Adelaide - After Hours Primary Health Care
2023/24 - 2027/28
Activity Summary View

AH-HAP - 202512 - A202512 – Access to Primary Care Homelessness Program

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

202512

Activity Title *

A202512 – Access to Primary Care Homelessness Program

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

The Adelaide Primary Health Network (PHN), together with the Central Adelaide Local Health Network (CALHN) and Homelessness Alliances, are collaborating to bridge the gap between primary healthcare services and people experiencing homelessness in the Port Adelaide Enfield (PAE) and Adelaide CBD regions.

Description of Activity *

The 2024-25 Homelessness Access funding has resulted in Adelaide PHN co-designing a road map towards a vision that improves access to primary health care for people experiencing homelessness alongside key partners across the two regions (Port Adelaide Enfield and Adelaide CBD). The agreed understanding is to deliver outreach and in reach primary health care services within specialised homelessness services to improve access to safe and appropriate health care and build the capacity of existing primary

health care services providers.
Port Adelaide Enfield Region activity:
Co-design work and market testing has revealed no primary health care providers are willing to work alongside people experiencing homelessness in the PAE region. Therefore, an outreach model is the only opportunity to offer short-term free health care. It also identified the importance of developing a sustainable model, moving away from ad-hoc service provision to a continuous reliable MBS focussed funding model.
Key activities include;
- building the foundational service delivery that focuses on a clinical relationships manager (practice nurse) working alongside the identified individuals experiencing homelessness and access to protected time with a general practitioner to address their immediate health needs.
- move beyond ad-hoc arrangements and support sustainable access to primary health care services for the identified individuals experiencing homelessness through continuation of care, multi-disciplinary team care arrangements and capacity building of the primary health care sector.
Adelaide CBD activity:
The agreed understanding is to deliver in-reach primary health care services within specialised homelessness services to complement the existing service provision and strengthen the intersectionality of services.
Key activities include;
- general practices within the CBD deliver safe and appropriate care for people experiencing homelessness
- building on the foundational service delivery that focuses on in reach support including practice nurse working alongside the identified individuals experiencing homelessness and access to protected time with a general practitioner to address their immediate health needs.
- identify gaps in the current ad-hoc service model and the need to establish a new service model that integrates general practice and continuation of care for people experiencing homelessness.
Activity Outcomes
In developing this sustainable model the activity outcomes include;
- Extend in-reach service delivery to a two-year period to enable greater opportunity for testing and learning to integrate primary health care into specialised homelessness services.
- Extend outreach service delivery to a two-year period to enable greater opportunity for testing and learning to integrate primary health care into specialised homelessness services.
To note: a Hub model that addresses a holistic approach to health care that addresses social determinants of health and offers health, wellbeing and social support services.
- Leverage integrated collaboration with key partners
- Build capacity of the primary health care sector through incentivised training and education.
- Transitioning a CBD general practice to move from non-accredited to accredited general practice.
- Opportunity to work alongside innovative outreach programs i.e. Kerbside Care and improve integration with the acute care sector.
- Address the unmet need of multi-disciplinary team care to bridge the gap between people experiencing homelessness and accessing free allied health services.
- Explore digital enablers to integrate primary health care and specialised homelessness services.
- Continue to monitor and evaluate in line with principles or strategies that come out of the National PHN Homelessness Access Framework.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2024/25 - 2026/27

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	82
People in the Adelaide PHN region have awareness of, and timely access to person	82

centered models of comprehensive care across the care continuum	
Integration, coordination and partnerships between primary and acute care, supports continuity of care and improved health outcomes	81
People at risk of developing or living with chronic or complex conditions can receive timely and appropriate interventions, care, support and management	81

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

No

SA3 Name	SA3 Code
Port Adelaide - East	40203
Adelaide City	40101
Port Adelaide - West	40402

Activity Consultation and Collaboration

Consultation

Adelaide PHN 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
- PHN staff and leaders

Collaboration

Collaboration with all involved stakeholders (as stated above) to delivery meaningful primary care to people experiencing homelessness.

Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/07/2025

Service Delivery End Date

30/06/2026

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

Co-design or co-commissioning comments

Adelaide PHN is using a true co-design approach to embed primary care into existing Specialist Homeless Provider and Acute providers of homelessness services. Relationships are being built at an Executive and Operational level. Input into the

development of a local model required significant time from internal Adelaide PHN staff and external social and health system stakeholders.

AH-HAP-Ops - 202415 - O202415 - Homelessness Access Operational

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP-Ops

Activity Number *

202415

Activity Title *

O202415 - Homelessness Access 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?

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 *

Existing

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.
More specifically, the aims are to:
(a) provide ongoing advice and resources to integrate best practices into routine care among general practices, and
(b) monitor the progress and provide feedback for continuous improvement among the participating general practices.
General Practices must be in Onkaparinga or Marion LGAs where Commonwealth settlement data indicates a large proportion of humanitarian settlers reside.

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 Project will provide comprehensive support services to participating general practices to improve operational efficiency and patient care outcomes to refugees and newly arrived population groups in the Adelaide PHN region.
We have commissioned consultant QIP to work with 10 practices to support the above. This will be achieved through:
• A comprehensive needs assessment and gap analysis on current refugee health practices in clinic
• A detailed quality improvement plan with specified activities to support the needs and gaps identified in the assessment over a

10 month period
• An established Communities of Practice (CoPs)

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2024/25 - 2026/27

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	178
Primary health care providers are supported to improve their cultural competency and clinical skills to safely support the region's diverse population	177
Culturally and linguistically diverse communities (including newly arrived and refugee communities) can access timely, culturally safe and appropriate primary health care services	81

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

No

SA3 Name	SA3 Code
Onkaparinga	40304
Marion	40302

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 statewide 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 support the consultant (QIP) with the organisation of CoPs, including local venues and speakers, if required
- Connect QIP in with existing Refugee health services in Adelaide
- Facilitate the first meeting with each successful practice and QIP

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): 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

Co-design or co-commissioning comments

AH-MAP - 202518 - A202518 – ARANAP Multicultural Access

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

202518

Activity Title *

A202518 – ARANAP Multicultural Access

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 *

This activity aims to support multicultural communities in the Adelaide PHN region through the provision of accessible, coordinated, multidisciplinary and person-centred care. Including self-management interventions to reduce the burden of long-term chronic conditions and improve quality of life of refugee and new arrival communities.
This will be achieved by:
- population health programs within primary health care settings in partnership with the community organisations, NGOs, and SA Health
- Supporting General practice and other primary care workers to deliver culturally safe and appropriate services by empowering and preparing patients to self-manage their health and wellbeing

Description of Activity *

The 2024 Needs Assessment identifies culturally, and linguistically diverse communities including refugee and new arrival communities continue to experience challenges accessing appropriate primary health care services within the Adelaide PHN region.

The service model developed addresses access to appropriate primary health care for communities through three streams.

1. Supporting refugee and new arrival communities to access appropriate and timely health care services by:

o Connecting individuals with primary health care services,
o Refugee Health Nurses coordinating the care of program participants,
o Refugee Health Nurses working with both the participants and primary health care clinicians to ensure all health care concerns are attended to (including receiving a GP conducted comprehensive first health assessment in Australia, to support Refugee Health Service demand management, if necessary).

2. Supporting refugee and new arrival communities to understand their condition and the health system by:
o Bicultural workers using the Steps to Better Health tool to measure health literacy and track progress in a participant's ability to self-manage and to understand their health,
o Participants receiving individualised support based on the results of the health literacy assessment and provided appropriate resources to make informed decision about their health care,
o Analysing participant's health literacy assessment results across the program to inform topic areas for further education and support to small groups of people and wider refugee and new arrival communities in culturally safe and appropriate ways, including multiple formats and multiple languages.

3. Improving the capacity of mainstream primary health care services, including general practice and pharmacies to deliver culturally appropriate services to refugee and new arrival communities by:
o Using a best practice framework to generate a gap analysis and deliver targeted support to primary health care providers to improve the appropriateness of care to people from refugee, humanitarian entrant and newly arrived backgrounds,
o Working with a focused number of practices to enable them to conduct first comprehensive health assessments.
ARANAP will also work towards improved system integration of primary health care services for refugees and newly arrived people including:
o Identifying and promoting best practice approaches and/or pathways for refugees and new arrivals across the spectrum of health care providers
o Facilitating, supporting and advocating for collaboration, coordination and integration within the broader health care system.

Additionally, to ensure a multi-pronged approach, refugee and new arrival communities' considerations will also be supported and embedded in other activities such as multicultural access programs, immunisation, HealthPathways, commissioned services, education and training.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
LGBTIQA+ communities can access timely, culturally safe and appropriate primary health care services	82
People in the Adelaide PHN region can understand how to access a variety of primary care services when and where they need them	82
Aboriginal and Torres Strait Islander people can access culturally safe and appropriate workforce and primary health care services	90
Culturally and linguistically diverse communities (including newly arrived and refugee communities) can access timely, culturally safe and appropriate primary health care services	81
Families, children and young people can access timely early intervention, prevention and support services	81

People at risk of developing or living with chronic or complex conditions can receive timely and appropriate interventions, care, support and management	81

Activity Demographics

Target Population Cohort

Culturally & Linguistically Diverse Communities, Refugee and New Arrival communities

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

In 2022-2023, The Adelaide PHN updated the population health needs assessment. Health needs and service gaps for the vulnerable population were short-listed. Community and stakeholders were targeted for engagement and consultation including Adelaide PHN Community and Clinical Advisory Councils and a community-wide survey.
Adelaide PHN continue to co-design throughout the commissioning cycle and will seek out lived experience, community and key stakeholder voices for this activity.

Collaboration

To address the identified need, the Adelaide PHN has and continues to collaborate with multicultural organisations, NGOs and SA Health. Collaborations with Flinders University and other major universities in Adelaide may occur if opportunities are identified.

Activity Milestone Details/Duration

Activity Start Date

30/06/2025

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: 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?

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

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 – Multicultural Access Program 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?

Co-design or co-commissioning comments

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 *

Existing

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 2024/25 - 2026/27

Priorities

Priority	Page reference
Integration, coordination and partnerships between primary and acute care, supports continuity of care and improved health outcomes	81

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
West Torrens	40403
Salisbury	40204
Playford	40202
Marion	40302

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

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 *

Existing

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' at the Watto Purrunna Aboriginal Primary Health Care Service which has multiple sites across 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. There are currently no other Aboriginal health clinics operating in Northern or North-Western Metropolitan Adelaide during the weekends or after hours on weekdays.
Watto Purrunna 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.
Saturday mornings clinics will be provided from 9am to 12.30pm, at Wonggangga Turtpandi in Port Adelaide, Two weekday youth clinics will be provided from 12 noon to 8pm (6pm-8pm in the after hours period) at Wonggangga Turtpandi, as well as Muna Paiendi in Elizabeth and Maringga Turtpandi in Hillcrest.
This funding will enable the clinics will be seeing approximately 9 patients on Saturday mornings between 9am to 12.30pm (3.5-hour clinics) and 24 young people on two weekdays, with 6 patients being seen in the afterhours period (6pm – 8pm).

Clinical services at Watto Purrunna sites 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)
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.
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.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2024/25 - 2026/27

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	82
People in the Adelaide PHN region have awareness of, and timely access to person centered models of comprehensive care across the care continuum	82
Aboriginal and Torres Strait Islander people can access culturally safe and appropriate workforce and primary health care services	90
Families, children and young people can access timely early intervention, prevention and support services	81

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

Activity Consultation and Collaboration

Consultation

Wonggangga Turtpandi, Muna Paiendi and Maringga Turtpandi are part of the Watto Purrunna Aboriginal Primary Health Care Service which operates under the auspice of NALHN's governance, therefore consultation has been sought from NALHN in development of these clinics.

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

29/06/2026

Service Delivery Start Date

01/02/2025

Service Delivery End Date

30/06/2026

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

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 *

Existing

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 (2024), 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 2024/25 - 2026/27

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	81

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 statewide 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

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 *

Existing

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 Needs Assessment and Multicultural Needs Assessment, the Adelaide PHN will 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 Needs Assessment 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) 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 2024/25 - 2026/27

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	82

Activity Demographics

Target Population Cohort

Culturally and linguistically diverse populations – the top 10 overseas migrant arrivals (including Refugees) by country of birth (non-English speaking countries only), over the past 5 years (South Australian dataset). Aboriginal and/ or 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 Needs Assessment findings and confirm messages and modalities for delivery.

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

• Consultation to date has included Yarning Circles with Aboriginal community groups and 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 Needs Assessment findings and to develop key messages and modes of delivery.
• Adelaide PHN Community Advisory Council (CAC).
• 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 Aboriginal CAC.
• Consider State-wide Urgent and Emergent Clinical Network to support messaging for resource development. • 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

29/06/2026

Service Delivery Start Date

July 2024

Service Delivery End Date

June 2026

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

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?

Co-design or co-commissioning comments