

Adelaide - After Hours Primary Health Care 2022/23 - 2026/27 Activity Summary View



AH-HAP - 202421 - A202421 - Homelessness Needs Assessment



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

202421

Activity Title *

A202421 - Homelessness Needs Assessment

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

The aim of this Project is to inform the Adelaide PHN of primary health care needs, options and opportunities to better respond to people at risk of or experiencing homelessness in Adelaide. More specifically the aims are to: (a) increase primary care access by people at risk of or experiencing homelessness; and (b) increase efficiency, effectiveness and navigability of primary health care services for people from all backgrounds; and (c) improve planning, coordination and support for primary health care services.

Description of Activity *

The Adelaide PHN has recently been awarded federal funding via the PHN Homelessness Access Program which endeavours to address gaps in homelessness service arrangements and improve service integration. In line with best practice, it is necessary to update the Adelaide PHN understanding of the region, including any changes or shifts in health needs of people at risk of or

experiencing homelessness. The contractor will conduct an in depth and comprehensive needs assessment to support the identification of need, priorities and options ahead of implementing any new activities, with the view to informing Adelaide PHN commissioning priorities.

The scope of the Homelessness Needs Assessment are to: (a) Undertake population health planning and assess the service needs of the region, (b) Review and identify the market factors and drivers relevant to the provision of Primary Health Care services for the target population, (c) Analyse relevant and current local and national health data, including but not limited to, data collected by LHNs, (d) Conduction stakeholder and community consultation and market analysis, and (e) Determine priorities, and identify the strategies that will be implemented to better align funding to needs of people experiencing homelessness or are at risk.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2022/23 - 2024/25: 2023 Update

Priorities

Priority	Page reference
Identify and support the capacity and capability of the Primary Healthcare Workforce to work with cohorts of patients in need of equitable access to healthcare services	169
People in the Adelaide PHN region can understand how to access a variety of primary care services when and where they need them	76



Activity Demographics

Target Population Cohort

People experiencing or at risk of homelessness in the Adelaide PHN region

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Adelaide PHN Needs Assessment consultation includes:

- Key stakeholders, including primary care providers, existing PHN commissioned service providers, LHN partners
- Specialist homelessness services
- Clinical Councils
- Aboriginal Community Advisory Council and Community Advisory Councils
- Community members via Kitchen Table methodologies
- PHN staff and leaders

Collaboration

It is intended the identified provider for the needs assessment will work closely with the Adelaide PHN every step of the process to ensure alignment with Adelaide PHN activity.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2024

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH-HAP-Ops - 202415 - 0202415 - Homelessness Access Operational



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP-Ops

Activity Number *

202415

Activity Title *

0202415 - Homelessness Access Operational

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



AH-MAP - 202411 - A202411 – Refugee Ready General Practice



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

202411

Activity Title *

A202411 – Refugee Ready General Practice

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

The aim of this project is to enable and empower mainstream general practices to better support refugees and new arrivals and their primary health needs in the Adelaide PHN

Description of Activity *

People from refugee, humanitarian entrant and newly arrived backgrounds have ongoing challenges in accessing appropriate primary health care services in the APHN region. The Adelaide PHN has proudly delivered the Adelaide Refugees and New Arrivals Program (ARANAP) which seeks to

1. Connect people who are from refugee, humanitarian entrant and newly arrived backgrounds to relevant health care services (including other APHN commissioned services) and provide care coordination to ensure immediate clinical needs are attended to and enable positive engagement with the health system.
2. Support people from refugee, humanitarian entrant and newly arrived backgrounds, through a health literacy approach, to understand their health condition and the health system and to better self-manage..
3. Support primary health care providers, including General Practice, to have increased capacity to deliver culturally safe and culturally appropriate services to people who are from refugee, humanitarian entrant and newly arrived backgrounds. However, as a result of the COVID 19 Pandemic, there was a need to wind back activity which directly supported general practices to allow general practices to prioritise their response to patients.

In response to preliminary findings from the Adelaide PHN Multicultural Health Needs Assessment currently being conducted, and

our own understanding of the needs and sector, the Adelaide PHN is seeking funding to further explore how the PHN can better support general practices to improve capacity, safety and cultural appropriate care to refugee and new arrival communities. The activities which will be funded include:

- place based approach to identifying general practices to undertake intensive quality improvement activities
- a package of support activities for general practices including, continuing professional development on topics identified in our needs assessment that will directly respond to service and sector priorities and needs
- data sharing with the Adelaide PHN
- Embedding of the Refugee Health Practice Guide to support being a refugee ready practice
- Establishment of a Communities of Practice for practices to develop networks and share learnings
- Connection with LHN to support a whole system approach and support to refugees and new arrivals
- LGA involvement
- building on and enhancing activities already underway in the ARANAP program

Funding will go towards:

- o Practices to participate in the intensive QI year
 - o Training and CPD
 - o Networking and learning sessions, including guest speakers and connections with LGA and LHNs
- Adelaide PHN staff to undertake activities and support for general practices .

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2022/23 - 2024/25: 2023 Update

Priorities

Priority	Page reference
Culturally and linguistically diverse communities (including newly arrived and refugee communities) can access timely, culturally safe and appropriate primary health care services	75



Activity Demographics *

Target Population Cohort

refugees and new arrivals in the Adelaide PHN region

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation to date has included

- a variety of population groups and stakeholders who participated in the after hours and multicultural health needs assessment
- Adelaide PHN participation and discussion at state wide discussions and meetings regarding primary care access for refugee and new arrivals which indicated the need for more mainstream primary care providers to have capacity and capability to support care needs of new arrivals in Adelaide

Collaboration

- Adelaide PHN will continue to collaborate with a range of priority community groups to ensure the findings in the NAX are accurate and reflect the broader communities thoughts and sentiment.
 - Adelaide PHN will support co-design with engaged consultants and primary care providers to ensure the final model of care has appropriate consultation and collaboration
 - Adelaide will host collateral on its website that is developed for various priority population community groups.
-



Activity Milestone Details/Duration

Activity Start Date

30/06/2024

Activity End Date

29/06/2025

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): Yes

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH-MAP - 202420 - A202420 - Adelaide PHN Multicultural Health Needs Assessment



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

202420

Activity Title *

A202420 - Adelaide PHN Multicultural Health Needs Assessment

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

The aim of this Project is to inform the Adelaide PHN of a model of care appropriate for Multicultural communities in Adelaide. More specifically the aims are to: (a) increase primary care access by people from CALD backgrounds; and (b) increase efficiency, effectiveness and navigability of primary health care services for people from all backgrounds; and (c) improve planning, coordination and support for primary health care services.

Description of Activity *

The Adelaide PHN region is home to a rich cultural diversity with multitude of ethnicities, languages, religions, traditions, and histories. Within these communities are significant differences in experiences, beliefs, values, and customs among individuals and subgroups. As such, there are significant differences in experiences, beliefs, values, and customs among individuals and subgroups, which impact on an individual's health needs, behaviours and experience with the health care system. In line with best practice, it is necessary to update our understanding of the region, including any changes or shifts in health needs of people from CALD backgrounds.

The expected outputs will be

- (a) Provision of an in depth and comprehensive needs assessment to support the identification of need, priorities and options ahead of implementing any new activities; and
- (b) an in-depth profile of the community groups and their service access undertaken through the lens of evidence informed service development; and

(c) An emphasis will be placed in investigating the co-designing approach to enable stakeholders' involvement in suggesting a model of care that is appropriate for them.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2022/23 - 2024/25: 2023 Update

Priorities

Priority	Page reference
Primary health care providers are supported to improve their cultural competency and clinical skills to safely support the region's diverse population	168



Activity Demographics

Target Population Cohort

Culturally and Linguistically Diverse Communities

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Adelaide PHN Needs Assessment consultation includes:

- Key stakeholders, including primary care providers, existing PHN commissioned service providers, LHN partners
- Community leaders and community groups representing the language groups spoken in the Adelaide PHN region
- Clinical Councils
- Aboriginal Community Advisory Council and Community Advisory Councils
- Community members via Kitchen Table methodologies
- PHN staff and leaders

Collaboration

It is intended the identified provider for the needs assessment will work closely with the Adelaide PHN every step of the process to ensure alignment with Adelaide PHN activity.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2024

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH-MAP-Ops - 202412 - O202412 – Multicultural Access Program Operational



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP-Ops

Activity Number *

202412

Activity Title *

O202412 – Multiculture Access Program Operational

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



AH - 3000 - AH3 Northern and Southern After-Hours Walk-in Clinics (NAWiC and SAWiC)



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3000

Activity Title *

AH3 Northern and Southern After-Hours Walk-in Clinics (NAWiC and SAWiC)

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health

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

Permission has been granted by the Commonwealth to continue this service in 2022-23 as a 'transition' year leading into the new Afterhours Primary Mental HealthCare guidelines coming into effect.

The Northern After-Hours Walk-in Clinic (NAWiC) and Southern After-Hours Walk-in Clinic (SAWiC) (previously identified as the Self-Presentation, Assessment and Referral Service (SPARS)) Program contributes to the provision of high quality, timely and responsive mental health assessment and care for people experiencing mental health concerns and/or associated difficulties predominately residing in Outer Northern and Outer Southern regions of metropolitan Adelaide in the sociable after-hours period. The aims of the activity is:

- Provide people experiencing low to moderate acuity mental health symptoms and/or associated difficulties and their carers/families with improved access to primary mental health care services in the after-hours period
- Improve primary mental health care service integration and follow-up for people experiencing low to moderate acuity mental health symptoms and/or associated difficulties and their carers/families
- Reduce the number of potentially presentable emergency department presentations and hospital admissions for people experiencing low to moderate acuity mental health symptoms and/or associated difficulties. (Australian Mental Health Triage Tool, triage levels 4 & 5)

Description of Activity *

Strategically situated in areas of high demand (i.e. outer metropolitan areas) NAWiC and SAWiC services are available to anyone

within the Adelaide metropolitan region.

NAWiC and SAWiC offer free mental health assessments and immediacy planning based on client needs in the social after-hours period on a 'no appointment necessary' basis. The services act as a referral gateway relevant to the presenting mental health condition and if necessary can provide brief intervention and follow up services.

Furthermore, NAWiC and SAWiC will:

- Assist with diverting people in situational crisis from Emergency Departments and providing service options until mainstream services are available
- Incorporate Peer Support Workers into the service delivery model to ensure the recognised benefits of peer support are delivered
- Incorporate appropriate escalation and de-escalation pathways

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2022/23 - 2024/25: 2023 Update

Priorities

Priority	Page reference
Timely, region specific, cross-sectoral suicide prevention services for people who are at risk of suicide and/ or who have recently attempted suicide	128



Activity Demographics

Target Population Cohort

NAWiC and SAWiC will generally provide services for:

- Individuals over the age of 16 whose presentation would meet the minimum criteria of triage Level 4 & 5 under the Australian Mental Health Triage Tool, and their carers/families, but will provide a 'no wrong door' approach ensuring everyone who accesses the service is signposted and assisted.
- Individuals over the age of 16 presenting with more serious or complex mental health concerns would be referred to other services as appropriate. Children, parents or carers presenting will be directed to appropriate Primary child mental health or CAMHS services as required.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Onkaparinga	40304
Playford	40202
Salisbury	40204



Activity Consultation and Collaboration

Consultation

Both services have moved from design to implementation phases hence consultation continue to focus on the promotion of the service. This is conducted by the commissioned service providers operating the services with support from Adelaide PHN. During 2022-23 Adelaide PHN will work with the Northern Adelaide LHN to deliver this service.

Collaboration

Collaboration continues with :

- Relevant LHNs to ensure key staff are aware of the services and appropriate messaging is provided e.g. signage at local hospitals
- SAPOL – this includes a champion within SAPOL who is promoting the service internally as an alternative pathway for clients in distress but not requiring ED presentation
- General practitioners to offer an alternative referral pathway in the out of hours time period for clients in distress but not requiring ED presentation



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2023

Other Relevant Milestones

N/A



Activity Commissioning

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

Not Yet Known: No
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

No

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

Yes

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

No

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

No

Decommissioning

Yes

Decommissioning details?

Both existing services will be decommissioned due to inability to use afterhours funding for mental health services.

Co-design or co-commissioning comments

N/A



AH - 8000 - AH8 SA Priority Care Centres



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

8000

Activity Title *

AH8 SA Priority Care Centres

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

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

The Priority Care Centres program aims to provide community-based healthcare and treatment for eligible patients who would otherwise be seeking a service from a SA Health Emergency Department during the After-Hours period.

The services address the needs identified above by:

- Providing services by General Practitioners, supported by SA Health hospital staff specially trained in acute assessment and care as well as offering support care and treatment such as:
 - o Diagnostic tools such as imaging and pathology
 - o Pharmacy services
 - o Community based health services for follow up care.
- Reducing the burden of triage 4 and 5 patients from the hospital sector to be serviced appropriately in primary care by adequately trained and resourced clinical teams.
- To improve integration across services and sectors.
- Reduce the number of potentially preventable hospitalisations.

An extension of the 2021/22 activity CF15. SA Priority Care Centre

Description of Activity *

Patients who present to a SA Health Emergency Department who are triaged as Category four or five (non-life threatening injuries

and illnesses) or have called for a SA Ambulance Service (SAAS) are assessed for their eligibility and if deemed appropriate are then directed to a PCC. Patients can choose to attend a Centre with no out of pocket expenses or wait for their care to be delivered at an emergency department. Services are provided in line with care needs which may include imaging, pathology, pharmacy and other community-based services. Upon completion of service at the PCC, patients will either return home, be referred to appropriate community-based care, or in some cases be transferred back to hospital usually for admission. All services provided are communicated with the patient's regular health care provider by means of a summary report.

All patients are offered the opportunity to complete a survey to ascertain their satisfaction of the service received at the PCC. This will allow for quality improvement changes to the program over the duration of the contracted time period.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2022/23 - 2024/25: 2023 Update

Priorities

Priority	Page reference
Integration, coordination and partnerships between primary and acute care supports continuity of care and improved health outcomes	75



Activity Demographics

Target Population Cohort

The target cohort will be lower acuity patients such as those presenting with minor sprains and strains, suspected fractures, sporting injuries, minor cuts and wounds, general pain, early pregnancy complications, urinary tract infections and mental health issues.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Marion	40302
West Torrens	40403
Playford	40202
Salisbury	40204



Activity Consultation and Collaboration

Consultation

- General practices were approached and encouraged to express interest in participating in the program if they were located in relevant 'hot spot' (aligned with the above SA3 regions) and if they had the appropriate workforce and infrastructure to provide the service.
- SA Health, Local Health Network staff (including SALHN, CALHN and NALHN), South Australian Ambulance Service (SAAS).

Collaboration

- Adelaide PHN will continue to collaborate with SA Health, SAAS, LHN teams and general practice teams to ensure that the program continues to be monitored and modified where appropriate and required.
- APHN will continue to support the development, roll-out and evaluation of the patient satisfaction survey.
- APHN will support the general practice PCC teams with process and resource development or any upskilling regarding use of IT systems and/or programs, clinical pathways/ treatment and management.
- SA Health continue to be the lead for the project and are responsible for coordinating the other stakeholders, developing committees to support any redesign to enable improvements.
- SAAS continue to advise and support their workforce and make amendments to current systems and processes to ensure smooth transition of patients to PCCs as well as reviewing the current eligibility criteria for PCC patients.
- Local Health Networks (LHN) are responsible for coordinating their ED teams to review the eligibility for PCC patients. Their ED specialist team provide the upskilling/refresher training for any general practitioners and other primary health care staff where required.
- LHN provide the ED nurse/s located at each PCC that assist with triage and handover from ED/SAAS and also supports the discharge of patients requiring ongoing care with community-based services.



Activity Milestone Details/Duration

Activity Start Date

30/06/2022

Activity End Date

29/06/2025

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2025

Other Relevant Milestones

N/A



Activity Commissioning

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

Not Yet Known: No
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: Yes
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Yes

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

Yes

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

Yes

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

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



AH - 202407 - A202407 – After Hours Aboriginal Health Clinic



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

202407

Activity Title *

A202407 – After Hours Aboriginal Health Clinic

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Aboriginal and Torres Strait Islander Health

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

Adelaide Primary Health Network (PHN) and Northern Adelaide LHN (NALHN) are collaborating to provide culturally safe, primary health services to Aboriginal and Torres Strait Islander people 'after hours', i.e. on Saturday mornings from 9am to 12pm, at the Wonggangga Turtpandi clinic in Port Adelaide.

Description of Activity *

The provision of accessible and culturally sensitive healthcare services is a fundamental aspect of addressing the health needs of Aboriginal communities. In North and North-Western Metropolitan Adelaide, particularly for the populations of Port Adelaide, Salisbury and Elizabeth; there is a need for an after-hours Aboriginal health clinic to ensure equitable access to primary healthcare services.

Wonggangga Turtpandi comprises of a culturally safe, primary health service available to Aboriginal and Torres Strait Islander people, and is open Monday to Friday, from 9:00am to 5:00pm. All services are delivered free of charge.

With the assistance of funding from Adelaide PHN, the Wonggangga Turtpandi clinic will be seeing approximately 9 patients on Saturday mornings between 9am to 12pm (3-hour clinics).

Clinical services at Wonggangga Turtpandi include:

- adult and child well-health checks
- GP clinics
- allied health services:

- nutrition/dietitian support
- occupational therapy
- podiatry
- speech therapy
- chronic disease management and care planning
- diabetes education
- health and wellbeing promotional programs for the Aboriginal community
- immunisation services
- wellbeing support (including counselling and case management)
- pathways to psychological services and mental health supports
- ngangkari clinics (traditional healers)

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2022/23 - 2024/25: 2023 Update

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander people can access culturally safe and appropriate workforce and primary health care services	84
Families, children and young people can access timely early intervention, prevention and support services	75



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Port Adelaide - East	40203
Tea Tree Gully	40205
Playford	40202
Port Adelaide - West	40402
Salisbury	40204



Activity Consultation and Collaboration

Consultation

Wonggangga Turtpandi comprises of a culturally safe, primary health service available to Aboriginal and Torres Strait Islander people, and is open Monday to Friday, from 9:00am to 5:00pm. All services are delivered free of charge.

Wonggangga Turtpandi is part of the Watto Purrunga Aboriginal Primary Health Care Service which operates under the auspice of NALHN's governance.

Clinics are run and supported by Aboriginal Health Practitioners and Aboriginal Clinical Health Workers in partnership with doctors, registered nurses, allied health professionals and visiting specialists. There is a strong emphasis on the early detection and prevention of chronic diseases such as diabetes, heart disease and some cancers, and support with managing some of these diseases. The service provides a hub for the sharing of up-to-date information on health and social issues.

The provision of accessible and culturally sensitive healthcare services is a fundamental aspect of addressing the health needs of Aboriginal communities. In North and North-Western Metropolitan Adelaide, particularly for the populations of Port Adelaide, Salisbury and Elizabeth; there is a need for an after-hours Aboriginal health clinics on Saturdays to ensure equitable access to primary healthcare services.

Adelaide PHN in collaboration with Watto Purrunga Aboriginal Primary Health Care Service (NALHN) will deliver culturally appropriate primary healthcare services to Aboriginal communities on Saturday mornings between 9am - 12pm (i.e. 3 hour clinics). There are currently no other aboriginal health clinics operating in Northern or North-Western Metropolitan Adelaide during the weekends.

This service will be based at the Wonggangga Turtpandi Clinic (Port Adelaide). It is estimated that the clinic will service 9 patients every Saturday.

Wonggangga Turtpandi Clinic has indicated that a number of their regular clients are homeless therefore this activity may result in increased access to care for some of this cohort as a result of extended opening hours.

The IAR program will also be considered as a potential training opportunity for the medical team, depending on the type of presentation seen at the clinic.

Collaboration

The collaborative relationship between the Adelaide PHN and the Northern Adelaide Local Health Network (NALHN) represents a strategic alliance aimed at optimizing healthcare delivery and access in Northern Metropolitan Adelaide. By leveraging shared resources and expertise, this collaboration endeavours to drive initiatives that enhance health outcomes, improve accessibility to services, and elevate the overall patient experience, thereby contributing to the broader objectives of health system efficiency and effectiveness.

Previous examples have included:

- The Northern Adelaide GP Integration Unit (GPIU),
- The Aboriginal Health Internship Program (first of its kind in Australia), and
- The first PHN-LHN collaborative in the Metropolitan Adelaide Region.



Activity Milestone Details/Duration

Activity Start Date

30/06/2024

Activity End Date

29/06/2025

Service Delivery Start Date

05/08/2024

Service Delivery End Date

06/08/2025

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH - 202408 - A202408 – PHN/CALHN AH Clinics



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

202408

Activity Title *

A202408 – PHN/CALHN AH Clinics

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

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

The primary aim of this project is to ensure that refugees and new arrivals in the Adelaide PHN region have access to comprehensive, culturally sensitive, and timely healthcare services during after-hours periods.

Description of Activity *

The Adelaide PHN After Hours Needs Assessment 23-24, identified the need to enhance access for vulnerable populations, including CALD and Refugee communities in the Adelaide PHN region.

In response to the Needs Assessment, the Adelaide PHN propose exploring an opportunity with the Central Adelaide Local Health Network (CALHN) to pilot an after hours primary care in partnership with the Refugee Health Service, including initial refugee health assessments, health education, and connection to mainstream primary health care services.

It is intended this project will investigate the use of GP registrars to complete a rotation to support increased capacity and capability to support high needs and low access communities and future succession planning for community general practice. This work would complement existing activities with the Adelaide PHN which seeks to create and support culturally safe and responsive care for the CALD and refugee communities, while addressing immediate capacity and demand for services. A recent audit by CALHN demonstrated a 22% increase in demand for primary care activities by clients of the Refugee Health Service. The intended outcomes would include:

- Improved access to after-hours healthcare for refugees and new arrivals.
- Increased awareness and understanding of the Australian healthcare system among refugees and new arrivals.

- Reduced burden on emergency departments during after-hours periods.
- Strengthened partnerships between healthcare providers and community organizations.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2022/23 - 2024/25: 2023 Update

Priorities

Priority	Page reference
Culturally and linguistically diverse communities (including newly arrived and refugee communities) can access timely, culturally safe and appropriate primary health care services	75



Activity Demographics

Target Population Cohort

Refugee and New Arrivals in the Adelaide PHN region

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation to date has included

- a variety of priority population groups to gauge their thoughts about After Hours options in the Adelaide metropolitan region and various cultural groups and cultural leaders regarding culturally safety of services in the region.
- Adelaide PHN Community Advisory Council (CAC) and Aboriginal Community Advisory Council (ACAC).
- Adelaide PHN participation and discussion at state wide discussions and meetings regarding primary care access for refugee and new arrivals which indicated the need for more mainstream primary care providers to have capacity and capability to support care needs of new arrivals in Adelaide

Collaboration

The collaborative relationship between the Adelaide PHN and the CALHN represents a strategic alliance aimed at optimizing healthcare delivery and access in across central Adelaide. By leveraging shared resources and expertise, this collaboration endeavours to drive initiatives that enhance health outcomes, improve accessibility to services, and elevate the overall patient experience, thereby contributing to the broader objectives of health system efficiency and effectiveness.



Activity Milestone Details/Duration

Activity Start Date

30/06/2024

Activity End Date

29/06/2026

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Adelaide PHN will work together with CALHN to co-design this project.



AH - 202409 - A202409 – PHN LHN After Hours Community Awareness



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

202409

Activity Title *

A202409 – PHN LHN After Hours Community Awareness

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

The Community Education and Awareness program aims to provide priority populations with appropriately tailored messages about where to access the right care, with the right clinician, at the right time, based on the type of presentation (urgent or emergency), in the after hours period, who would otherwise be seeking a service from a SA Health Emergency Department during the After Hours period.

The activity addresses the need identified above by:

- Providing culturally appropriate messages about care options in a range of different community directed formats/options, that will assist in increased awareness of services available such as:
 - o Medicare Urgent Care Clinics for urgent type presentations, including diagnostic tools such as imaging and pathology.
 - o Healthdirect as a resource to support decision making regarding appropriate presentation.
 - o 24/7 Pharmacy access
 - o Urgent Mental Health Care Centre
 - o Public hospital emergency departments for emergency presentations ONLY.
- Reducing the burden of triage 4 and 5 patients from the hospital sector to be serviced appropriately in primary care.
- To improve integration across services and sectors.
- Reduce the number of potentially preventable hospitalisations.

Description of Activity *

As a result of our After Hours NAX and Multicultural NAX, the Adelaide PHN will commission two providers to engage and consult with priority populations (CaLD communities and Aboriginal and Torres Strait Islander people) regarding after hours options in a time of need, especially the distinction between urgent and emergency care. Engagement with communities will allow for validation of NAX findings in relation to message delivery, which may include online videos, radio messages, use of Aboriginal and Torres Strait Islander art and phrases used in day-to-day conversations to name but a few. Once these modalities have been confirmed, community members will be engaged to discuss the messages to be shared and may also be involved in the development of resources.

Consultation with Adelaide PHN Community Advisory Council (CAC) and Aboriginal Community Advisory Council (ACAC) to provide input on messaging and planned modalities.

All resources will be made available on the Adelaide PHN website and other appropriate websites for community use and/or access.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2022/23 - 2024/25: 2023 Update

Priorities

Priority	Page reference
People in the Adelaide PHN region can understand how to access a variety of primary care services when and where they need them	76



Activity Demographics

Target Population Cohort

Culturally and linguistically diverse populations - the top 5 or 10 languages spoken at home (other than English) across the Adelaide region. Aboriginal and Torres Strait Islander people will also be included in this activity.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Engagement with Aboriginal and Torres Strait Islander people to validate NAX findings and confirm messages and modalities for delivery.

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- Consultation to date has included a variety of priority population groups to gauge their thoughts about After Hours options in the Adelaide metropolitan region. Ongoing consultation will take place to confirm the NAX findings and to develop key messages and modes of delivery.
- Adelaide PHN Community Advisory Council (CAC) and Aboriginal Community Advisory Council (ACAC).
- Consultation with DHW to ensure it doesn't cross over with any planned comms campaign they have planned in terms of messaging or timing.

Collaboration

- Adelaide PHN will continue to collaborate with a range of priority community groups to ensure the findings in the NAX are accurate and reflect the broader communities' thoughts and sentiment.
- Adelaide PHN will ensure the messages and modes of delivery are culturally appropriate, based on feedback from Community and CAC and ACAC.
- Adelaide will host collateral on its website that is developed for various priority population community groups.
- State-wide Urgent and Emergent Clinical Network to support messaging for resource development.
- Healthdirect will be responsible for supporting the messages.
- Urgent Mental Health Service will be responsible for key messages for their organisation.
- 24/7 pharmacies in line with any DHW messaging/direction.



Activity Milestone Details/Duration

Activity Start Date

30/06/2024

Activity End Date

29/06/2025

Service Delivery Start Date

July 2024

Service Delivery End Date

June 2025

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH - 202419 - A202419 - After Hours Needs Assessment



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

202419

Activity Title *

A202419 - After Hours Needs Assessment

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

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

- Conceptualise and understand the After Hours Service Landscape in the Adelaide PHN region
- Identify opportunities to impact on the objectives of the AH funding
- Develop regional responses to address the after hours primary health care needs of local communities and support the afterhours primary health care workforce
- Promote coordination between services at a local level and support local service providers in having the skills and systems to provide effective after hours care that integrates with a patient's usual primary care provider
- Improve community access to after hours care to prevent unnecessary ED presentations and hospitalisation

Description of Activity *

With ongoing pressures on the South Australian Health system and the recent expansion of virtual care options including Virtual Care Services, My Home Hospital, Urgent Care Centres, Priority Care Centres and other After Hours Primary Health Care Options; the Adelaide PHN will undertake a regional After Hours Need Assessment to ascertain an analysis of the market, and most appropriate activities to undertake, both in line with joint planning, and a systems approach to care.

In response to this Needs Assessment, the Adelaide PHN will support the implementation of activities to respond to gaps in AH service delivery. The Adelaide PHN expects this will include the identification of communities with reduced access to After Hours services and activities to be conducted across the health care system.

The Adelaide PHN has conducted needs assessments in the area of After Hours since 2015. It expected the 2023 After Hours Needs

Assessment will build on and add value through stakeholder engagement, planning, and prioritisation of both needs and pragmatic options for action.

It is intended the After Hours Needs Assessment will:

- Undertake population health planning and assess the after-hours service needs of the region;
- Review and identify the market factors and drivers relevant to the provision of After-Hours Primary Health Care services
- Analyse relevant and current local and national health data, including but not limited to, data collected by LHNs
- Be informed by stakeholder and community consultation and market analysis; and
- Determine priorities, and identify the strategies that will be implemented to better align funding to the region's After-Hours Primary Health Care service needs.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2022/23 - 2024/25: 2023 Update

Priorities

Priority	Page reference
People in the Adelaide PHN region have awareness of, and timely access to preventative and early intervention services	76



Activity Demographics

Target Population Cohort

People living in the Adelaide Region

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Adelaide PHN Needs Assessment consultation includes:

- Key stakeholders, including primary care providers, existing PHN commissioned service providers, LHN partners
- Clinical Councils
- Aboriginal Community Advisory Council and Community Advisory Councils
- Community members via Kitchen Table methodologies
- PHN staff and leaders

Collaboration

It is intended the identify provider for the needs assessment will closely with the Adelaide PHN every step of the process to ensure alignment with Adelaide PHN activity.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2024

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

- Not Yet Known:** Yes
- Continuing Service Provider / Contract Extension:** No
- Direct Engagement:** No
- Open Tender:** No
- Expression Of Interest (EOI):** No
- Other Approach (please provide details):** No

Is this activity being co-designed?

No

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH - 202422 - A202422 - After Hours Program Implementation



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

202422

Activity Title *

A202422 - After Hours Program Implementation

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

Support the internal planning, transition and implementation of new Primary Care Access Activities at the Adelaide PHN.

Description of Activity *

After Hours Program Implementation funding will be used to:

- Employ 2FTE Adelaide PHN Contract and Capacity Building Coordinators to support the delivery and contract management of PCCs, Safe Haven and Northern Walk In. Which will also support needs assessment via subject matter expertise.
- IT systems and Website support/maintenance
- Resources and training materials

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2022/23 - 2024/25: 2023 Update

Priorities

Priority	Page reference
People in the Adelaide PHN region can understand how to access a variety of primary care services when and where they need them	76



Activity Demographics

Target Population Cohort

People living in the Adelaide PHN region

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Adelaide PHN Needs Assessment consultation includes:

- Key stakeholders, including primary care providers, existing PHN commissioned service providers, LHN partners
- Clinical Councils
- Aboriginal Community Advisory Council and Community Advisory Councils
- Community members via Kitchen Table methodologies
- PHN staff and leaders

Collaboration

As part of the planning and transition of activity for after hours, the Adelaide PHN will work in close collaboration with key stakeholders and partners including existing commissioner service providers and LHNs.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2024

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

Is this activity being co-designed?

No

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AH-Op - 1000 - AH Operational



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-Op

Activity Number *

1000

Activity Title *

AH Operational

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments