to advanced care planning and palliative care information** and support for under-served communities and resulted in **97 people from under-served communities** seeking support to complete advanced care planning documentation.

care finders



1,851 clients accessed care finders, a service supporting vulnerable older people to navigate the aged care system, with **8,111 care finders services** delivered between July-December 2025.

97% of clients* reported improved understanding of aged care services and how to access them.

98% of clients* felt more open to engage with the aged care system.

99% of clients* reported that care finders helped them to access aged care and other supports that were appropriate to their needs.

*69 survey responses from July-December 2025.

On-call after hours GP support in aged care



881 telehealth consultations and **87 face-to-face consults** provided through GP after hours support into residential aged care homes in Broome and Geraldton.

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

Population health



**\$59m
invested**



5,319 patients accessed our regionally-based **Integrated Chronic Disease Care** services through **31,171** occasions of service.

Medicare Urgent Care Clinics



121,079 presentations across WA's Medicare Urgent Care Clinics.
48% of patients would have otherwise gone to an emergency department.
9% of patients referred to an emergency department.

Immunisation & cancer screening



2,200 views of our immunisation education webinars keeping GPs and practice staff up to date on latest guidance and information.

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

More than **70% of practices in WA** integrated with the National Cancer Screening Register, an increase of 30%.



10,426 visits to our **SHAPE website** and 49 participants completed online training to support person-centred weight management in primary care.

Supporting general practice



\$9.8m
investment

targeting GPs including individual support, digital integration and enhanced practice support programs.



Tailored support provided to more than **600 general practices across WA**, including over **6,300 quality improvement and practice support activities**, with a focus on embedding multidisciplinary models of care, chronic disease management, practice sustainability and improved outcomes aligned to the Quintuple Aim.

Health workforce



53 educational events helped build capacity in primary care.

1,030 participants in our online and face-to-face training events.



Non-dispensing pharmacists embedded across **21 general practices**.

19,655 activities undertaken by non-dispensing pharmacists in general practice.

100% of patients* agreed it was helpful to discuss their medications with the non-dispensing pharmacist.

*418 survey responses.

Practice Assist



35,612 contacts to our no cost Practice Assist service, providing advice, resources and education to help strengthen general practice across WA.

59,684 individual visitors to our Practice Assist website.

Digitally enabling general practice



548 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 **23,000 care prompts** and **1,300 medication safety alerts** triggered per month, providing real-time information to help GPs make informed decisions and coordinate care during a consultation.

Endometriosis and pelvic pain clinics



345 new patients seen across WA's three pelvic pain and endometriosis clinics in Murdoch, Joondalup and Albany through **1,163** service contacts.

Cultural Competency, Equity and Inclusion



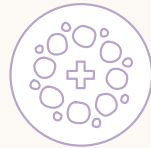
Innovate Reconciliation Action Plan 2025 - 2027 formally endorsed by Reconciliation Australia.



Equity and Inclusion Statement developed and published.



23 Aboriginal commissioned service providers.



\$21.24 million in commissioning funding allocated to Aboriginal organisations.



3 Aboriginal organisations engaged in procurement of goods and services.



Embedded cultural competency, equity and inclusion expectations into commissioning and procurement practices.



More than **\$382,000** of goods and services procured from Aboriginal businesses.



Aboriginal Employment Strategy developed.



Commissioning guidelines incorporated into WAPHA's three revised Cultural Competency, Equity and Inclusion Frameworks.



Participated in the **Australian Workplace Equality Survey** with **64** responses from **WAPHA employees**. Results were significantly higher than benchmark organisations with 93 per cent of WAPHA respondents supporting and 98 per cent understanding WAPHA's diversity, equity and inclusion efforts.



Supported **cultural learning and relationship-building** in the Goldfields through locally specific cultural training with Pakaanu Aboriginal Corporation and participation from WAPHA staff and commissioned service providers.



Increased access to **accredited immunisation training** for Aboriginal health practitioners and general practice nurses working in areas with higher Aboriginal populations.



Supported practices to **improve identification of LGBTIQ+ patients** in clinical information systems and co-design quality improvement activities to address care gaps.



Commissioned targeted Aboriginal suicide prevention training aligned with best practice principles from ATSISEPP using a train the trainer model to build local capacity.



Partnered with **Integrated Team Care** project officers to provide resources and training to **Medicare Urgent Care Clinics on creating culturally safe and welcoming spaces** for Aboriginal patients.



Embedded LGBTIQ+ palliative care resources into Greater Choices activities and shared targeted information with general practices.



168 views of our Refugee Health in Primary Care webinar series.

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