

Western Sydney - After Hours Primary Health Care 2024/25 - 2027/28 Activity Summary View



AH-HAP - 1 - Homelessness Access Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

1

Activity Title *

Homelessness Access Program

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

Deliver services to support primary health care access for people experiencing homelessness and those at risk of homelessness, with a focus on services available outside of normal business hours

Description of Activity *

Programs are being commissioned to address gaps in primary health service arrangements and barriers to accessing these services; and improve services integration within Western Sydney. This will include (but is not limited to) funding clinics in mobile/outreach locations, through providers specialising in this type of care (e.g. Street Side Medics)

Needs Assessment Priorities *

Needs Assessment

WSPHN Needs Assessment 2025 - 2028

Priorities

Priority	Page reference
Identified Priorities Pages 105 -109	105



Activity Demographics

Target Population Cohort

Patients experiencing homelessness or those at risk of homelessness

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Key stakeholders including commissioned service providers and GPs

Collaboration

Working closely with specialist providers in delivering medical care to homeless persons, e.g. Street Side Medics



Activity Milestone Details/Duration

Activity Start Date

1/07/2023

Activity End Date

30/06/2026

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



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

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH-MAP - 1 - Multicultural Access Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

1

Activity Title *

Multicultural Access Program

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

Design and deliver services to support primary health care access by people from culturally and linguistically diverse (CALD) communities in Western Sydney, with a focus on services available to hard to reach people from CALD communities

Description of Activity *

Programs will be commissioned to address gaps in primary health service arrangements and barriers to accessing these services for people from CALD communities; and to improve services integration within Western Sydney. As part of this, the program will deliver psycho-education and lifestyle/wellbeing group interventions tailored to CALD communities to support health literacy, promote mental wellbeing, and encourage engagement with primary health care services

Needs Assessment Priorities ***Needs Assessment**

WSPHN Needs Assessment 2025 - 2028

Priorities

Priority	Page reference
Identified Priorities Pages 105 -109	105



Activity Demographics

Target Population Cohort

CALD Communities in Western Sydney

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Commissioned service providers, GPs and other key stakeholders connected to CALD communities in Western Sydney

Collaboration

Working closely across all commissioned programs to ensure greater integration and cooperation to reduce barriers and improve multicultural access to services



Activity Milestone Details/Duration

Activity Start Date

1/07/2023

Activity End Date

30/06/2026

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH - 3000 – After Hours Activities across the Western Sydney region



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3000

Activity Title *

After Hours

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

To improve access to After Hours Primary Health Care services by addressing identified service gaps, strengthening integration across providers, and reducing non-urgent Emergency Department presentations through coordinated, community-based after hours care options.

The main aims of this activity are:

1. To improve coordination and integration of after-hours primary health care services across the Western Sydney PHN region, supporting timely, patient-centred access to appropriate care outside standard business hours. This activity focused on reducing avoidable Emergency Department presentations during the after hours period by supporting the management of specific low acuity conditions that could be appropriately addressed by a Medical Deputising Service or a regular General Practitioner.
2. To deliver the right care, at the right time and in the right place – in community and primary care wherever possible
3. To improve equitable access to appropriate after-hours primary health care services for populations experiencing barriers to care, particularly during evenings, nights, weekends and public holidays

Description of Activity *

Planned Activities –

- Support the delivery of services to CALD and older communities through culturally informed community-based engagement, and service navigation.

The After Hours Consumer Awareness Campaign will increase consumer and healthcare provider awareness of After Hours services available in their community and improve patient health literacy on the appropriate health services to access in the after hours period through:

- Participation in local community events and awareness activities to provide educational resources relating to health care access
- Engaging with various community groups, frontline service providers, General Practitioners, and Allied Health providers
- Opportunities to strategically deploy existing resources already delivering care in the community and embed these into integrated care pathways while allowing local decision making to ensure identified gaps in service delivery can be commissioned.
- Continue to provide referral pathways with primary health providers, after hours medical services and NSW Ambulance for stable patients requiring acute support in their home setting or familiar environment, including Residential Aged Care Facilities (RACHs) as an alternative to hospital admission.
- Facilitate after-hours seminars, workshops and online moderated forums with an aim to identify gaps in after-hours services
- Wellbeing and Resilience Program/guided support for individuals and families available after hours

This activity was particularly beneficial for vulnerable groups such as older people and RACH residents by improving the capacity of RACHs and other organisations to work collaboratively with general practice and primary health care organisations to foster innovation and local models of care to support patient access to appropriate health care and avoid unnecessary transfer to the Emergency Department (ED).

The After Hours service is beneficial to vulnerable population groups that face existing barriers limiting access to healthcare. Designed to alleviate the burdens faced by vulnerable communities, primary healthcare services are accessible to clients at multiple locations, with no personal cost. The project will also look at opportunities for service expansion, increased engagement from medical subspecialties and allied health professionals.- Delivery of education and training aimed at workforce and community development, available in flexible formats, including after-hours options.

Needs Assessment Priorities *

Needs Assessment

WSPHN Needs Assessment 2025 - 2028

Priorities

Priority	Page reference
Identified Priorities Pages 105 -109	105



Activity Demographics

Target Population Cohort

The target population will be the vulnerable and at-risk population in the community who could potentially benefit from services such as community-based response teams and mobile imaging. The program will enable increased access for general practices across the region to utilise these services and provide the support required for patients in their place of residence where possible.

The activities model of care and enablers have been strategically chosen to: reduce Emergency Department category 4 & 5 presentations; reduce siloes of care in the community; and increase the breadth of services provided by General Practices. This will

integrate care and alleviate ED and hospital demand for these patients while accelerating the transformation of primary care to take on additional models of care in the future.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Dural - Wisemans Ferry	11502
Auburn	12501
Baulkham Hills	11501
Rouse Hill - McGraths Hill	11504
Merrylands - Guildford	12503
Ryde - Hunters Hill	12602
Pennant Hills - Epping	12601
Carlingford	12502
Parramatta	12504
Mount Druitt	11603
Blacktown	11601
Blacktown - North	11602



Activity Consultation and Collaboration

Consultation

Consultation and Co-design (in the form of workshops) are regularly conducted with clinicians, allied health, consumer representatives, General Practitioners, and other key stakeholders to develop processes that will support the care of patients in the community setting.

Collaboration

Below is a list and description of the role of each stakeholder that will be involved in designing and/or implementing the activity;-

- Western Sydney Local Health District: Strategic Governance and coordination of hospital clinicians and services participation
- Local Primary Healthcare Providers: Participation in working groups, pathway feedback and reviews
- National and State Peak Bodies: Peak bodies are often engaged in the development of pathways providing up to date research, condition-specific management guidelines, and national and state health programs.
- Local community health groups
- WS Partnership Committees: These committees will play a key role in helping to shape and design the services to be

commissioned based on their experiences and needs. Representatives from these committees may also form part of the independent tender evaluation panel which evaluates successful applicants.

- NSW Ambulance: Development of referral pathways to the service through NSW Ambulance
- Community services: These services provide ongoing advice and feedback.
- Consumers: Organisations are required to obtain consumer input into the design of their proposed projects. A consumer representative will also be present as part of the independent tender evaluation panel.



Activity Milestone Details/Duration

Activity Start Date

25/06/2015

Activity End Date

30/06/2026

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



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

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

Yes

Decommissioning

No

Decommissioning details?

Not applicable

Co-design or co-commissioning comments

This activity will be commissioned by WSPHN across Western Sydney region