

# Western Sydney - Aged Care 2019/20 - 2023/24 Activity Summary View



## AC-CF - 2 - Care Finder ACH Transition



### Activity Metadata

**Applicable Schedule \***

Aged Care

**Activity Prefix \***

AC-CF

**Activity Number \***

2

**Activity Title \***

Care Finder ACH Transition

**Existing, Modified or New Activity \***

Modified



### Activity Priorities and Description

**Program Key Priority Area \***

Aged Care

**Other Program Key Priority Area Description**

**Aim of Activity \***

This Activity supports transition of the Assistance with Care and Housing (ACH) program (with an exception of hoarding and squalor services) to the care finder program for establishing and maintaining a network of Care finders to provide specialist and intensive assistance to help people within the care finder Target Population to understand and access aged care and connect with other relevant supports in the community

**Description of Activity \***

Description of Activity \*

The objectives of this activity are to:

-Establish and maintain a national care finder network that:

-Provides specialist and intensive assistance to help people in the care finder Target Population to understand and access aged care and connect with other relevant supports in the community;

-Addresses the specific local needs of the Western Sydney region in relation to care finder support;

-Includes a transition of the Assistance with Care and Housing (ACH) program (with the exception of hoarding and squalor services) to the care finder Program

-Is supported to build their knowledge and skills

-Is an integrated part of the local aged care system

-Collects data and information to support an evaluation of the Care Finder Program

-support and promote continuous improvement of the care finder Program

-support improved integration between the health, aged care, and other systems at the local level within the context of the care finder Program.

The intended outcomes of this Activity are to improve outcomes for people in the Care Finder Target Population, including:

-improved coordination of support when seeking to access aged care

-improved understanding of aged care services and how to access them

-improved openness to engage with the aged care system

-increased Care Finder Workforce capability to meet client needs

-increased rates of access to aged care services and connections with other relevant supports

-increased rates of staying connected to the services they need post service commencement

-improve integration between the health, aged care, and other systems at the local level within the context of the care finder Program through:

-The community of practice consortium for the care finder organisations with participation from our commissioned service providers and other key stakeholder in Western Sydney for example LHD.

-Implementation team at WentWest to support the roll out of care finder services in Western Sydney and ensure that program reaches to the recommended cohort.

-Supporting the coordination of consultation and codesign of the care finder service to ensure that it is targeted to Western Sydney demographics and addresses the gaps in aged care services.

-WSPHN conducted an aged care needs assessment for the region which will be continually reviewed utilising inputs from the codesign workshops and ongoing consultations

-Integration of care finder program into the primary care transformation work taking place within general practices and RACF's within Western Sydney

## Needs Assessment Priorities \*

### Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

### Priorities

Priority	Page reference
Aged Care	69



## Activity Demographics

### Target Population Cohort

To provide intensive face-to-face support to older Australians who are eligible to interact and access aged care services or at risk of homelessness and have one or more reasons for requiring intensive support to interact with My Aged Care and access aged care services and/or access other relevant supports in the community or who could otherwise fall through the cracks.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Commissioned service providers, RACFs and Western Sydney LHD

### Collaboration

Commissioned service providers, RACFs and Western Sydney LHD



## Activity Milestone Details/Duration

**Activity Start Date**

18/04/2022

**Activity End Date**

29/06/2025

**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:** No

**Direct Engagement:** No

**Open Tender:** No

**Expression Of Interest (EOI):** No

**Other Approach (please provide details):** Yes

**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?**

No

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

No

**Decommissioning**

No

**Decommissioning details?**

**Co-design or co-commissioning comments**





## AC-EI - 1 - Supporting Healthy Ageing and Management of Chronic Conditions



### Activity Metadata

**Applicable Schedule \***

Aged Care

**Activity Prefix \***

AC-EI

**Activity Number \***

1

**Activity Title \***

Supporting Healthy Ageing and Management of Chronic Conditions

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Aged Care

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

This Activity supports senior Australians to live at home for as long as possible through commissioning early intervention activities and models of care for chronic disease management that support healthy ageing and reduce pressure on local health services. This Activity also supports the empowering of GPs and other health professionals and primary health providers through training, tools, and resources which contribute to improved health and care outcomes for older people.

**Description of Activity \***

Increasing awareness in the local primary health care workforce of the needs of the local senior Australian population, and the availability of these initiatives.

Co-design and implementation of targeted interventions to prevent, identify and reduce chronic disease and health issues, promote healthy ageing, slow decline, avoid inappropriate hospital admissions and improve health outcomes for senior Australians.

Educational initiatives for consumers, carers and health professionals on how to access services and manage an older person's health.

## Needs Assessment Priorities \*

### Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

### Priorities

Priority	Page reference
Aged Care	69



## Activity Demographics

### Target Population Cohort

Older persons

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Older persons, WSLHD, GP's and commissioned service providers in Western Sydney

### Collaboration

WSLHD, GP's and commissioned service providers in Western Sydney,



## Activity Milestone Details/Duration

### Activity Start Date

19/04/2022

**Activity End Date**

29/06/2024

**Service Delivery Start Date**

01/01/2023

**Service Delivery End Date**

30/06/2024

**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:** No

**Direct Engagement:** No

**Open Tender:** Yes

**Expression Of Interest (EOI):** Yes

**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?**

No

**Decommissioning**

No

**Decommissioning details?**

**Co-design or co-commissioning comments**







## AC-VARACF - 1 - Support RACFs to increase availability and use of Telehealth care for aged care residents



### Activity Metadata

**Applicable Schedule \***

Aged Care

**Activity Prefix \***

AC-VARACF

**Activity Number \***

1

**Activity Title \***

Support RACFs to increase availability and use of telehealth care for aged care residents

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Aged Care

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

To support participating Residential Aged Care Facilities (RACFs) in the Western Sydney region to have the appropriate virtual consultation facilities and technology so the residents can access clinically appropriate telehealth care with health care professionals.

**Description of Activity \***

Assisting participating RACFs to have appropriate telehealth facilities and equipment and providing training to staff to have the capabilities to assist their residents in accessing virtual consultation services and promoting the use of enablers of digital health (such as My Health Record).

**Needs Assessment Priorities \*****Needs Assessment**

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

**Priorities**

Priority	Page reference
Digital Health	71
Aged Care	69



## Activity Demographics

### Target Population Cohort

Aged care residents and older persons in Western Sydney

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Consultation with commissioned providers and GP's, nursing, Allied Health and providers, RACFs, WSLHD and Universities.

### Collaboration

Consultation with commissioned providers and GP's, nursing ,Allied Health, and other care providers, RACFs , WSLHD, Universities.



## Activity Milestone Details/Duration

### Activity Start Date

19/04/2022

### Activity End Date

29/06/2024

### Service Delivery Start Date

01/01/2023

**Service Delivery End Date**

30/06/2024

**Other Relevant Milestones**

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## 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):** Yes

**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?**

No

**Decommissioning**

No

**Decommissioning details?**

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**Co-design or co-commissioning comments**

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## AC-AHARACF - 1 - Enhanced out of hours support for residential aged care



### Activity Metadata

**Applicable Schedule \***

Aged Care

**Activity Prefix \***

AC-AHARACF

**Activity Number \***

1

**Activity Title \***

Enhanced out of hours support for residential aged care

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Aged Care

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

To enhance after hours support for participating Western Sydney Residential Aged Care facilities (RACF's) . This Activity addresses awareness, access and utilisation of available local after hours services, encourages RACFs to have after hours plans in place and supports engagement between RACF's primary care and health providers to help reduce unnecessary hospital presentations among RACF residents.

**Description of Activity \***

Assisting participating RACFs to have appropriate telehealth facilities and equipment and providing training to staff to have the capabilities to assist their residents in accessing virtual consultation services and promoting the use of enablers of digital health (such as My Health Record).

Provide guidance to assist participating RACFs in the Western Sydney region to develop and implement after-hours action plans which will support the residents in this region to access the most appropriate medical and other health services during after-hours periods. This will involve educating staff in after hours health care options and processes. encouragement and support to implement procedures for keeping residents' digital medical records up to date and support engagement between RACFs and their residents' GPs, and other healthcare providers and professionals. .

Increasing awareness in the local primary health care workforce of the needs of the local senior Australian population, and the availability of these initiatives.

Educational initiatives for consumers, carers and health professionals on how to access services and manage an older person's health

### **Needs Assessment Priorities \***

#### **Needs Assessment**

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

#### **Priorities**

<b>Priority</b>	<b>Page reference</b>
Aged Care	69



### **Activity Demographics**

#### **Target Population Cohort**

Older persons in the Western Sydney region

#### **In Scope AOD Treatment Type \***

#### **Indigenous Specific \***

No

#### **Indigenous Specific Comments**

#### **Coverage**

##### **Whole Region**

Yes



### **Activity Consultation and Collaboration**

#### **Consultation**

GP's in Western Sydney, RACFs, WSLHD, Commissioned service providers

#### **Collaboration**

GP's in Western Sydney, RACFs, WSLHD, Commissioned service providers



### Activity Milestone Details/Duration

**Activity Start Date**

19/04/2022

**Activity End Date**

29/06/2024

**Service Delivery Start Date**

01/01/2023

**Service Delivery End Date**

30/06/2024

**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: No
- Direct Engagement: No
- Open Tender: Yes
- Expression Of Interest (EOI): Yes
- 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?

No

**Decommissioning**

No

**Decommissioning details?**

**Co-design or co-commissioning comments**



## AC-CF - 1 - Care finder



### Activity Metadata

**Applicable Schedule \***

Aged Care

**Activity Prefix \***

AC-CF

**Activity Number \***

1

**Activity Title \***

Care finder

**Existing, Modified or New Activity \***

Modified



### Activity Priorities and Description

**Program Key Priority Area \***

Aged Care

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

This Activity supports in establishing and maintaining a network of Care finders to provide specialist and intensive assistance to help people within the care finder Target Population to understand and access aged care and connect with other relevant supports in the community

**Description of Activity \***

Description of Activity \*

The objectives of this activity are to:

Establish and maintain a national care finder network that:

Provides specialist and intensive assistance to help people in the care finder Target Population to understand and access aged care and



connect with other relevant supports in the community;

Addresses the specific local needs of the Western Sydney region in relation to care finder support;

Includes a transition of the Assistance with Care and Housing (ACH) program (with the exception of hoarding and squalor services) to the care finder Program

Is supported to build their knowledge and skills

Is an integrated part of the local aged care system

Collects data and information to support an evaluation of the Care Finder Program

support and promote continuous improvement of the care finder Program

support improved integration between the health, aged care, and other systems at the local level within the context of the care finder Program.

The intended outcomes of this Activity are to improve outcomes for people in the Care Finder Target Population, including:

improved coordination of support when seeking to access aged care

improved understanding of aged care services and how to access them

improved openness to engage with the aged care system

increased Care Finder Workforce capability to meet client needs

increased rates of access to aged care services and connections with other relevant supports

increased rates of staying connected to the services they need post service commencement

improve integration between the health, aged care, and other systems at the local level within the context of the care finder Program through:

- The community of practice consortium for the care finder organisations with participation from our commissioned service providers and other key stakeholder in Western Sydney for example LHD.
- Implementation team at WentWest to support the roll out of care finder services in Western Sydney and ensure that program reaches to the recommended cohort.
- Supporting the coordination of consultation and co-design of the care finder service to ensure that it is targeted to Western Sydney demographics and addresses the gaps in aged care services.
- WSPHN conducted an aged care needs assessment for the region which will be continually reviewed utilising inputs from the co-design workshops and ongoing consultations
- Integration of care finder program into the primary care transformation work taking place within general practices and RACF's within Western Sydney

## Needs Assessment Priorities \*

### Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

#### Priorities

Priority	Page reference
Aged Care	69



## Activity Demographics

### Target Population Cohort

To provide intensive face-to-face support to older Australians who are eligible to interact and access aged care services and have one or more reasons for requiring intensive support to interact with My Aged Care and access aged care services and/or access other relevant supports in the community or who could otherwise fall through the cracks.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Commissioned service providers, RACFs and Western Sydney LHD

### Collaboration

Commissioned service providers, RACFs and Western Sydney LHD



## Activity Milestone Details/Duration

### Activity Start Date

19/04/2022

### Activity End Date

29/06/2025

### Service Delivery Start Date

01/01/2023

### Service Delivery End Date

30/06/2025

### 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:** No

**Direct Engagement:** No

**Open Tender:** Yes

**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?**

No

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

No

**Decommissioning**

No

**Decommissioning details?**

**Co-design or co-commissioning comments**

