

Annual Review

2025-2026

WentWest

phn WESTERN SYDNEY

An Australian Government Initiative

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WentWest acknowledges the First Nations peoples of Australia as the Traditional Custodians of the land on which we work and live particularly the Darug people of Western Sydney. We pay our respect to Elders past, present and emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples within Western Sydney.

What We Do

WentWest operates as the Western Sydney Primary Health Network - one of 31 Primary Health Networks across Australia, a federal

government initiative. Our focus is helping residents of Western Sydney to care for their own health and confidently navigate the health care system.

Our Role

WentWest operates as the Western Sydney Primary Health Network and is part of a national network of Primary Health Networks established by the Australian Government.

Our role is to improve the efficiency and effectiveness of medical services and support better coordination of care.

We achieve this through three core functions:

Commission

We commission services that address local health needs and improve access to care for priority populations and vulnerable communities.

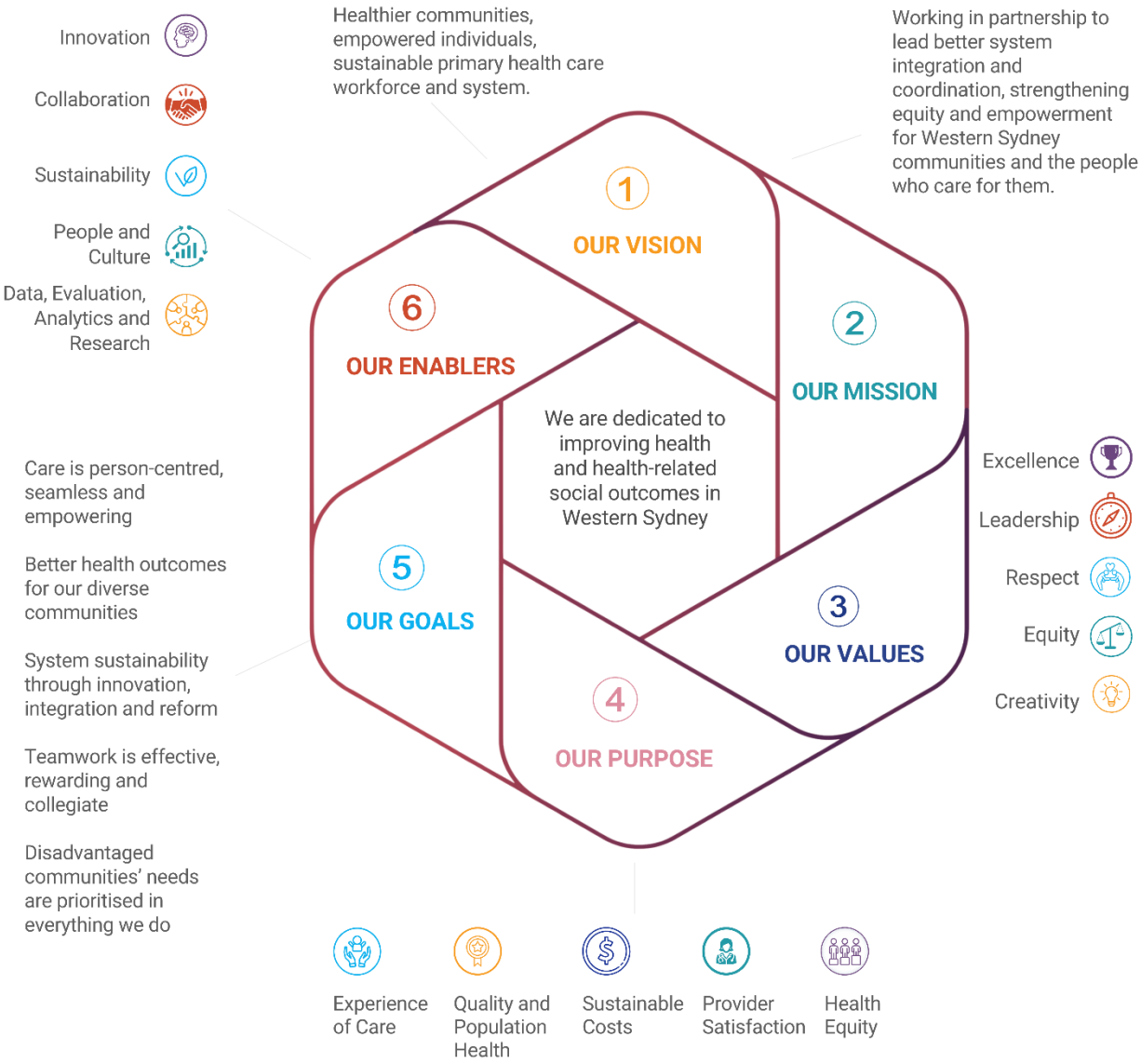
Coordinate

We facilitate collaboration across healthcare providers, community services, government agencies and consumers to support integrated, person-centred care.

Capacity Build

We build capability and capacity across the primary care setting including general practice, allied health, pharmacy and aged care through education, quality improvement initiatives, workforce planning and digital support.

Vision for Western Sydney



Our Region

Western Sydney

782 km²



1,181,810
population

58%
born outside Australia

51.5%
speak a language other than English at home

Wisemans Ferry to Regents Park, on Darug Country

Health services

336	270	4	5	2
GP clinics	after-hours GP clinics	urgent care services	emergency departments	Medicare Mental Health Centres

B Blacktown

438,843	49.6%	46.3%
population	born outside	other language

122 GP clinics, 88 after-hours, 2 urgent care, 2 ED, 1 mental health centre

C Cumberland

252,399	65.2%	73.9%
population	born outside	other language

91 GP clinics, 73 after-hours, 1 urgent care and 1 ED

H The Hills Shire

215,612	38.8%	44.2%
population	born outside	other language

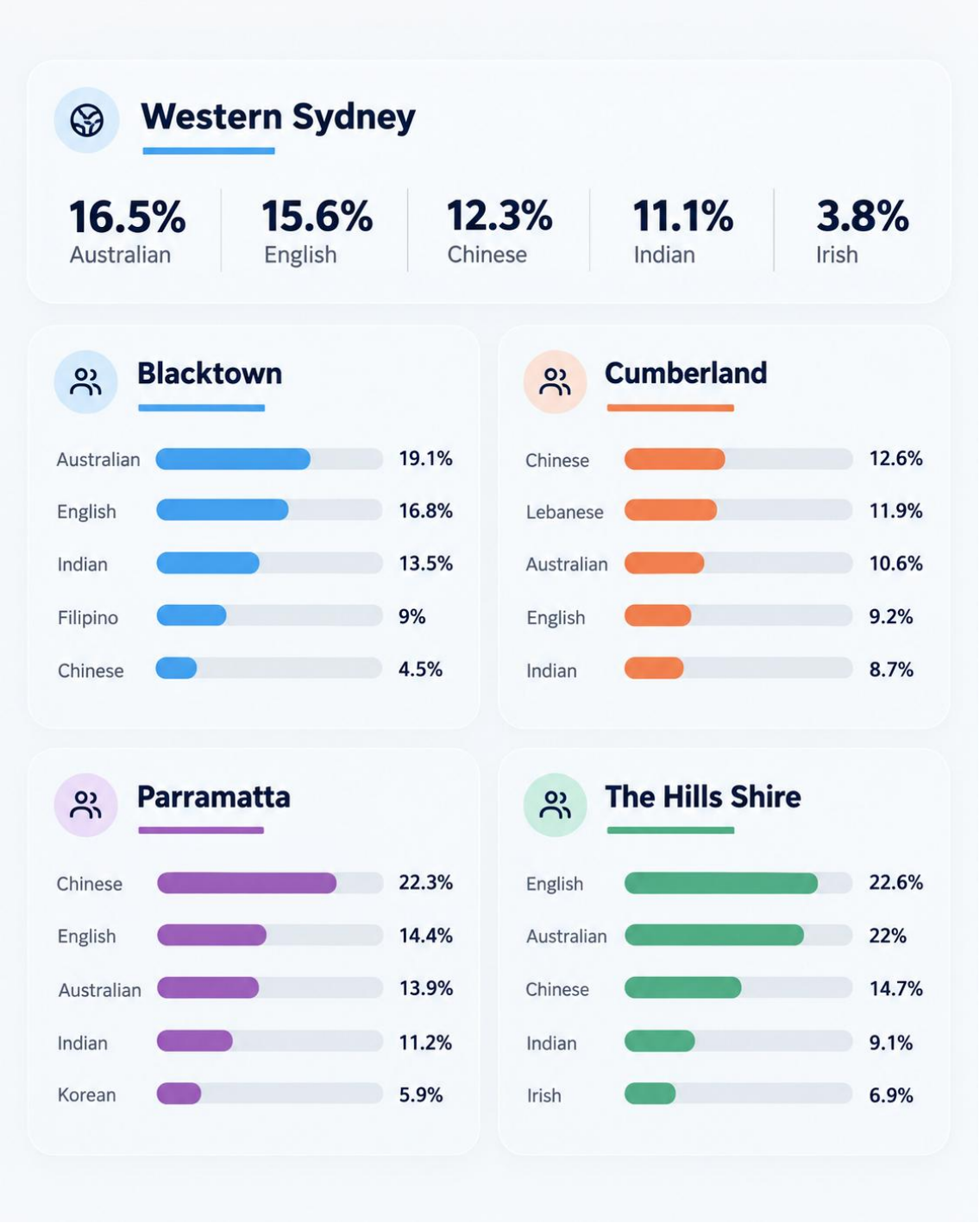
60 GP clinics and 46 after-hours clinics

P Parramatta

274,956	56.4%	61.8%
population	born outside	other language

63 GP clinics, 50 after-hours, 2 ED and 1 mental health centre

Cultural Diversity



Socioeconomic Factors

Regional differences

$1,678
median weekly household income in Cumberland

$2,831
median weekly household income in The Hills

Greater disadvantage
Cumberland and Blacktown

Less disadvantage
Parramatta and The Hills

Higher education attainment
Parramatta and The Hills had the highest proportion with a bachelor degree or higher.

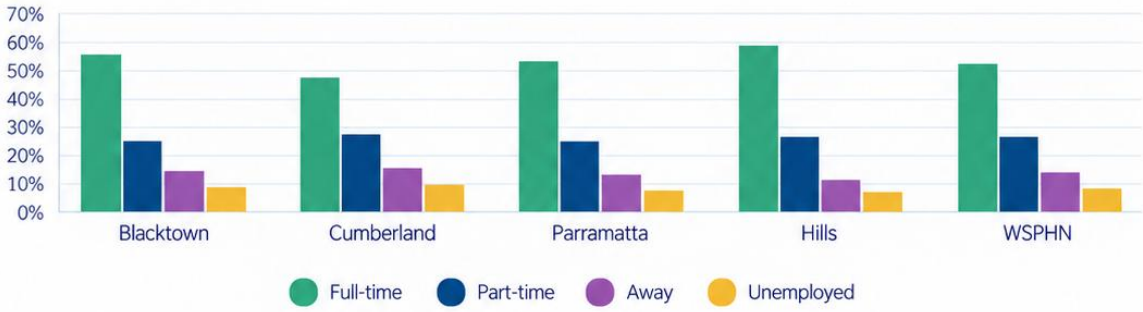
Income by LGA

Median weekly income, 2021



Employment by LGA

% of residents by labour force status



JobSeeker and Youth Allowance context reported for August 2024

Health Risks

Physical activity

17.1% physical activity

58.2% sedentary behaviours

Life expectancy: 85.2 years NSW: 84.5

Vaping

81% never vaped

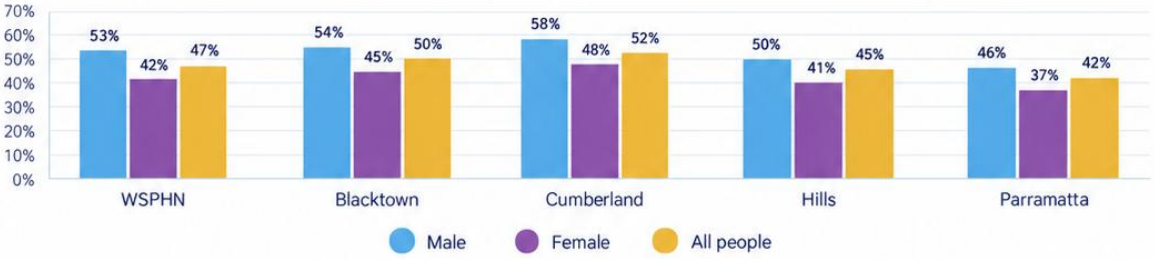
4% daily

3% occasionally

2% used to vape

9% tried, not regularly

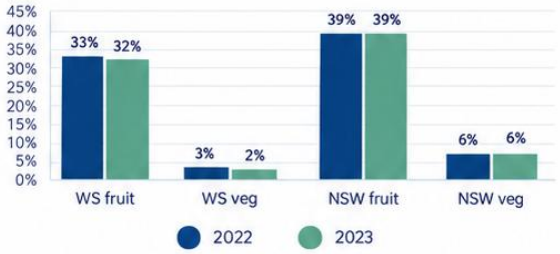
People who are obese or overweight



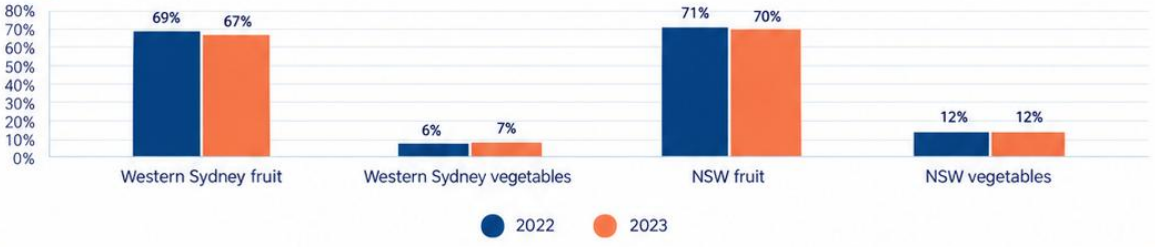
Smoking



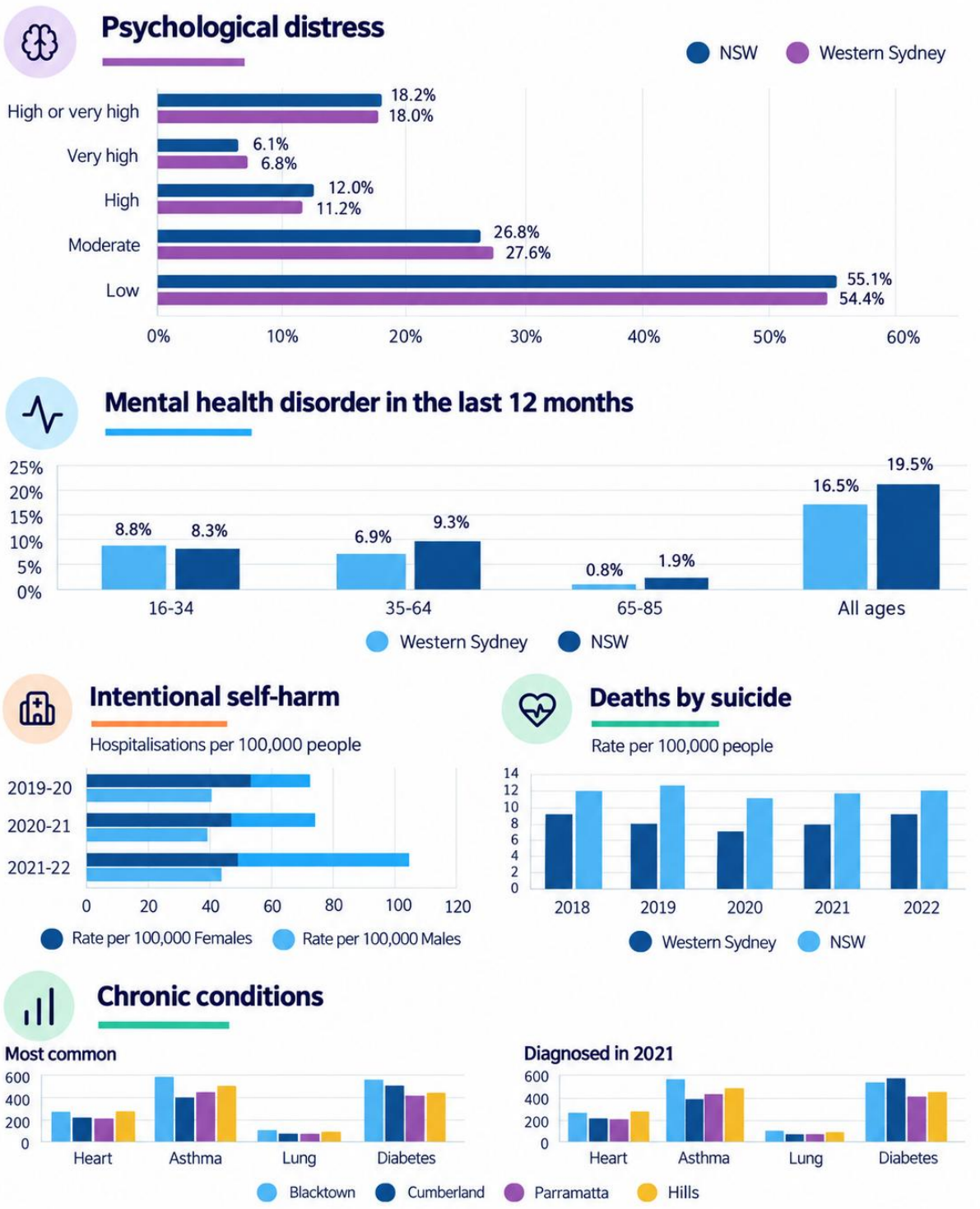
Fruit and vegetables - adults



Fruit and vegetables - children



Mental Health & Suicide



Diversity

First Nations people

16,614
First Nations residents

70%
live in Blacktown LGA

2%
of Australia's First Nations population

6%
of NSW First Nations population

Languages

57%
Western Sydney residents speak a language other than English at home

32.4%
NSW

Little or no English



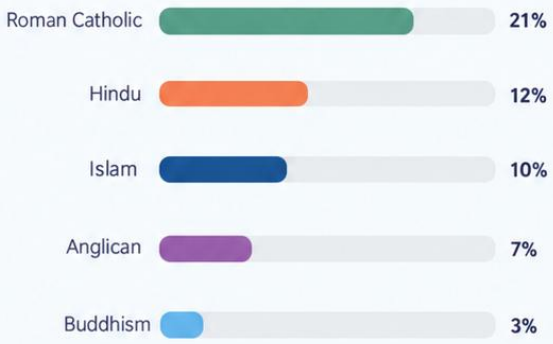
Secular residents

21.8%
Western Sydney

33%
NSW

38.7%
Australia

Religious affiliation



Reports

Board Chair Report



It is a privilege to serve an organisation so deeply connected to the people and communities of Western Sydney.

Behind every achievement in this Annual Review is a person whose life has been improved. A family found support to navigate an increasingly complex health system. A person experiencing distress received care closer to home. An older resident remained safe and independent. A child began rebuilding confidence, and a vulnerable community member gained access to healthcare without cost becoming a barrier.

These stories remind us that our work not only has an impact on the health system itself, but on the people who use it.

We see our impact by whether people can access care earlier, feel heard and respected, and experience a health system that works around their needs.

During 2025-2026, WentWest strengthened access to urgent and mental health care, supported culturally safe and community-led services, invested in prevention and workforce capability, and deepened relationships with primary care, community organisations, governments and health system partners. This work reflects the diversity and resilience of Western Sydney and the commitment of those working every day to improve health equity.

The Board is proud of the progress made to strengthen WentWest for the future. The development of our new Strategy, Impact Framework and digital capability will help us focus more clearly on outcomes, learn from evidence and community experience, and direct our efforts where they can make the greatest difference.

On behalf of the Board, I sincerely thank our staff, healthcare providers, partners, advisory groups and community representatives. Most importantly, I thank the people of Western Sydney who shared their experiences, trusted our services and helped shape our work.

There is more to do, but the progress reflected in this review gives us confidence in what we can achieve together: a more connected, equitable and responsive health system for every Western Sydney community.

Dr Anne-Marie Feyer

Board Chair

Chief Executive Report



Every day across Western Sydney, people turn to the health system at important moments in their lives. They may be managing a chronic condition, seeking mental health support, caring for an ageing family member or simply trying to find the right service at the right time.

Our responsibility is to make that journey easier and ensure care is accessible, coordinated and shaped by the needs of the person, not the boundaries between services.

Throughout 2025-2026, that responsibility guided WentWest's work. We supported more people to access mental health care, expanded alternatives to hospital emergency departments, strengthened culturally safe services and helped primary care teams build the skills, data and connections needed to deliver better care.

The opening of the Rouse Hill Medicare Urgent Care Clinic expanded access to free, timely treatment closer to home. Community-based partnerships at Lalor Park brought healthcare and practical support together for people experiencing disadvantage. Programs across mental health, healthy ageing, First Nations health, prevention and chronic disease helped individuals and families receive more coordinated and responsive care.

We also invested in the foundations of lasting impact. Our teams supported general practices through thousands of practice visits, expanded education and professional development, strengthened digital capability and advanced research partnerships grounded in Western Sydney's needs. Our relationships with community representatives, clinicians, Western Sydney Local Health District and local organisations helped connect lived experience, frontline expertise and system planning.

None of this impact belongs to WentWest alone. It is the result of people working together with generosity, persistence and a shared belief that better health outcomes are possible. I am immensely grateful to our staff, Board, providers, partners, consumers and communities for the expertise and trust they bring to this work.

As we look ahead, our new Strategy and Impact Framework will sharpen our focus on what matters most: not simply what we deliver, but the difference it makes in people's lives.

Together, we are building a health system that is easier to navigate, more connected and more responsive to every community across Western Sydney.

This report highlights the collective achievements of our staff, providers, community representatives and partners. Together, we are building a stronger health system for Western Sydney.

Andrew Newton

Chief Executive

Our Impact in 2025–2026

COMMISSION • COORDINATE • CAPACITY BUILD

Through commissioning, coordination and capacity building, WentWest continued to strengthen access to care, support primary care providers and improve health outcomes across Western Sydney during 2025–2026.

Chronic Conditions & Prevention

700+

people participated in the 2kg Challenge

- 114 general practices involved in 2kg Challenge
- 900+ clinicians registered for Diabetes Masterclasses
- 394 registrations for the Cardiovascular Roadshow
- 98 practices improved across national quality measures

Digital Health & Innovation

114

practices participating in Lumos

- 35% of regional practices connected
- 117 Digital Maturity Assessments completed
- 811 localised HealthPathways pages
- 137,084 HealthPathways page views

Engagement & Partnerships

450+

providers contributed to the Needs Survey

- 232 AOD partnerships established
- 120+ participants attended the Dementia Forum
- 130+ clinicians attended the Integrated & Community Health Conference
- Joint Regional Needs Assessment progressed with WSLHD

First Nations Health

20,953

Service contacts delivered

- **4,627** client records
- **5,953** Healing Minds Healing Spirits services
- **3,098** clients supported through The Shed
- **96.4%** culturally appropriate mental health contacts

Healthy Ageing

1,821

Older people supported

- **1,180** participants in Live Younger Longer
- **334** participants in Still Standing
- **195** people supported through Care Finder
- **112** people supported through Dementia Care Navigator

Mental Health & Suicide Prevention

6,789

People received commissioned mental health support

- **1,617** people accessed low-intensity services
- **4,124** people received psychological therapies
- **1,048** people received clinical care coordination
- Blacktown Medicare Mental Health Centre opened

Our Impact in 2025–2026

Primary Care Support

3,826

practice visits delivered

- **330** general practices supported
- **477** GPs engaged
- **283** practice nurses engaged
- **278** practices participating in PIP QI

Research & Innovation

73

research projects and partnerships

- **27** institutions collaborating
- AIHW partnership established for GP Operational Data Store
- National collaborations in genomics, dementia and chronic disease
- Research informing future service planning and commissioning

Urgent Care

6

urgent care services operating

- **3** Medicare Urgent Care Clinics
- **3** NSW Health Urgent Care Services
- New Rouse Hill Medicare Urgent Care Clinic opened
- Greater access to care closer to home

Vulnerable Communities

2,751

Street Side Medics service contacts

- New Lalor Park community hub established
- Integrated healthcare and social support
- Partnerships with Carevan Blacktown
- Stronger access pathways for vulnerable communities

Women's Health

13.6%

Increase in cervical screening participation

- Cervical Cancer Prevention Toolkit launched
- Multidisciplinary Endometriosis & Pelvic Pain Clinic continued
- **278** practices supported through quality improvement
- Strengthened women's health pathways across primary care

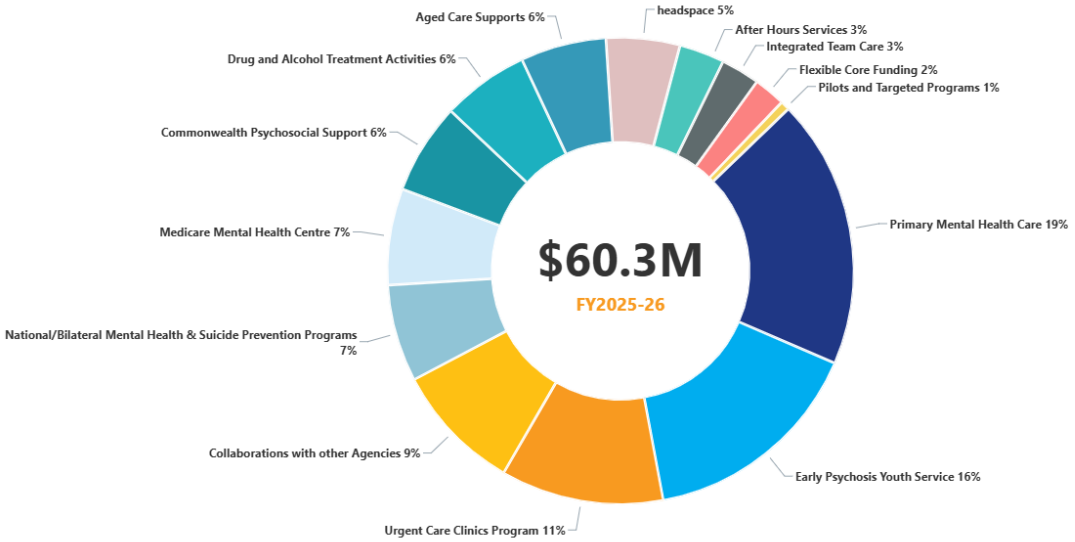
Year In Review

Throughout 2025–2026, WentWest continued to invest in services and initiatives designed to improve access to care, strengthen primary care and respond to the changing health needs of Western Sydney.

Our commissioning approach directs funding towards areas of greatest local need, with investment spanning mental health and suicide prevention, alcohol and other drug services, First Nations health, healthy ageing, urgent care, chronic disease prevention and management, and services for vulnerable communities.

This year WestWest invested **$60.3 million** of Australian and NSW government funding in services and programs across Western Sydney.

These investments support a more connected health system and help people receive the right care, at the right time and in the right place.



Highlights

Advancing First Nations Health

- 4,627 First Nations clients supported through culturally responsive services
- 20,953 service contacts delivered through Aboriginal-led organisations
- 96.4% of mental health service contacts were culturally appropriate
- Continued investment in community-led, culturally safe care

Strengthening Alcohol and Other Drug Services

- 232 partnerships established across nine commissioned services
- Strengthened referral pathways, care coordination and recovery support
- Aboriginal-led and youth-focused services supported people with complex needs
- Pathways Home recognised with a NSW AOD Award

Supporting Healthy Ageing

- 1,821 older people supported through healthy ageing programs
- 195 people assisted through Care Finder
- 112 people supported by the Dementia Care Navigator program
- Expanded workforce education, telehealth and aged care support

Building a More Inclusive Health System

- Strengthened partnerships with multicultural and refugee organisations
- Improved access to culturally responsive health information and services
- Supported trauma-informed and culturally safe care
- Increased workforce capability to support diverse communities



Expanding Access to Mental Health Care

- 6,789 people received commissioned mental health support
- 1,617 people accessed low-intensity services
- 4,124 people received psychological therapies
- Blacktown Medicare Mental Health Centre opened

Putting Prevention First

- Focused on diabetes, cardiovascular health, immunisation and cancer screening
- Used local data and community insights to target prevention activities
- Improved early identification of risk factors
- Strengthened participation in preventive care programs

Supporting Children and Families

- 152 general practices participated in the Childhood Immunisation Bike Competition
- 278 children entered after receiving scheduled vaccinations
- Maternal and child health research partnerships strengthened
- Expanded child mental health education and support

Improving Women's Health

- Continued multidisciplinary endometriosis and pelvic pain care
- Introduced the Cervical Cancer Prevention Toolkit
- 13.6 per centage point in cervical screening participation at Whalan Medical Centre
- Strengthened women's health pathways and workforce education

Tackling Diabetes

- 700+ people participated in the 2kg Challenge
- 114 practices supported diabetes prevention activities
- 900+ clinicians registered for Diabetes Masterclasses
- Community screening and early detection programs expanded

Improving Heart Health

- 394 registrations for the Cardiovascular Disease Virtual Roadshow
- 160+ health professionals attended
- Strengthened cardiovascular prevention and risk assessment capability
- Supported physical activity and heart health initiatives



Reaching Vulnerable Communities

- 2,751 Street Side Medics service contacts
- New Lalor Park health and community hub established
- Integrated healthcare, meals and social support
- Stronger pathways for people experiencing disadvantage

Expanding Urgent Care

- New Rouse Hill Medicare Urgent Care Clinic opened
- 6 urgent care services operating across Western Sydney
- Increased access to bulk-billed urgent care
- More care delivered closer to home

Strengthening Primary Care

- 3,826 practice visits delivered
- 330 practices supported
- 477 GPs and 283 nurses engaged
- Strengthened quality improvement, prevention and chronic disease management

Making Clinical Decisions Easier

- 811 localised Health Pathways
- 137,084 pathway views
- 5,350 users
- Improved access to local referral and clinical guidance

Investing in Workforce Capability

- **186 health professionals** attended Connect Series events
- 83% highest satisfaction rating
- 89% highest relevance rating
- Expanded education across primary care, aged care and digital health

Building a Sustainable Primary Care Workforce

- Developed the Greater Western Sydney Primary Care Workforce Strategy
- Supported workforce planning across NSW and ACT
- Strengthened GP, nursing and allied health workforce initiatives
- Promoted future workforce pathways



Commissioning for Impact

- Investment directed to identified community needs and service gaps
- Stronger focus on outcomes and measurable impact
- Data, evidence and lived experience informed decisions
- Continued strengthening of outcomes-based commissioning

Connecting Community Voice with Decisions

- **450+ providers and clinicians** contributed to the Needs Survey
- Clinical Council membership refreshed
- Citizens' Assembly continued to inform priorities
- Community and clinical input shaped future planning



Strengthening Regional Partnerships

- Advanced joint priorities with Western Sydney Local Health District
- Progressed the Joint Regional Needs Assessment
- Strengthened prevention, mental health and chronic disease partnerships
- Improved integration across primary, community and hospital care

Research That Responds to Local Needs

- 73 research projects and partnerships
- 27 institutions collaborating
- Expanded work in genomics, mental health, chronic disease and digital health
- New AIHW partnership to support health intelligence and planning

Building the Future of WentWest

- Progressed the new organisational strategy
- Developed the Impact Framework
- Advanced the Digital Strategy
- Strengthened focus on outcomes, equity and integration

Investing in Our People

- Introduced Fitness Passport
- Expanded leadership and development programs
- Strengthened cultural capability and wellbeing initiatives
- Continued investment in a connected and inclusive workplace

Showcasing Innovation

- Shared innovative projects through the Insider Special Showcase
- Highlighted achievements in data, research and quality improvement
- Promoted cross-organisational learning and collaboration
- Strengthened a culture of innovation and continuous improvement



Health Priorities



Alcohol and Other Drugs Services

Alcohol and other drug use can affect much more than a person's physical health. It can be closely connected with mental health, housing, relationships, education, employment, involvement with the justice system and connection to community.

In Western Sydney, alcohol and illicit drug use remain important preventable health risks. While the proportion of residents considered at long-term risk from alcohol consumption is lower than the NSW average, it has increased in recent years. Local treatment data also shows continuing need associated with methamphetamine and alcohol, while cannabis remains a particular concern among younger people.

Throughout 2025–2026, WentWest commissioned nine alcohol and other drug services providing treatment, early intervention, recovery support and care coordination. These services supported people experiencing harmful substance use alongside the broader circumstances affecting their health and wellbeing.

Alcohol and other drug service need in Western Sydney

The Western Sydney Health Needs Assessment identified alcohol and illicit drug use as important preventable health risks.

In 2023, 27% of Western Sydney residents were considered at long-term risk from alcohol consumption, compared with 33.5% across NSW. Although the regional rate was lower, it had increased from 22.8% in 2020.

Data from WentWest-commissioned services also showed changing patterns of need:

- Methamphetamine remained the leading principal drug of concern, particularly among male clients.
- Ethanol-related treatment presentations increased for both males and females.
- Cannabinoids were a significant concern, particularly among younger people.
- Blacktown accounted for a substantial proportion of clients presenting for treatment across several drug types.
- Heroin and cocaine presentations were lower than for methamphetamine, ethanol and cannabinoids, but remained an ongoing service need.

Impact at a glance

- 232 partnerships were established across nine commissioned AOD services.
- WentWest maintained partnerships with two Aboriginal and Torres Strait Islander-led organisations within its AOD portfolio.
- Commissioned providers worked across health, housing, education, justice and community services.
- Marrin Weejali supported hundreds of community members and delivered thousands of episodes of culturally safe AOD and mental health care.
- Pathways Home reported that 69% of participants reduced or stabilised their substance use and 77% experienced an improved quality of life.
- Pathways Home received the Excellence in Treatment Award at the 2025 NSW AOD Awards for the non-government sector.

Connected, culturally safe care

Effective alcohol and other drug treatment needs to respond to the whole person.



WentWest's commissioned services provided counselling, case management, cultural mentoring, advocacy, relapse prevention, outreach and practical assistance, while connecting people with specialist and community services.

Across the nine commissioned services, 232 partnerships were established with health, housing, education, justice and community organisations. These connections strengthened referral pathways and enabled services to respond to substance use alongside mental health concerns, housing instability, family pressures and other challenges.

Recovery through culture and connection

Culturally safe, community-led care remained an important part of this approach.

Marrin Weejali Aboriginal Corporation continued to provide culturally safe alcohol and other drug and mental health care for Aboriginal and Torres Strait Islander people across Western Sydney.

People could access counselling, case management, advocacy, aftercare, crisis intervention, relapse prevention and therapeutic group programs, as well as connections with health, housing, legal, justice, family and community services.

Supporting young people through culture

Deadly Dreaming, delivered by the Ted Noffs Foundation, provided another culturally safe pathway for Aboriginal and Torres Strait Islander young people.

Designed by First Nations staff and delivered through local schools and The Street University in Mount Druitt, the program used yarning circles, cultural education, storytelling, art and music to strengthen connection to identity, Country and community.

Recognised with the Excellence in Treatment Award at the 2025 NSW AOD Awards, the program supports young people to build resilience, confidence and greater connection with culture while providing support for mental health and alcohol or other drug concerns.

Pathways Home: support at a critical transition

For young people leaving custody, the move back into the community can be a particularly vulnerable period.



Pathways Home, delivered by the Community Restorative Centre, provided intensive, trauma-informed support for young people aged 10 to 24 who were involved with the justice system and experiencing alcohol or other drug concerns.

Importantly, support started before release and continued as young people returned to the community. The program combined:

- pre-release planning
- clinical counselling
- community-based case management
- alcohol and other drug support
- housing and employment assistance
- connections with health and community services
- support to rebuild family and social relationships

The results demonstrate the value of addressing the broader circumstances that can influence substance use and recovery.

- 69% of participants reduced or stabilised their substance use.
- 77% experienced an improved quality of life.

Case Study: A second chance and a new direction

At 18, Liam was preparing to leave custody and wanted to create a different future.

Three months before his release, he was connected with a Pathways Home transition worker. Together, they developed a plan built around his goals: remaining free from alcohol and drugs, finding employment, securing stable housing and improving his health.

The support addressed not only substance use, but the family instability and disconnection from school and community that had contributed to the challenges he faced.

By beginning the relationship before release and continuing support in the community, Pathways Home provided continuity during a high-risk transition and helped Liam begin building a safer and more stable life.

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First Nations Health

Culture, community and connection are fundamental to better health

Improving health outcomes for Aboriginal and Torres Strait Islander people remained a core priority for WentWest throughout 2025–2026.

Western Sydney is home to a large and established First Nations community, with more than 16,600 Aboriginal and Torres Strait Islander people recorded in the region in the 2021 Census. More than 71% lived in Blacktown, with communities also across Parramatta, Cumberland and The Hills Shire.

Local evidence continues to show inequities in chronic disease, disability, mental health and access to preventive care. Community feedback also reinforces that improving health is about more than access to clinical services. Culture, family, community, Country, housing, employment and people's experience of the health system all influence health and wellbeing.

WentWest worked with Aboriginal-led organisations, community leaders, primary care providers and health system partners to strengthen culturally safe care and improve coordination between services.

The approach recognises a simple principle: better health outcomes are achieved when care is shaped with community and responds to the whole person.

Community-led social and emotional wellbeing

Aboriginal-led organisations bring cultural knowledge, trusted relationships and an understanding of family, kinship and community to care.

Throughout the year, WentWest continued to invest in Aboriginal-led mental health and social and emotional wellbeing services that combine clinical and psychological support with cultural connection, advocacy, practical assistance and service coordination.

This means people can receive support that responds not only to a health condition, but also to the circumstances influencing their wellbeing.

Impact at a glance

- **4,627** First Nations client records across commissioned mental health services
- **20,953** service contacts
- **5,953** Healing Minds Healing Spirits services delivered
- **3,098** Aboriginal clients supported through The Shed
- **1,618** service contacts delivered through Baabayn
- **1,188** counselling and peer-support occasions delivered through Aboriginal Counselling Services
- **96.4%** of commissioned mental health service contacts for First Nations clients were culturally appropriate

Supporting children and families

Culturally safe care also begins early in life.



The Little Possums program supported Aboriginal and Torres Strait Islander children and families through culturally safe play therapy, mentoring and advocacy.

Its child-led approach helped children express their experiences, strengthen emotional wellbeing, develop coping skills and build confidence, while supporting families to better understand and respond to their children's needs.

Rather than giving this a separate detailed case study, I would retain it as a concise example of how culturally safe care extends across the life course.

Healing Minds Healing Spirits

Delivered by Marrin Weejali Aboriginal Corporation, Healing Minds Healing Spirits supported 310 clients and delivered 5,953 services during the year.

The service provided counselling, case management, advocacy, aftercare, crisis intervention and therapeutic group programs.

Collaboration with more than 40 organisations also helped connect people with housing, legal, justice, family, health and community support.

This wraparound model recognises that mental health cannot always be separated from the other pressures and experiences affecting a person's life.

The Shed

Western Sydney University's The Shed supported 3,098 Aboriginal clients and recorded 3,891 service contacts.

People received support with emotional distress, mental illness, social isolation, housing pressures, financial hardship and legal concerns, alongside opportunities to strengthen cultural connection and develop personal support networks.

Baabayn and Aboriginal Counselling Services



Baabayn Aboriginal Corporation provided clinical psychology support to 191 clients and delivered 1,618 service contacts, guided by a social and emotional wellbeing framework.

Aboriginal Counselling Services supported 132 clients and delivered 1,188 occasions of support through counselling and peer support.

Together, these services provided culturally responsive care addressing experiences including trauma, grief and loss, alcohol and other drug use, gambling, family violence, financial hardship, crisis and self-harm.

The common thread is care built around trusted relationships, culture and the individual rather than a single diagnosis.

Integrated Team Care

Integrated Team Care supported Aboriginal and Torres Strait Islander people living with chronic and complex health conditions to navigate services, connect with healthcare providers and overcome practical barriers to receiving care.

Support was shaped around each person's health, cultural and social circumstances and strengthened connections between individuals, families, general practices, specialists and community services.

The aim was not simply to connect people with another service. It was to help care work around the person.

Case Study: Helping Uncle Ray stay close to home

When Uncle Ray was diagnosed with a terminal illness, his wish was to spend his final weeks surrounded by his family and connected to Country.

Working with his family, the Integrated Team Care team at Kildare Road Medical Centre arranged and funded essential equipment, including a hospital-style bed, so he could receive care at home.

The support eased financial pressure on his family and enabled Uncle Ray to remain where he felt most comfortable.

His story demonstrates the difference culturally safe, person-centred care can make when physical, cultural, social and emotional needs are considered together.

Healthy Ageing

Helping people stay healthy, independent and connected

Older people across Western Sydney want to remain healthy, independent and connected to their communities for as long as possible.

This means supporting people before their health declines, helping them navigate an increasingly complex aged-care system, and making sure primary care, aged care, community and hospital services work together around their needs.

During 2025–2026, WentWest combined direct support for older people with investment in prevention, dementia care, service navigation, workforce capability and stronger connections across the health system.

The focus was simple: help people stay well and independent, while making it easier to find and receive the right care when they need it.

Prevention and navigation

Supporting healthy ageing begins before people reach crisis point.

WentWest invested in early intervention programs that strengthened physical health, mental wellbeing, mobility, confidence and social connection, alongside services that helped people navigate aged care and other supports.

Living younger for longer

Live Younger Longer supported **1,180 older people** across Western Sydney, combining practical activities and health education to improve physical, mental, nutritional and social wellbeing.

- The results demonstrated meaningful change:
- 24% average improvement in loneliness and social isolation scores
- 50% improvement in stress-related outcomes
- improved emotional wellbeing
- stronger stress-management skills
- increased sense of purpose
- positive participant experiences

The program demonstrated the value of combining health literacy, prevention and social connection to support people to remain well as they age.

Impact at a glance

- **1,180** older people participated in Live Younger Longer
- **334** people participated in Still Standing
- **195** people received personalised support through Care Finder
- **112** people were supported through the Dementia Care Navigator
- **408** participants completed dementia education and training across 23 residential aged care homes
- **61** leaders from **26** residential aged care homes participated in the first Leadership and Business Resilience workshop

Preventing falls and protecting independence

A fall can significantly affect an older person's health, confidence and ability to live independently.

Still Standing supported **334 people** through falls-risk assessment, personalised exercise plans and ongoing exercise.

Participants completing assessments showed improved falls-risk outcomes, alongside improvements in mobility, physical function, confidence and behaviour.

The aim was not simply to prevent falls. It was to help people remain active, confident and safe at home for longer.

Making aged care easier to navigate

For some older people, the greatest barrier is not the absence of services but the difficulty of finding and accessing them.

Care Finder provided personalised support to **195 people** experiencing significant barriers to accessing aged care and other essential services.

This included people experiencing housing insecurity, financial hardship, low literacy, social isolation and complex health and social circumstances.

Support helped people understand and access aged care, complete assessment processes, connect with health and community services, coordinate multiple providers and advocate for the care they needed.

Case Study: Wendy and Bob's story

For more than a year, Bob had been trying to navigate the aged-care system for his wife Wendy, who was living with chronic pain and reduced mobility.

While they waited for Wendy's Home Care Package to begin, the couple struggled to access the support they needed.

Care Finder helped connect Wendy with physiotherapy, podiatry, domestic assistance and respite services. Bob was also connected with support through Carer Gateway.

With the right services in place, Wendy could remain safer and more comfortable at home, while Bob gained greater confidence and reassurance in his caring role.

Their experience demonstrates why navigation matters. Connecting people with the right support can make the difference between struggling with the system and being able to continue living safely at home.

Supporting people living with dementia



Dementia is a significant and growing health need in Western Sydney. Almost six in 10 permanent residential aged-care residents had a confirmed dementia diagnosis.

WentWest's response focused on making the dementia journey easier to navigate, supporting earlier identification and diagnosis, strengthening primary care and aged-care capability, and ensuring care is responsive to Western Sydney's culturally diverse communities.

WentWest also partnered with Dementia Australia to build the capability of residential aged-care staff.

During the year, 408 participants completed dementia education and training across 23 residential aged care homes.

Training included immersive learning designed to help staff better understand dementia from the perspective of the person receiving care.

Dementia Care Navigator



The Dementia Care Navigator supported 112 older people, their families and carers to navigate dementia assessment, diagnosis and services.

Support included helping people understand My Aged Care, connect with health, disability, aged-care and community services, access translated information and interpreters, and receive individual guidance.

This was particularly important for culturally and linguistically diverse families who may be navigating unfamiliar and complex systems while caring for someone living with dementia.

Stronger leadership and clinical capability

The first Residential Aged Care Home Leadership and Business Resilience workshop brought together 61 leaders from 26 residential aged care homes, responding to workforce fatigue, increasing complexity of care and operational pressures.

WentWest also delivered frailty education to primary care professionals, helping clinicians identify people at risk earlier and support more proactive care planning.

These initiatives recognise that better outcomes for older people depend on confident, capable teams and sustainable services.

Better access to care when it is needed

WentWest also strengthened connections between residential aged care and general practitioners, pharmacists, dementia services, diagnostic services, psychological support, Hospital in the Home and palliative care.

After-hours support focused on helping residential aged-care homes understand available options and plan for timely care outside normal hours. Among homes reporting their arrangements, 83% had an after-hours action plan.

The Aged Care Onsite Pharmacist initiative further supported multidisciplinary care by bringing pharmacists into residential aged-care homes to work alongside residents, staff, GPs and other health professionals.

Supporting choice at the end of life

Healthy ageing also means helping people think about the care that matters to them as they approach the end of life.

WentWest continued to strengthen advance care planning and palliative care through education for GPs and communities, culturally inclusive information, stronger referral pathways and closer connections between residential aged-care homes and specialist services.

The aim is to give people and families the information, confidence and support they need to make informed choices and ensure care reflects what matters to them.

Children and Families

Improving Childhood Immunisation



Immunisation remains one of the most effective ways to protect children from serious illness and prevent the spread of disease.

This year, WentWest's Childhood Immunisation Bike Competition achieved record participation, engaging 152 general practices across Western Sydney. The initiative encouraged families to keep children's vaccinations up to date, generating 278 competition entries from children receiving scheduled immunisations.

Alongside the competition, WentWest's practice support teams worked closely with general practices to strengthen immunisation processes, improve patient recall systems and promote vaccination conversations with families. A targeted parent education campaign delivered through GoShare reached 268 parents and achieved a 50 per cent open rate, helping raise awareness of the importance of childhood vaccination.

Cancer Prevention and Early Detection

Improving Screening, Saving Lives

Cancer remains one of the most significant preventable causes of illness and death in Western Sydney. Early detection through screening is one of the most effective ways to improve outcomes, and increasing participation in breast, bowel and cervical cancer screening remains a key priority for primary care.

Throughout 2025-2026, WentWest worked with the Australian Government, Cancer Institute NSW, Western Sydney Local Health District, general practice and community organisations to improve cancer screening participation and strengthen pathways to early intervention.

WentWest worked with primary care and community partners to increase breast, bowel and cervical cancer screening across Western Sydney, with a focus on communities experiencing lower participation.

Screening Together

The *Screening Together* initiative strengthened primary care capability in cervical screening through workforce education, quality improvement, self-collection and culturally safe screening pathways.

Strengthening Screening in General Practice

WentWest supported practices with education, clinical audits, patient recalls and data-driven quality improvement. At Whalan Medical Centre, targeted improvements contributed to a 13.6 percentage point increase in cervical screening participation, from a 29% baseline, within one quarter.

Strengthening Cancer Screening Capability

Primary care plays a vital role in increasing cancer screening participation. Throughout the year, WentWest worked with general practices to improve preventive care through education, quality improvement initiatives, clinical audits, patient recall systems and data-driven practice support.

Chronic Health Conditions

Chronic conditions remain among the most significant health challenges facing Western Sydney. Diabetes, cardiovascular disease, chronic kidney disease, respiratory conditions and obesity contribute to preventable illness, hospitalisations and reduced quality of life.

Throughout 2025–2026, WentWest strengthened prevention, early identification and chronic condition management through partnerships with health services, researchers, primary care providers and community organisations.

This work combined community-based prevention, culturally responsive health promotion, clinical education, quality improvement, digital tools and stronger coordination across primary, community and hospital care. It helped general practices identify people at risk earlier, close gaps in care and provide more proactive, person-centred support.

Impact at a glance

- 900+ healthcare professionals registered for the Western Sydney Diabetes Masterclass Series
- More than 700 people participated in the 2kg Challenge
- 114 general practices participated in the 2kg Challenge
- 394 registrations - Cardiovascular Disease Virtual Roadshow

Diabetes: A Coordinated Response

WentWest continued its partnership with the Western Sydney Diabetes Alliance, bringing together hospitals, general practices, researchers, community services, people with lived experience and government partners.

The Alliance supports a coordinated approach to:

- Preventing type 2 diabetes
- Identifying risk and undiagnosed disease earlier
- Strengthening diabetes care in general practice
- Supporting people with complex diabetes
- Building workforce capability
- Improving community awareness
- Using research and data to guide improvement
- Strengthening culturally responsive care

The partnership helped connect community prevention with primary care, specialist services and research, reducing fragmentation and supporting a more consistent regional response.



Diving Into Diabetes Prevention



WentWest worked with Western Sydney Diabetes and local organisations to bring diabetes education, risk assessment and screening closer to the community.

The Dive In for Diabetes event in Auburn combined practical health information with diabetes detection testing. During the event, 51 tests were completed, with participants receiving personalised advice and referral information where needed.

During National Diabetes Week 2025, the Western Sydney Diabetes team also partnered with Westpoint Shopping Centre Blacktown to provide community health information and free screening through a Wellness Expo.

Campaign activity encouraged people with family history, physical inactivity, unhealthy weight, previous gestational diabetes or higher-risk cultural backgrounds to discuss diabetes testing with their GP.

The 2kg Challenge: small changes, lasting impact



The 2kg Challenge is a free eight-week diabetes prevention program for people with prediabetes or an increased risk of developing type 2 diabetes.

The program promotes a simple, evidence-based message: losing and maintaining a weight reduction of 2 kilograms can reduce the risk of developing type 2 diabetes by up to 30%.

Participants receive practical resources, healthy recipes, education and encouragement to improve eating habits, increase physical activity and maintain motivation.

The program received the Collaborative Team of the Year Award at the Western Sydney Local Health District Integrated and Community Health Achievements in Community Excellence Awards.

During 2025–2026:

- More than 700 people participated
- 114 general practices supported the program
- Participants reported improved food choices, meal planning, physical activity, fitness and general wellbeing
- Some participants reported losing more than the initial 2-kilogram target
- General practices reported that regular support and digital resources helped participants remain motivated

Building a diabetes-ready workforce



WentWest supported the Western Sydney Diabetes Masterclass Series, one of Australia's largest diabetes education programs for community healthcare professionals.

More than 900 healthcare professionals registered for the series.

The program connected GPs, nurses, allied health professionals and other clinicians with specialist expertise, current evidence and practical resources.

Culturally safe diabetes prevention and care

WentWest continued to support culturally responsive diabetes initiatives for Aboriginal and Torres Strait Islander communities.

The Western Sydney Diabetes Aboriginal Steering Committee brought together health professionals and community representatives to strengthen culturally safe diabetes prevention, care and community engagement.

Too Deadly for Diabetes combined health education, nutrition, physical activity and cultural leadership to support Aboriginal and Torres Strait Islander people living with diabetes or at risk of developing the condition.

Across the program's delivery, participants collectively lost more than 6,100 kilograms and achieved an average HbA1c reduction of 1.68 percentage points.

Strengthening cardiovascular care

Cardiovascular disease remains a major cause of illness and premature death. People living with diabetes, chronic kidney disease, high blood pressure, obesity or other long-term conditions may face an increased risk of cardiovascular complications.

WentWest partnered with the Heart Foundation to deliver the Cardiovascular Disease Virtual Roadshow.

The event attracted:

- 394 registrations
- More than 160 participating health professionals

The Roadshow provided current clinical information and practical quality improvement strategies covering cardiovascular disease prevention, risk assessment and management in primary care.

Chronic condition management reforms

From 1 July 2025, changes to Medicare chronic condition management arrangements introduced a single GP chronic condition management plan and new referral processes.

The support helped practices update workflows, understand transition arrangements and prepare patients for the new model.

Mental Health and Suicide Prevention

Connecting people with the right support

Mental health remained a major priority for Western Sydney throughout 2025–2026.

While the region recorded a lower prevalence of diagnosed mental health conditions than NSW, psychological distress continued to rise. Demand was particularly significant among young people, while people with moderate, severe and complex needs faced greater difficulty accessing appropriate care.

WentWest responded by commissioning accessible, community-based services across the mental health care continuum, strengthening referral pathways and working with health, community and lived experience partners to improve how people move through the system.

Need in Western Sydney

- Mental health need in Western Sydney continues to grow, with rising psychological distress despite lower recorded diagnosis rates.
- Around one in seven residents reported a mental health condition, with the highest rates among people aged 16 to 34 years.
- Psychological distress increased from 33.1% to 35.9% between 2021 and 2023, particularly among women.
- The gap between diagnosed conditions and psychological distress suggests unmet need, delayed help-seeking and barriers to accessing care.
- Young people recorded the highest use of mental health services and continued to present to emergency departments for mental health concerns.
- Older people aged 75 years and over had the highest rate of mental health-related emergency department presentations.
- Mental health challenges are closely linked to housing stress, cost-of-living pressures, unemployment, social isolation and rapid population growth.
- Addressing need requires integrated responses that combine clinical care, psychosocial support and stronger connections across health and community services.

2025-2026 Impact

- **1,617 people** accessed low-intensity mental health services
- **4,124 people** received psychological therapies
- **1,048 people** received clinical care coordination for severe and complex mental illness
- **1,105 active mental health clients** identified as Aboriginal or Torres Strait Islander
- **96.4%** of mental health service contacts for First Nations clients were culturally appropriate
- **73.5%** of completed treatment episodes recorded valid clinical outcome measures at the beginning and end of care, exceeding the target of 70%

Commissioning care to meet need

In response to identified regional needs, WentWest commissioned a stepped range of mental health and suicide prevention services. These services were designed to provide support matched to the level and complexity of each person's needs, reduce barriers for priority populations and strengthen connections between primary, community, hospital and specialist care.

Services included:

- Low-intensity and early-intervention support
- Psychological therapies
- Clinical care coordination for severe and complex mental illness
- Child, youth and perinatal mental health support
- Support following suicidal distress, self-harm or a suicide attempt
- Culturally safe services for Aboriginal and Torres Strait Islander communities
- Support responsive to multicultural and LGBTQIA+ communities
- Care for people experiencing co-occurring mental health and alcohol or other drug concerns

Depending on the program and the person's circumstances, support could be provided face to face, by telephone or online. This flexibility helped reduce financial, cultural and practical barriers to care.

Medicare Mental Health Centres: Free Support Close to Home

A major milestone was the opening of the Blacktown Medicare Mental Health Centre, providing free, walk-in support for adults across Western Sydney.



Commissioned by WentWest and delivered by Uniting, the centre provides immediate support, clinical assessment, short-term care and connections to ongoing services, with no referral or appointment required. Its multidisciplinary team of clinicians and peer workers provides person-centred support based on each person's circumstances and needs.

The Blacktown centre complements the existing Parramatta Medicare Mental Health Centre and strengthens access to timely care close to home. Together, the centres are helping reduce barriers to support and improve connections between primary care, hospitals and community services.

Expanding Access

- Blacktown Medicare Mental Health Centre opened in 2025-2026
- Free walk-in care with no referral or appointment required
- Immediate support, assessment and short-term care
- Multidisciplinary teams including clinicians and peer workers

Primary Mental Health Care: Support Matched to Need



Through the Primary Mental Health Care program, WentWest commissioned psychological treatment and clinical care coordination for people who may face financial, cultural or practical barriers to mainstream mental health care.

The stepped-care model matched services to each person's needs. This included accessible early intervention for mild to moderate concerns, psychological therapy delivered by qualified mental health professionals and coordinated clinical support for people living with severe and complex mental illness.

Depending on the service and individual circumstances, care could be delivered face to face, by telephone or online. A referral from a GP, psychiatrist or paediatrician was generally required for psychological therapy, although support could begin with a provisional referral.

Eligible clients could access up to nine sessions through a general psychology referral. People at risk of suicide or self-harm could access up to 12 sessions over 12 months.

PMHC Outcomes

- 1,617 people accessed low-intensity support
- 4,124 people received psychological therapy
- 1,048 people received clinical care coordination
- Clinical care coordination increased by 13.8%
- More than 6,700 people were supported across these three service streams

Suicide Prevention

Building regional suicide prevention capability



The Western Sydney Suicide Prevention Alliance brought together people with lived experience, primary care providers, health services, government agencies and community organisations.

The Alliance supported shared learning, mental health literacy, community-led prevention and stronger connections across crisis care, aftercare and postvention.

This collaborative approach helped build local capability and ensured suicide prevention activity was informed by the needs and diversity of Western Sydney communities.

Regional Suicide Prevention

- Lived experience and community voices supporting local action
- Stronger connections across prevention, crisis care and aftercare
- Community-led initiatives supporting diverse populations
- Improved collaboration across health, government and community sectors

Supporting recovery following a suicidal crisis

WentWest continued to commission Universal Aftercare, delivered by Neami, for people following a suicide attempt or suicidal crisis.

The service provides timely psychosocial support during a period of heightened vulnerability. Support includes:

> Rapid follow-up

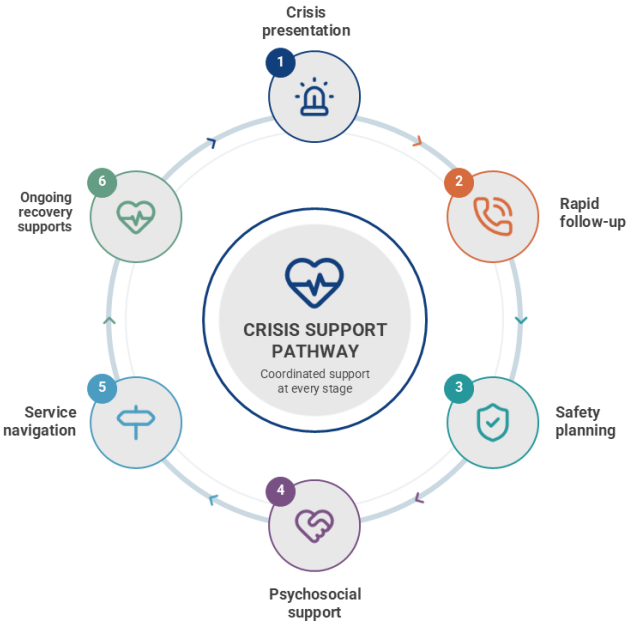
> Personalised safety and wellbeing planning

> Practical assistance and community outreach

> Service navigation

> Warm connections to ongoing care

> Support to reconnect with family, community and social services



The model recognises that suicidal distress can be connected to trauma, housing insecurity, financial pressure, relationship breakdown and social isolation. Support therefore extends beyond clinical care to address the wider circumstances influencing a person's safety and recovery.

Multicultural Health

Western Sydney is one of Australia's most culturally diverse regions, and WentWest continued to embed multicultural perspectives across service design, health promotion and commissioning activities.



Programs spanning mental health, chronic disease prevention, ageing and community engagement focused on improving access for culturally and linguistically diverse communities while reducing barriers related to language, health literacy and service navigation.

Through partnerships with multicultural organisations, community leaders and healthcare providers, WentWest continued to build a more culturally responsive health system for Western Sydney.

Gaza Mental Health Response Project

WentWest delivered its first professional development event focused on the healthcare needs of Palestinian refugees.



The event, *Health Journey of Palestinian Refugees: Primary Care and Field Perspectives*, brought together more than 40 GPs, clinicians and allied health professionals to strengthen local capability in supporting refugee communities.

Advancing Trauma-Informed Mental Health Care

WentWest supported a Strategic Sector Dialogue exploring culturally safe, trauma-informed and human rights-based approaches to mental health care.

Hosted by commissioned providers Educaid Australia through the Shifa Project and STARTTS, in partnership with Muslim Women Australia, the event brought together health and community leaders to strengthen understanding of the needs of refugee and multicultural communities.

Urgent Care

Improving access to urgent care closer to home is an important part of building a more accessible and sustainable health system.

Urgent care provides treatment for illnesses and injuries that require prompt medical attention but are not life-threatening. By offering care outside hospital, these services give Western Sydney residents another option when their regular GP is unavailable and help reduce avoidable pressure on emergency departments.

During 2025–2026, WentWest supported six urgent care services across Western Sydney, strengthened links with general practice and hospitals, and commissioned the new Rouse Hill Medicare Urgent Care Clinic.

Impact at a glance

- The new Rouse Hill Medicare Urgent Care Clinic opened on 8 December 2025
- The Rouse Hill clinic became the third Medicare Urgent Care Clinic in Western Sydney
- The Marsden Park Urgent Care Service replaced the former Quakers Hill service

New Rouse Hill Medicare Urgent Care Clinic

A major milestone was the opening of the Rouse Hill Medicare Urgent Care Clinic on 8 December 2025.



Commissioned by WentWest and operated by Rouse Hill Town Medical & Dental Centre, the clinic expanded access to bulk-billed urgent care in Sydney's growing north-west.

The clinic was officially opened by the Australian Government Minister for Health and Ageing, Mark Butler MP, and the Attorney-General and Member for Greenway, Michelle Rowland MP and is the third Medicare Urgent Care Clinic in Western Sydney.

The clinic provides walk-in care seven days a week with extended operating hours. It treats conditions requiring prompt attention but not the specialist resources of a hospital emergency department.

Wentworthville Medicare Urgent Care Clinic

The Wentworthville Medicare Urgent Care Clinic continued to provide walk-in care seven days a week, including extended evening access.



Located within Wentworthville Medical & Dental Centre, the clinic gives residents access to bulk-billed assessment and treatment for urgent but non-life-threatening conditions.

During the year, the clinic hosted a visit from the NSW Parliamentary Secretary to the Attorney General and Member for Prospect, Hugh McDermott MP. The visit highlighted the clinic's role in providing accessible care and supporting the broader Western Sydney health system.

Vulnerable Communities

Improving health outcomes for vulnerable communities requires healthcare that is accessible, integrated and responsive to local needs. During 2025–26, WentWest supported partnerships that expanded access to care for people experiencing disadvantage, homelessness and other barriers to healthcare.

Expanding Access to Community-Based Healthcare

WentWest supported the launch of a co-located clinic in Lalor Park, bringing together Street Side Medics and Carevan Blacktown to provide free healthcare and practical support for vulnerable community members.



Operating weekly, the clinic offers GP-led services including health assessments, immunisations, chronic disease screening and referrals. By combining healthcare with access to meals, clothing and social support, the service provides a holistic approach that recognises the impact of social and economic factors on health and wellbeing.

Highlights

- 2,751 service contacts reported for Street Side Medics.
- Approximately one in 16 consultations involved an identifiable mental health-related concern.
- Anxiety and depression accounted for a combined 33% of the reported mental health presentations.
- Substance-use disorders represented nearly 12% of mental health-related encounters.
- Partnerships with Carevan Blacktown, 4 Voices, Orange Sky and the Bill Crews Foundation strengthened co-location, referrals and access to health and social support.



Women's Health

Women and other people eligible for women's health services can face barriers to screening, early diagnosis and specialist care, including cost, language, cultural safety and difficulty navigating services.

During 2025–2026, WentWest strengthened access to endometriosis and pelvic pain care, cervical cancer prevention, workforce education and local referral pathways.

Impact at a glance

- 13.6% increase in cervical screening participation at Whalan Medical Centre in one quarter
- Cervical Cancer Prevention Toolkit developed to support screening, self-collection, recall and follow-up

Women's health need in Western Sydney

- Barriers to screening, specialist care and service navigation continue to affect women across Western Sydney, particularly Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities, refugees and asylum seekers, people with disability and LGBTIQ+ communities.
- Community consultation highlighted the need for culturally safe care, better health information, stronger referral pathways and multidisciplinary models of care.
- Improving cervical screening participation remains a key priority, with targeted approaches needed for communities experiencing lower screening rates.
- Endometriosis and chronic pelvic pain continue to affect many women, with delayed diagnosis and access to treatment impacting quality of life.
- The Needs Assessment reinforced the importance of prevention, early intervention, workforce capability and coordinated care closer to home.

Endometriosis and pelvic pain care

WentWest continued to commission the Endometriosis and Pelvic Pain Clinic at Rouse Hill, providing multidisciplinary care closer to home.

The clinic supports assessment, care planning and ongoing management through GPs, nurses and allied health professionals. Care can include hormonal treatment, pain management, pelvic floor physiotherapy, dietary support, psychological care and referral for imaging, fertility or specialist treatment.

By delivering specialised support in a primary care setting, the clinic helps reduce barriers to treatment and strengthens coordination with each patient's usual GP.

Commissioning for Impact

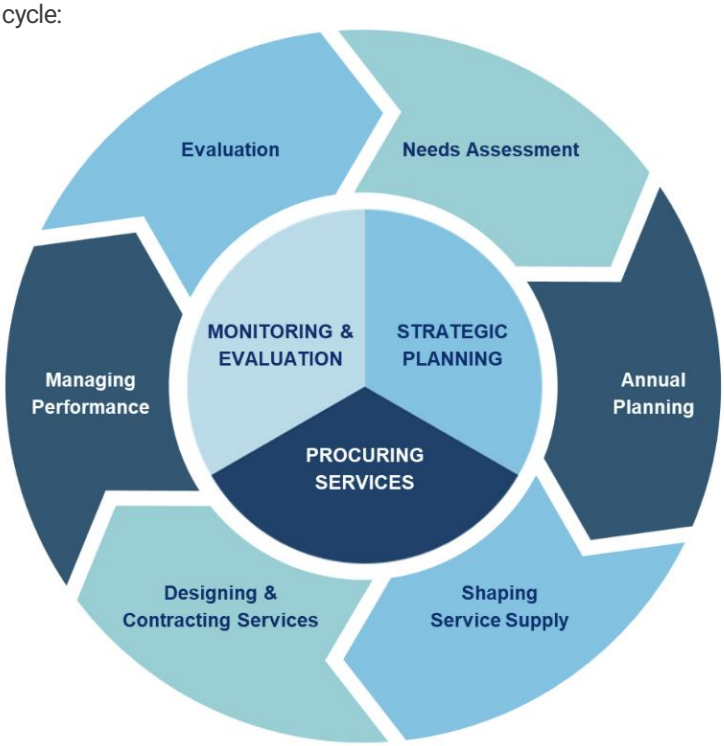
Commissioning is one of WentWest's core functions as the Western Sydney Primary Health Network. It enables us to direct resources towards identified local health needs, address service gaps and improve access to high-quality care for priority populations and communities.

Our commissioning decisions are informed by population health data, service utilisation, provider and community insights, research evidence and regional health needs. We work closely with consumers, clinicians, service providers, Western Sydney Local Health District and other partners to understand where investment can make the greatest difference.

During 2025–2026, WentWest managed 101 commissioned contracts across 75 unique providers, plus 93 Primary Mental Health Care contracts, representing an investment of $60.3 million in locally delivered healthcare and support.

Increasingly, WentWest is strengthening its focus on outcomes and impact, moving beyond measuring activity alone to better understand the difference commissioned services make for individuals, communities and the broader health system.

Our commissioning approach follows a continuous cycle:



Understand need

We use regional data, needs assessments, community perspectives and frontline experience to understand emerging health priorities and identify gaps in care.

Design together

Where possible, services are developed with the people who use and deliver them. Co-design and stakeholder engagement help ensure models of care are practical, culturally responsive and suited to Western Sydney's diverse communities.

Commission services

We invest in organisations with the capability to deliver accessible, evidence-informed and person-centred services, with clear expectations about quality, equity and outcomes.

Monitor performance and outcomes

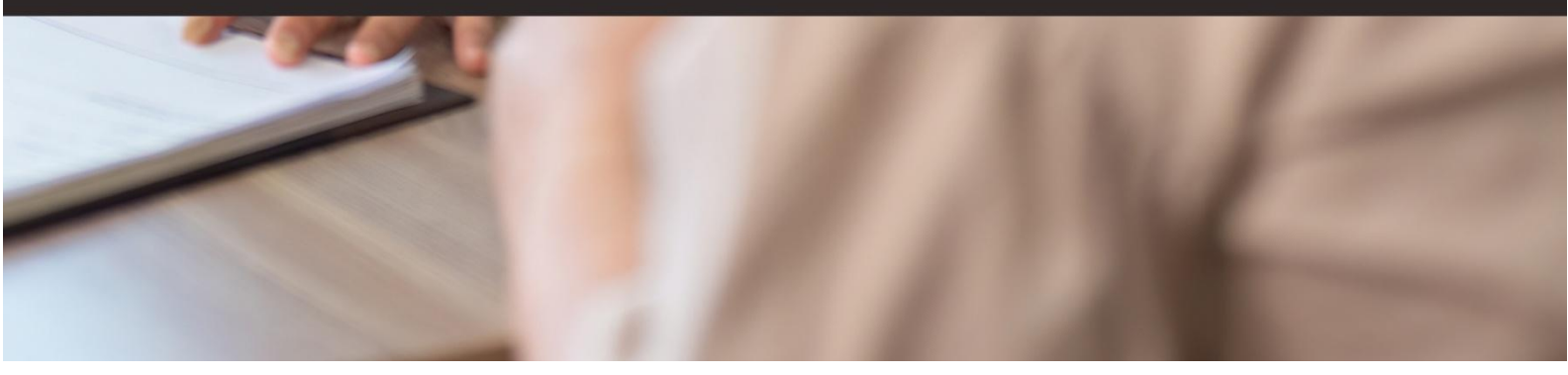
We work with commissioned providers to monitor activity, quality, access and outcomes, using data and service feedback to identify opportunities for improvement.

Learn and improve

Evaluation and ongoing engagement help us understand what is working, adapt services where needed and inform future investment decisions.



Primary Care



Strengthening Primary Care

A strong primary care system is essential to improving health outcomes and meeting the growing healthcare needs of Western Sydney's diverse communities.

Throughout 2025-2026, WentWest continued to support general practice through a comprehensive program of education, quality improvement, workforce development, practice transformation and clinical support.

WentWest's Primary Care Delivery Team conducted 3,826 practice visits, engaging with 477 general practitioners and 283 nurses, while supporting more than 65 active quality improvement initiatives across the region. Through tailored practice support, education, digital health initiatives and workforce development programs, WentWest helped practices strengthen clinical capability, improve patient outcomes and respond to emerging healthcare challenges.

From supporting data-driven quality improvement and digital innovation to building workforce capability through education and professional networking, WentWest remained focused on helping primary care providers deliver high-quality, person-centred care closer to home.

Primary Care Support

3,826

practice visits delivered

- 330 general practices supported
- 477 GPs engaged
- 283 practice nurses engaged
- 278 practices participating in PIP QI

HealthPathways

811

localised pathways

- 5,350 active users - 25.6 average views per user
- 137,084 visits to HealthPathways website

Quality Improvement and Practice Transformation

330

general practices supported

- **114** practices participating in Lumos

HealthPathways: Supporting Better Clinical Decisions



HealthPathways continued to play an important role in supporting integrated and coordinated care across Western Sydney.

With more than 800 localised clinical and referral pathways, the platform provides clinicians with easy access to evidence-based guidance, local referral options and practical information to support patient care. Covering areas including chronic disease, mental health, aged care, preventive health and specialist services, HealthPathways helps clinicians navigate the local health system and connect patients with the right care at the right time.

General practitioners remained the largest user group, reflecting the platform's value as a trusted clinical resource that supports decision-making, reduces variation in care and strengthens collaboration between primary and secondary care providers.

At 30 June 2026, the platform included 811 active localised pages and during the year:

- 119 pathways were reviewed
- 586 pathways were clinical
- 225 pathways supported consumer navigation
- The platform recorded 137,084 page views
- GPs were the largest user group

Practice Support

Quality improvement remained at the heart of WentWest's support for general practice, helping practices use data and evidence to improve preventive care, chronic disease management and patient outcomes.

More than 330 general practices received support through quality improvement programs, with access to tailored clinical tools, population health insights, education and expert guidance. These initiatives enabled practices to identify care gaps, focus on high-risk patients and deliver more proactive, person-centred care.

More than one-third achieved measurable improvement across key quality indicators, highlighting the growing capability of practices to use data to drive meaningful improvements in care.

Education & Training

Education remained a key enabler of high-quality primary care. In 2026, WentWest delivered a broad program of education and professional development opportunities designed to strengthen workforce capability and support evolving models of care. Topics included chronic disease management, cardiovascular health, diabetes, digital health, quality improvement, leadership, workforce development and patient-centred care.

These activities enabled clinicians and practice teams to remain up to date with emerging evidence, strengthen professional networks and build the skills required to meet the changing needs of the community.

Practice & Business Improvement

Primary Care Re-Imagined: Kirsten Meisinger



WentWest welcomed internationally recognised healthcare improvement expert Kirsten Meisinger to Western Sydney for a series of seminars focused on quality improvement, system transformation and delivering more person-centred care.

Dr Meisinger is a global leader in primary care transformation and has worked extensively with healthcare organisations in Australia and internationally to support high-performing, team-based models of care.

partnerships needed to improve care for Western Sydney communities.

Connect Series - Builds Skills and Connections



The WentWest Connect Series continued to provide valuable opportunities for learning, networking and peer support across the primary care workforce.

During the year, 186 health professionals attended seven Connect events covering topics such as dementia care, frailty, palliative care, wound management, leadership and privacy. The program expanded with the introduction of Practice Managers Connect, recognising the critical role practice managers play in leading high-performing and sustainable general practices.

Participant feedback remained exceptionally strong, with 83 per cent of attendees rating their experience at the highest satisfaction level and 89 per cent reporting the content was highly relevant to their professional practice.

Primary Care Workforce

A skilled and sustainable workforce is essential to ensuring Western Sydney communities can access high-quality primary care. Throughout 2025–2026, WentWest worked with health professionals, education providers, Primary Health Networks and system partners to strengthen workforce capability, support professional development and build the future primary care workforce.



Shaping the Future GP Workforce
WentWest contributed to an NSW and ACT initiative using workforce data, regional insights and stakeholder consultation to better understand GP workforce distribution and future demand. The findings helped inform registrar placements and workforce investment in areas of greatest need.

Greater Western Sydney Primary Care Workforce Strategy
WentWest partnered with South Western Sydney PHN and Nepean Blue Mountains PHN to develop a five-year workforce strategy addressing population growth, workforce shortages, recruitment and retention, and increasing demand for primary care. The strategy will guide coordinated action to attract, retain and develop a skilled and diverse workforce across Greater Western Sydney.



Building the GP Workforce Pipeline
WentWest supported the future GP workforce through a collaborative Sydney Metro PHN presence at the RACGP GP Registrar Education Day. Registrars connected with experienced clinicians and primary care leaders, explored career pathways and gained insights into the role of general practice, helping strengthen the future workforce pipeline.

Primary Care Nursing

Primary Care Nurse Awards



In 2026, WentWest launched its inaugural Primary Care Nurses Day recognition program, celebrating the vital contribution nurses make to the health and wellbeing of communities across Western Sydney. Almost 40 nominations were received through the *Nominate a Nurse* campaign, highlighting the skill, compassion and dedication demonstrated by primary care nurses every day.

A panel selected five outstanding nurses whose nominations reflected exceptional patient care, community impact and commitment to their workplaces.

The awards recognised the important role primary care nurses play in prevention, chronic disease management, health education and patient-centred care. The strong response to the program underscored the value of the nursing workforce in improving health outcomes and supporting healthier communities across the region

Primary Care Nursing Campaign



To mark International Nurses Day, WentWest launched the Faces of Nursing campaign, celebrating the stories and experiences of nurses working across general practice, aged care, community health and education.

The campaign showcased the breadth of primary care nursing and highlighted the impact nurses have on individuals, families and communities throughout every stage of life. The stories resonated strongly with audiences, contributing to a 29 per cent increase in social media engagement and demonstrating strong community interest in and appreciation for the nursing profession.

By sharing these stories, WentWest helped raise awareness of the value of primary care nursing while recognising nurses as essential partners in delivering person-centred care.

Allied Health



WentWest continued to strengthen allied health across Western Sydney, recognising its important role in prevention, chronic disease management, healthy ageing and coordinated care.

Allied Health Workforce Development
A dedicated Allied Health portfolio was established within the Primary Care Workforce team, strengthening engagement, professional development and integration across primary care.

Allied Health Toolkit
WentWest developed the Western Sydney Allied Health Professional Toolkit, connecting providers with resources, programs and support across digital health, workforce development, business sustainability and primary care integration.

Team-Based Care
WentWest supported greater collaboration between GPs, nurses, allied health professionals and care coordinators through workforce development, HealthPathways, quality improvement and primary care reform initiatives, helping improve coordinated, patient-centred care

Emergency Preparedness

Building a resilient primary care sector is essential to ensuring communities continue to receive care during emergencies, natural disasters and public health incidents. Throughout 2025–2026, WentWest strengthened emergency preparedness across Western Sydney by supporting general practices to plan for, respond to and recover from disruptions such as severe weather events, pandemics and cyber incidents.

A key focus was the promotion of the Emergency Response Planning Tool (ERPT), which helps practices develop tailored emergency response plans to maintain business continuity during emergencies. Alongside this work, WentWest continued to strengthen relationships with local emergency management partners through participation in the Blacktown Local Emergency Management Committee, helping ensure primary care is represented in broader emergency planning efforts.

Key achievements

- Emergency Response Planning Tool promoted to all 330 general
- practices across Western Sydney
- Emergency preparedness training delivered to 143 practices
- 139 practices published an emergency response plan
- Participation in Blacktown Local Emergency Management Committee
- Future focus identified on annual review and maintenance of emergency plans to ensure preparedness remains current and effective



Engaging with Community & Partners



Working Together for Better Health



No single organisation can create a healthier Western Sydney alone. Partnership and engagement are central to how WentWest works, bringing together healthcare providers, community organisations, government, researchers and communities to improve health outcomes.

How We Engage

At WentWest, engagement happens everywhere — in community conversations, partnerships, networks, events and everyday interactions.

Some bring hundreds of people together. Others start with one conversation.

- Every WentWest staff member has a role to play.
- Every conversation can build understanding.
- Every interaction can strengthen trust.
- Every connection can create new possibilities.
- Every team can bring the right people together.

We commit to engage, to listen, to hear the voices of our stakeholders and build that into our work. Partnership and engagement are not separate from our work. They are how we work.

Because improving health in Western Sydney takes all of us.

Connecting Community Voice With Decision-Making

The Western Sydney Citizens' Assembly and WentWest Clinical Council provide important avenues for community and clinical perspectives to inform planning and decision-making. Joint discussions have also brought lived experience and clinical expertise together, strengthening two-way engagement.

Listening to Clinicians and Providers

More than 450 people contributed to WentWest's 2026 Needs Survey across general practice, allied health, residential aged care and commissioned services, helping inform service design and quality improvement priorities.

Working with Western Sydney Health Local Health District

Throughout 2025-2026, WentWest and Western Sydney Local Health District (WSLHD) strengthened their partnership to deliver more coordinated, person-centred care across Western Sydney. Through shared leadership, joint planning and integrated service delivery, the partnership is creating a more connected health system that improves the patient experience across primary care, hospitals and community services.

Working together, WentWest and WSLHD advanced key priorities including chronic disease management, mental health, healthy ageing, dementia care and palliative care. Joint workforce development, clinical collaboration and shared learning opportunities strengthened connections between healthcare providers, while digital tools such as HealthPathways, GoShare and population health dashboards supported better care coordination and decision-making.

The partnership is helping create a more connected, sustainable health system where people can access the right care, at the right time, in the right place.



Joint Regional Needs Assessment

WentWest and Western Sydney Local Health District continued to work together during 2025–2026 on the Joint Regional Needs Assessment, building a shared understanding of the health and healthcare needs of communities across Western Sydney.

The assessment brings together population health data, service information, clinical expertise and the experiences of people living and working in the region. Consultation with consumers, clinicians, general practice, allied health, community organisations, commissioned providers and other stakeholders helps ensure the assessment reflects both the evidence and the realities of accessing and delivering care.

Early analysis has identified several emerging priority areas, including:

- Chronic disease prevention and management (including diabetes, cardiovascular disease and respiratory conditions)
- Mental health and wellbeing
- Suicide prevention and response
- Alcohol and other drug use
- Cancer prevention, screening and early detection
- Maternal and early years health
- Reducing avoidable hospital presentations through stronger primary and community care

These priorities are preliminary and will be further refined through consultation with clinicians, health system partners, community organisations and local communities during 2026–2027 to better understand local needs, identify gaps and co-design potential solutions.

By developing a shared evidence base, WentWest and Western Sydney Local Health District can better identify service gaps, emerging pressures and opportunities for greater integration across primary, community and hospital care.

Findings from the Joint Regional Needs Assessment will inform future planning, commissioning and investment decisions, supporting a more coordinated regional response to health inequity and changing community needs.

Engagement Highlights

Prevention and Population Health

WentWest and the Western Sydney Local Health District Centre for Population Health collaborated on immunisation, vaccination, health promotion and community initiatives, strengthening prevention and early intervention across Western Sydney.



Connecting Across the Health System

More than 130 clinicians, health leaders and partners came together at the Western Sydney Local Health District Integrated and Community Health Conference to strengthen connections across primary, community and hospital care. Collaboration also continued through Western Sydney Diabetes, HealthPathways, mental health, aged care and integrated care initiatives.



Improving Access to Breast Screening

WentWest partnered with BreastScreen NSW, Western Sydney Local Health District and community partners to support the new permanent Blacktown BreastScreen clinic, improving local access to free breast screening and promoting early detection.

Building Partnerships Where People Live

Place-based engagement continued through the Cumberland Health Care Neighbourhood Networking series, connecting health professionals, community organisations and local services around priorities including child and family wellbeing and cancer prevention.

Strengthening Urgent Care

WentWest leaders contributed to the Urgent Care Clinics Conference 2026, sharing Western Sydney's experience and supporting national discussions on multidisciplinary care, system reform and improving access to urgent care.

Partnering to Get Western Sydney Moving

WentWest continued its partnership with Western Sydney Moving, bringing health, sport, education, government, research and community organisations together to address physical inactivity. The WSYD Moving Symposium focused on practical, collaborative approaches to creating healthier and more active communities.



Partnering for Better Mental Health

Mental health partnerships continued through initiatives including the Australian Early Psychosis Program Forum and the Youth Enhanced Support Service Western Sydney, strengthening collaboration, referral pathways and support for young people with complex mental health needs.



Supporting People Experiencing Disadvantage

WentWest joined health and community partners to support the opening of the Rev. Bill Crews Foundation Blacktown Health & Wellbeing Clinic, which brings medical, dental and wellbeing services together for people experiencing barriers to care.

Together for Healthy Ageing

More than 120 people participated in the Western Sydney Community Dementia Forum, bringing together community members, carers, specialists and service providers. WentWest also supported aged care pharmacy, advance care planning and palliative care initiatives to strengthen coordinated care for older people.



Working With Refugee and Multicultural Communities

WentWest worked with multicultural and refugee communities and organisations including SydWest Multicultural Services, Ethnolink and STARTTS to strengthen culturally responsive engagement, health information and care.

Walking Together With First Nations Communities

The same principle is fundamental to WentWest's engagement with Aboriginal and Torres Strait Islander communities.

These partnerships remind us that trust is built over time.

Effective engagement begins with listening, respect and consistency and with recognising the expertise already present within community.

Throughout the year, WentWest worked alongside Aboriginal-led and Aboriginal-focused organisations including Marrin Weejali Aboriginal Corporation, Baabayn Aboriginal Corporation, Greater Western Sydney Aboriginal Health Service and Western Sydney Integrated Team Care.

WentWest staff also participated in community celebrations during NAIDOC Week, including events at Mount Druitt and Riverstone.

During National Reconciliation Week, WentWest reinforced the importance of listening and walking alongside First Nations communities in efforts to improve culturally safe and accessible health care.







Research Partnerships

Research partnerships are helping improve health outcomes across Western Sydney by connecting local priorities with leading research, innovation and evidence-based practice.

In 2025–2026, WentWest worked with universities, health services, government agencies, clinicians and community partners to advance research across primary care transformation, patient journeys, chronic disease management, population health, genomics and data integration. These collaborations help ensure research is grounded in local needs while creating opportunities to test new approaches and translate evidence into practice.

During the year, WentWest supported 73 research projects and partnerships involving 27 institutions. Of these, 39 were research partnerships, with 27 active or initiated during 2025–2026 and a further 12 progressing through grant funding processes.

Research Highlights



Genomics in General Practice
Through the PRECISE Genomics Research Project, WentWest partnered with the University of Sydney, RACGP, Medcast and national health organisations to develop Australia's first co-designed genomics education portal for GPs, strengthening primary care capability across the country.



Patient Journey Data and Health Intelligence
WentWest collaborated with UNSW, the NSW Ministry of Health and Health Consumers NSW on the Lumos project, creating secure linked data assets to improve understanding of patient journeys and inform future health system planning.



Digital Health for Chronic Disease
In partnership with CSIRO and Western Sydney Local Health District, WentWest supported the SCALE study, exploring how personalised digital health approaches can help improve chronic disease management in primary care.



Cancer Care for Diverse Communities
Working with Western Sydney University and national research partners, WentWest contributed to the PEARL study, improving access to cancer care for people from culturally and linguistically diverse backgrounds through patient navigation and care coordination.



Earlier Dementia Diagnosis and Treatment
WentWest partnered with the University of Sydney, AIHW, Dementia Australia and PHNs across Australia to identify effective approaches for increasing dementia diagnosis and early intervention through primary care.



Preventing Avoidable Hospitalisations
Through multiple collaborations with Western Sydney University, CSIRO and health system partners, WentWest supported research using integrated health data to predict health risks, improve patient outcomes and reduce unnecessary hospital admissions.



Mental Health and Suicide Prevention Research
WentWest worked with Western Sydney University on several research projects examining mental health service use, patient outcomes and factors associated with self-harm, helping build evidence to inform future service planning and investment.

Future of General Practice
Partnering with the George Institute and national stakeholders, WentWest contributed to research exploring the investments, models and reforms needed to support high-quality, sustainable and equitable general practice in Australia.



Inside WentWest



Leadership

Board of Directors



Dr Anne-Marie Feyer
Board Chair
Qualifications: BA (Hons), PhD, GAICD. FAICD, Honorary Professorial Fellow, The George Institute for Global Health. Special responsibilities: Board Chair, Ex-officio Member of the Governance Nominations Committee, Ex-officio Member of Finance Audit and Risk Committee and Chair of One Western Sydney Committee



Mr Steven Adams OAM
Qualifications: AdvDip Business Management, FAICD. Special responsibilities: Chair of Governance and Nominations Committee, Member of Finance Audit and Risk Committee.



Dr Michael Bonning
Qualifications: B.AppSci (Hons), MBBS, MPH, DCH, GAICD, FRACGP, AICGG. Special responsibilities: Member of Finance Audit and Risk Committee.



Ms Lindsay Cane AM
Qualifications: B Phty, BSc, MHPEd GAICD. Special responsibilities: Member of Governance and Nominations Committee and Member of One Western Sydney Committee.



Dr Michelle Crockett OAM
Qualifications: MB BS (Hons), FRACGP, Dip Botanic Med. Special responsibilities: Clinical Lead for Health Pathways, GP Advisor to the Cardiology in the Community Project, Current President of the Nepean Medical Association and Member of One Western Sydney Committee.



Andrew Elliott
Qualifications: BInfoTech, MMgmt, GAICD. Special responsibilities: Member of Governance & Nominations Committee.



Brendon Noney
Qualifications: Dip Law LPAB, Legal Practitioner Admitted Supreme Court of NSW, Legal Practitioner Admitted High Court of Australia, MAICD. Special responsibilities: Member of Finance Audit and Risk Management Committee and One Western Sydney Committee.



Sam Sangster
Qualifications: BSc (Math), LLB (Hons), GAICD, CPA, Legal Practitioner (Multiple Jurisdictions). Special responsibilities: Member of Finance, Audit & Risk Management Committee.



Mr Alan Zammit AM KSG
Qualifications: BBus, ALGA, FCPA, FAICD, FWSU. Special responsibilities: Chair of Finance, Audit and Risk Management Committee, Member of Governance and Nominations Committee.

Executive Leadership Team



Andrew Newton

Chief Executive



Jane Assange

Director, Integration & Partnerships



Marissa David

Director, Commissioning & Finance



Nathalie Mann

Director, Strategic Insights and Engagement



Anthea Markham

Director, People, Culture and Governance

WentWest Advisory Groups



Strong advisory structures ensure WentWest's planning and commissioning reflect both clinical expertise and

community experience. The WentWest Clinical Council and Western Sydney Citizens' Assembly bring clinicians, consumers, carers and community representatives together to inform priorities, service design and system improvement.

Connecting Clinical and Community Perspectives

This year, the Clinical Council and Citizens' Assembly came together through a World Café workshop to explore access, equity, integration and person-centred care. Bringing clinical and lived experience into the same conversation strengthened shared understanding and WentWest's approach to co-design.

Clinical Council

In 2025–2026, WentWest refreshed Clinical Council membership, reappointing four members and welcoming eight new members across general practice, nursing, pharmacy, oral health, aged care, First Nations health and paramedicine. The Council provided clinical advice on key priorities, including the new WentWest Strategy and Joint Regional Needs Assessment, helping ensure planning and investment reflect frontline experience and community needs.

Clinical Council Members

Penny Abbott	Clinical Councillor – GP, First Nations Health
Zoe Clarkin	Clinical Councillor – Nurse Practitioner
Natalie Cochrane	Clinical Councillor – GP
Diana Gan	Clinical Councillor – Aged Care Consultant & Nurse
Matthew Lam	Clinical Councillor – GP, endocrinology, diabetes.
Anthony Marshall	Clinical Councillor – Nurse Practitioner
Alan Morrison	Clinical Councillor – Senior Leader, Intensive Care Paramedic
Nam Phan	Clinical Councillor – GP, sexual health, chronic disease
Curtis Ruhnau	Clinical Councillor – Pharmacist
Vicki Rozos	Clinical Councillor – Oral Health
Aajuli Shukla	Clinical Councillor – GP, chronic health & women's health
Erainia Wu	Clinical Councillor – GP, Women's Health

Membership current 30 June 2026

Citizens' Assembly

The Consumer Advisory Committee, now operating as the Citizens' Assembly under formal Terms of Reference, continues to provide grounded, place-based insights on commissioning priorities. The Assembly is now embedded as a core governance mechanism, enhancing WentWest's connection to lived experience and community voice.



The Citizens' Assembly annual work plan aligns to the PHN priorities and the Assembly's recommendations contributed to a range of projects, including embedding community and consumer perspectives in the Western Sydney Joint Regional Needs Assessment,

The goals of the Western Sydney Citizens' Assembly include promoting better connections between health and social care, tracking the implementation of the health and social care priority recommendations made by the juries and showing meaningful allyship between First Nations and other culturally and linguistically diverse communities in Western Sydney.

Citizens' Assembly Members

Tasnia Ahmad	Herminia Mariano
Tapan Bhavsar	Joseph Meyer
Liesa Clague	Luis Reyes
Jhoanna De Castro	Jason Skinner
Jitarna Ellis	Rajat Srivastava
Judith Harkness	Kumkum Vats
Ron Hartley	
Linda Hatter	
Pauline Hedges	
Justin Hermes	
Greg Kilby	
Devin Lam	

Membership current 30 June 2026

Our People

Connected by purpose. Strengthened by culture. Growing capability.

Our people are central to WentWest's impact across Western Sydney. During 2025–2026, we strengthened employee voice, leadership, cultural capability and workforce development, helping build a more connected, adaptable and future-focused organisation.

Employee voice shaping our future

Employee feedback continued to inform organisational priorities and improvement initiatives. Through the Innovation and Engagement Collaborative, strategy workshops, staff meetings and communication reviews, employees contributed ideas and perspectives that helped shape workforce initiatives, strengthen communication and inform WentWest's new strategic direction.

By creating more opportunities for dialogue and participation, WentWest strengthened employee voice and ensured organisational decisions were informed by the experiences of the people delivering impact across Western Sydney.

Growing leaders for today and tomorrow

Leadership development focused on practical organisational challenges. Through Ignite Leadership, strategic issues management and feedback development programs, leaders strengthened their ability to navigate complexity, manage emerging risks and support their teams through change.

WentWest also invested in future leaders through the Western Sydney Business Connection Emerging Leaders Program and the Australasian College of Health Service Management intern program, helping build leadership pathways for the future.

Impact at a glance

- Fitness Passport introduced
- Refreshed Performance Planning and Development
- Giving and Receiving Feedback workshop
- Strategic issues management workshop
- Cultural learning program delivered by Maru Mittigar
- Mandatory diversity, inclusion and Respect at Work training embedded

Strengthening cultural capability and inclusion

WentWest continued to embed inclusion and cultural safety across employment practices, learning and workplace initiatives. A First Nations cultural immersion program delivered by Maru Mittigar strengthened understanding of Dharug history, culture and connection to Country, while helping employees engage respectfully and effectively with the diverse communities of Western Sydney.



Supporting growth, wellbeing and performance

A refreshed Performance Planning and Development approach strengthened regular coaching, feedback and development conversations across the organisation. Increased investment in learning opportunities, together with mentoring, secondments, role rotations, cross-functional projects and wellbeing initiatives, supported employees to broaden their skills, experiences and career development opportunities.

Together, these initiatives strengthened the people, leadership and culture that underpin WentWest's impact, supporting stronger collaboration, better decision-making and a workforce equipped to meet the changing needs of Western Sydney.

Governance, Quality & Risk Management

Strong governance. Greater confidence.

Strong governance, quality and risk management help WentWest respond to the evolving health needs of Western Sydney through informed decision-making, responsible stewardship and organisational resilience.

During 2025–2026, WentWest strengthened its integrated approach to quality, risk, compliance and information security, enhancing organisational assurance and providing clearer oversight of performance, risk and improvement priorities.

The WentWest Management System continued to bring quality management and information security together within a single framework aligned to ISO 9001 and ISO 27001:2022. WentWest successfully completed its first combined surveillance audit with no non-conformities identified, while a new three-year, risk-based audit program strengthened independent assurance and continuous improvement.

To support effective oversight and decision-making, WentWest clarified its risk appetite settings, governance pathways and escalation processes. Improvements to quality management and decision documentation strengthened transparency and accountability, while targeted privacy training reinforced the importance of protecting personal and health information and supported safer, more consistent practice across the organisation.

Together, these initiatives strengthened confidence in the systems, controls and governance practices that underpin WentWest's work, supporting responsible decision-making, effective risk management and continuous improvement.

Impact at a glance

- Maintained certification to ISO 9001 for quality management and ISO 27001:2022 for information security
- Completed the combined ISO 9001 and ISO 27001 surveillance audit with no non-conformities
- Introduced the 2026–2028 Audit Plan
- Scheduled eight internal and external audits for 2026
- Expanded the organisational risk appetite framework from seven to 15 risk categories
- Reviewed and updated the Conflict of Interest and Related Party Transactions Policy and declaration process
- Delivered organisation-wide privacy awareness and audit-readiness activities

Strengthening security through the Document Submission Portal



WentWest introduced a new Document Submission Portal to modernise how supplier documents are received and managed across the organisation.

Developed through collaboration between the Finance and Information Technology teams, the portal provides a secure and standardised approach to receiving invoices, quotes, purchase orders and related financial documents.

The initiative was driven by the need to strengthen governance controls and reduce risks associated with cybercrime and fraudulent payments. By moving away from email-based submissions, the portal provides a more secure, transparent and auditable process while improving efficiency for suppliers and staff.

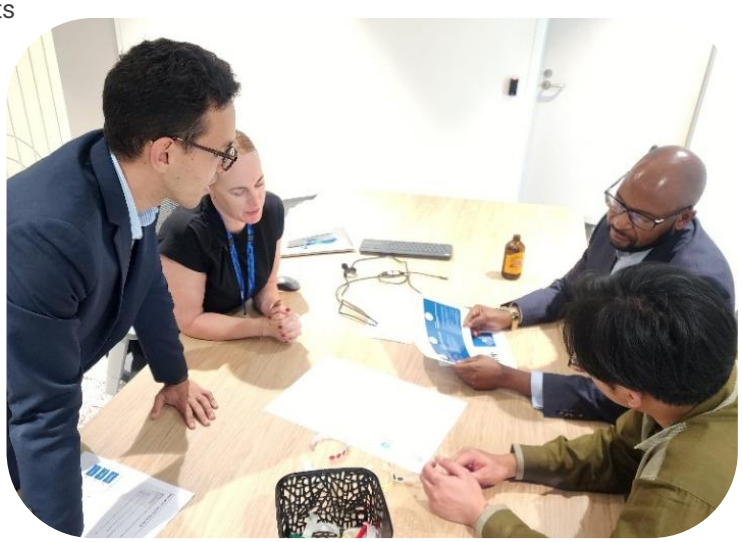
Implementation included extensive stakeholder engagement, pilot testing, supplier onboarding, training resources, webinars, manuals and instructional videos. A staged rollout enabled the project team to respond to feedback, troubleshoot issues and support suppliers through the transition.

By June 2026, more than 350 suppliers had been onboarded, representing the majority of suppliers using the WentWest purchase order system.

The Document Submission Portal demonstrates WentWest's commitment to digital innovation, strong governance and continual improvement, helping create a more secure, efficient and reliable financial administration process.

Strategy & Impact

During 2025–2026, WentWest strengthened how it sets priorities, measures progress and demonstrates its impact. The development of a new Strategy, Impact Framework and organisation-wide business planning approach created a clearer connection between community need, investment decisions, day-to-day delivery and long-term outcomes.



Together, these initiatives move WentWest beyond reporting what was delivered towards understanding the difference its work makes for people, providers and communities across Western Sydney.

Building the Impact Framework

WentWest developed an Impact Framework to create a consistent approach to measuring and communicating outcomes across the organisation.

The work began by identifying 990 measures already collected through program reporting, commissioning, evaluation, organisational governance, certification and other reporting requirements. These were reviewed and narrowed to 266 measures that could contribute to demonstrating WentWest's impact.

Impact at a glance

- 990 existing measures identified and reviewed
- 266 measures selected as potentially relevant to organisational impact
- Organisation-wide consultation undertaken to test the new WentWest Strategy's outcomes and measures

WentWest Strategy

During the year, WentWest progressed work on its next strategy, setting a clear direction for the organisation as the health system continues to evolve.

The strategy was shaped through engagement with staff, leaders, community representatives, clinicians and other stakeholders. Workshops and consultation provided opportunities to test priorities, share perspectives and consider the outcomes WentWest should work towards.

The strategy will strengthen WentWest's focus on equity, integration and outcomes, aligning commissioning, workforce development, digital capability and community engagement under a shared vision. Informed by data, consultation and lived experience, the strategy will provide a framework to guide decision- making and impact across Western Sydney in the years ahead.

Health Insights & Digital Innovation

Digital capability, data integration and health intelligence are becoming increasingly important to the future of primary care.

During 2025–2026, WentWest continued to position itself as a leader in data-driven healthcare through investment in digital transformation, advanced analytics, clinical decision support, linked datasets and population health intelligence.

These initiatives are helping healthcare providers better understand community needs, identify care gaps earlier, improve service coordination and support more informed planning and commissioning decisions.

Health insights need in Western Sydney

The WSPHN Needs Assessment identified the importance of stronger data sharing, integrated information systems and better use of population health intelligence to support coordinated care across primary, community and hospital settings.

As Western Sydney's population grows and becomes increasingly diverse, the ability to use data to identify risk, predict demand and target interventions is becoming essential to improving outcomes and reducing health inequities.

GP ODS: Building a National Primary Care Intelligence Platform

WentWest continued to strengthen the General Practice Operational Data Store (GP ODS), consolidating general practice data into a standardised platform to support better planning, commissioning, quality improvement, research and population health insights.

A major milestone was transitioning GP ODS to an internally managed model, strengthening the platform's sustainability and continuity.

Collaboration with AIHW

WentWest established a strategic partnership with the Australian Institute of Health and Welfare to explore GP ODS as the foundation for a future National Primary Health Care Data Collection.

With potential for broader PHN participation, GP ODS could support a national primary care data asset, providing stronger insights into health needs, inequities, service use and outcomes across Australia.

Impact at a glance

- 811 localised HealthPathways pages
- 137,084 HealthPathways page views
- 5,350 HealthPathways users
- 114 general practices participating in Lumos
- 35% of all practices in the region now connected to Lumos
- 3.8% increase in Lumos practice participation during the year
- 117 general practices participated in the Digital Maturity Assessment
- 278 practices supported through quality improvement activities informed by population health data
- New Lumos Community of Practice established involving nine PHNs
- Partnership established with the Australian Institute of Health and Welfare to explore

Definitions & Acronyms

ACOP	Aged Care Onsite Pharmacist
AOD	Alcohol and Other Drugs
CALD	Culturally and Linguistically Diverse
CE	Chief Executive
CQI	Continuous Quality Improvement
CRC	Community Restorative Centre
ED	Emergency Department
ELDAC	End-of-Life Direction for Aged Care
ELT	Executive Leadership Team
GP	General Practitioner
GP ACI	General Practice in Aged Care Incentive
GPNS	General Practice Nurse Support
HCH	Health Care Home
HIU	Health Intelligence Unit
IAP2	International Association for Public Participation
IAR-DST	Initial Assessment and Referral Decision Support Tool
ISO	International Organization for Standardization
KEYS	Kids Early Years Network
LGA	Local Government Area
LHD	Local Health District
Lumos	A data linkage program between GP and NSW Health
MMHC	Medicare Mental Health Centre
MyMedicare	A national patient registration system under Strengthening Medicare reforms
NSWH	NSW Health
OGC	Operational Governance Committee
PCTI	Primary Care Transformation and Integration
PHN	Primary Health Network
PiGP	Pharmacist in General Practice
PIP QI	Practice Incentives Program – Quality Improvement
PMHC	Primary Mental Health Care
PRECISE	Practitioner Readiness, Education and Capabilities, with Implementation Science Evaluatic
PRHI	Parramatta Regional Homelessness Interagency
RACH	Residential Aged Care Home
RASS	Rapid Assessment and Stabilisation Service
SEIFA	Socio-Economic Indexes for Areas
SICD	Social Impact and Community Development
STARTTS	Service for the Treatment and Rehabilitation of Torture and Trauma Survivors
WSC	Western Sydney Cardiology
WSD	Western Sydney Diabetes
WSPHN	Western Sydney Primary Health Network