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



AH-HAP - 58 - AH-HAP 5.8 Homelessness primary care outreach model



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

58

Activity Title *

AH-HAP 5.8 Homelessness primary care outreach model

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Aim of Activity *

To fund a nurse lead model of care that delivers health, housing, and social support to people who are unsheltered, or who are recently housed but require ongoing assistance across the Brisbane, Logan and Scenic Rim catchments.

Description of Activity *

This activity will deliver direct nursing care (e.g. wound care, screening/testing, assessment, mental health support, substance use support, health education etc.) as well as care coordination and case management to people who are sleeping rough, at risk of homelessness or who are homeless.

The program will operate within an integrated healthcare and supportive housing model, which has the overarching aim of settling people into sustainable housing.

Objectives of the activity include:

- 1. Address gaps in primary care services through delivery of an outreach model of care that is suitable and appropriate for the target population.
- 2. Facilitate care coordination and ongoing support for consumers accessing services.
- 3. Deliver services in geographic locations identified as having higher needs.
- 4. Support consumers to access ongoing care in the management of chronic health conditions

Outcomes of the program will include improved health status and quality of life for people experiencing homelessness (or those vulnerably housed). The delivery of equitable access of service to vulnerable persons, along with reduced health system costs (primary care investment vs. hospital expenditure).

Needs Assessment Priorities *

Needs Assessment

Brisbane South PHN Health Needs Assessment 2021/22 to 2023/24

Priorities

Priority	Page reference
PH priority groups – First Nations peoples; peoples from multicultural backgrounds; people identifying as LGBTQIA+, experiencing homelessness or transitioning from corrections facilities to community.	106
A focus on the social determinants of health associated with health behaviours and health outcomes.	105



Activity Demographics

Target Population Cohort

People experiencing homelessness, and those vulnerably housed, in the Brisbane South PHN region

Indigenous Specific *

No

Coverage

Whole Region

No

SA3 Name	SA3 Code
Brisbane Inner	30501
Redcliffe	31305
Sherwood - Indooroopilly	30403
Beaudesert	31101
Gold Coast Hinterland	30904
Ipswich Hinterland	31002
Brisbane Inner - East	30502
Mt Gravatt	30303
Nathan	30304
Carindale	30301
Rocklea - Acacia Ridge	30305
Sunnybank	30306
Centenary	30401
Springwood - Kingston	31106
Holland Park - Yeronga	30302
Jimboomba	31104
Forest Lake - Oxley	31001
Wynnum - Manly	30103
Loganlea - Carbrook	31105
Browns Plains	31103
Beenleigh	31102



Activity Consultation and Collaboration

Consultation

GPs and agencies supporting people experiencing (or at risk of) homelessness were involved in consultation on topics such as:

- -Assessing need
- -Reviewing service provision
- -Deciding priorities

Other sources of information consulted during the design phase - Griffith University's Economic Evaluation of the After-Hours Homeless Health Program (August 2022)

Survey and community consultations occurred with a range not for profit outreach service providers including Sisters Inside (working with Aboriginal and Torres Strait Islander women and girls who are incarcerated) during January and February 2024.

Collaboration

Collaborative partners, and their involvement, includes:

Primary health care providers - Planning, Co-design, Procurement, Implementation, Monitoring, and Evaluation Non-government organisations - Planning, Co-design, Procurement, Implementation, Monitoring, and Evaluation Hospital and Health Service - Implementation, Monitoring, and Evaluation



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2025



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:** Yes

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 - 59 - AH-MAP 5.9 Multicultural Access Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

59

Activity Title *

AH-MAP 5.9 Multicultural Access Program

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Aim of Activity *

This activity aims to:

- Address service gaps in the region to improve primary health care access by people from CALD backgrounds
- Support services for people from CALD backgrounds that are designed to reduce barriers and challenges to accessing and navigating primary care services
- Promote coordination between services at a local level, supporting local service providers in have skills and systems to provide effective care that integrates with the individual's usual primary care provider.

Description of Activity *

The initiatives provided under this activity are designed to address local and system challenges people from a CALD background face when accessing primary health care. The activities described align with the principles and actions in the PHN Multicultural Health Framework.

Cultural responsiveness:

- Commission health literacy projects for CALD communities: The project will upskill people of CALD backgrounds with influence in their communities to educate their communities about health and the Australian health system in order to improve their efficacy in successfully accessing and navigating the Australian health system, including reducing barriers such as stigma. This project builds on work commissioned to specialist providers since 2020.
- Capacity building activities for primary care: This activity will develop and provide activities that will build the skills of primary health professionals to provide care for CALD patients in a culturally and clinically appropriate manner through:

- peer-to-peer education from our multicultural health GP clinical lead
- in-house general practice support and guidance
- online cross-cultural, health literacy and interpreter engagement training
- clinical education events
- development/distribution of resources (tip-sheets, guidelines, quality improvement toolkits, referral pathways).
- Development of health literacy campaigns: This activity will develop/promote community focused health literacy campaigns to increase awareness of local health services. It will be done in collaboration with communities, state health and local multicultural health and community services.

Localised and tailored activities:

- Care Coordination Service. A Care Coordination Service will be funded to supplement service provision to avoid Emergency Department attendance, including referral to more appropriate care such as social services, medication support or drug and alcohol support services. The service will provide care coordination for people with chronic conditions and bio-psychosocial stressors who are at rising risk of hospitalisation and of avoidable deterioration. The aim is to establish non-clinical supports so that patients can improve their chronic disease self-management. Support is provided for needs such as social isolation or vulnerabilities and difficulties managing health, appointments and medication. The service addresses a gap in our bio-medical model of primary care where GPs/nurses are neither equipped nor reimbursed to manage the social determinants of health which are important to ensuring good health outcomes. All participants are linked into a GP as the primary care provider as part of this service. This service has been commissioned since 2019 and services a large number of CALD and refugee participants.
- Interpreting for AHPs program. An interpreting program will be funded to support alternative providers of primary care services for CALD communities. This activity provides gap funding for interpreting services for private Allied Health Professionals (AHPs). The Government's Free Interpreting Service pilot for AHPs is only available in 2 out of the 4 Local Government Areas in our region and does not include all disciplines (e.g. dentists, mental health nurses or diabetes educators). Our Interpreting for AHPs program, established in 2016, provides free interpreting for those who can't access the Government's service. This ensures general practices can refer to private allied health services that can access interpreting services at no cost across our whole region.
- Pasifika Maternity and Child Health hub team leader and community connector. The team leader and community connector roles work to improve primary health care service integration within the region for Pasifika and Maori communities. These roles are vital for the Pasifika Maternity and Child Health hub to continue to support the integration across key stakeholders from health and other sectors with mothers/families attending the Hub, with the aim to improve health literacy and service navigation. This work will continue and extend on commissioned service provision from a specialist provider since 2020.

Meaningful partnerships

-Pasifika and Maori Health & Wellbeing Strategy. This strategy aims to address challenges and barriers faced by the community when accessing primary health care. This activity involves coordinating the implementation of the Pasifika and Māori Health and Wellbeing Strategy across a range of health and community organisations to improve outcomes for Pasifika and Māori people. The Strategy guides how the region delivers health services and promotes a system-wide and community-embedded approach. A priority of the Strategy is long-term wellness which involves co-creating solutions for increased engagement with primary care and chronic disease management and prevention. This need is highlighted by the Queensland Health CALD data report showing higher rates of chronic conditions and vaccine-preventable conditions for Pasifika communities. Established in 2020, activities in the strategy include community engagement and events, health promotion activities and CALD grassroot organisation capacity building.

Needs Assessment Priorities *

Needs Assessment

Brisbane South PHN Health Needs Assessment 2021/22 to 2023/24

Priorities

Priority	Page reference
Improving systems and services to increase access and ease of navigation for people from multicultural backgrounds.	234
Working in partnership with the growing Pasifika and Māori communities and services to build on their strengths and support optimal health and wellbeing.	234
Working to address the disproportionate health and social outcomes Multicultural communities experience compared with the wider Brisbane south population.	234



Activity Demographics

Target Population Cohort

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Meaningful partnerships

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Indigenous Specific *

No

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Primary care and other health providers, CALD community organisations, refugee and multicultural services, and consumer representatives were consulted during the following phases via stakeholder workshops, one on one discussions and network meetings:

- Assessing need
- Reviewing service provision
- Deciding priorities

Collaboration

Collaborative partners, and their involvement, includes:

Consumers and CALD community organisations - Planning, Co-design, Procurement, Implementation, Monitoring, and Evaluation Refugee and multicultural service providers - Planning, Co-design, Procurement, Implementation, Monitoring, and Evaluation Primary health care providers - Planning, Co-design, Procurement, Implementation, Monitoring, and Evaluation Hospital and Health Service - Planning, Co-design, Procurement, Implementation, Monitoring, and Evaluation



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2025



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:** Yes

Expression Of Interest (EOI): Yes

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

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

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?

Yes

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Co-design for these activities is ongoing with a range of stakeholders across planning, design and implementation of services including representatives from CALD communities and general practitioners.



AH-MAP - 510 - AH MAP 5.10 Lead PHN - Multicultural National Project



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

510

Activity Title *

AH MAP 5.10 Lead PHN - Multicultural National Project

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Aim of Activity *

Brisbane South PHN will lead the implementation of the PHN Multicultural Health Framework nationally, which aims to support opportunities for co-design, co-commissioning and information sharing to enable increased efficiency and more sustainable solutions across PHNs.

Description of Activity *

This initiative aligns with the "Meaningful partnerships" and "Continuous improvement principles and actions in the PHN Multicultural Health Framework.

Activities will include:

- * Supporting PHNs with operationalisation and measurement of progress against the Framework as needed via email, phone, Teams (or in person if required)
- * Organising a launch of the Framework and an annual forum for showcasing of innovative models and projects across the PHN network and support relationship building and collaboration.
- * Developing and managing communication channels between PHNs.
- * Coordinating regular PHN multicultural health meetings to support collaboration.
- * Leading collective high-level advocacy to address multicultural access and equity system issues.
- * Developing and maintaining relationships with national peak bodies.
- * Providing feedback and advice to DoHAC.
- * Commissioning an industry partner or partners to support some of this work, particularly support with:
- -undertaking and updating health needs assessments for local CALD communities

-support PHNs to build capacity and capability among health services in their regions to meet the needs of those communities -support the evaluation of the Multicultural Access Program.

Needs Assessment Priorities *

Needs Assessment

Brisbane South PHN Health Needs Assessment 2021/22 to 2023/24

Priorities

Priority	Page reference
Improving systems and services to increase access and ease of navigation for people from multicultural backgrounds.	234



Activity Demographics

Target Population Cohort

PHNs across Australia

Indigenous Specific *

No

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Other PHNs were and will be consulted during the following phases via network meetings, a PHN survey, a national workshops and one on one discussions:

- Assessing need
- Deciding priorities

Collaboration

Collaborative partners, and their involvement, includes:

PHNs - Planning, Co-design, Procurement, Implementation, Monitoring, and Evaluation

Peak bodies and key multicultural industry stakeholders - Planning, Co-design, Implementation, Monitoring, and Evaluation



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2025



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No **Open Tender:** Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

Is this activity being co-designed?

Yes

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Representatives from PHNs nationally will continue to be involved in the co-design of this national approach.



AH - 53 - AH 5.3 Homeless Health



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AΗ

Activity Number *

53

Activity Title *

AH 5.3 Homeless Health

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

To improve access to after-hours primary care services for vulnerable populations, particularly people experiencing homelessness (or those vulnerably housed).

Description of Activity *

Objectives:

- 1. Address gaps in after-hours primary care services through delivery of an outreach model of care that is suitable and appropriate for the target population
- 2. Facilitate care coordination and ongoing support for consumers accessing services
- 3. Deliver services in geographic locations identified as having higher needs

Expected outcomes:

- Improved health status and quality of life for people experiencing homelessness (or those vulnerably housed)
- Deliver equitable access of service to vulnerable persons
- Reduced health system costs (primary care investment vs. hospital expenditure)

Needs Assessment Priorities *

Needs Assessment

Brisbane South PHN Health Needs Assessment 2021/22 to 2023/24

Priorities

Priority	Page reference
PH priority groups – First Nations peoples; peoples from multicultural backgrounds; people identifying as LGBTQIA+, experiencing homelessness or transitioning from corrections facilities to community.	106
A focus on the social determinants of health associated with health behaviours and health outcomes.	105



Activity Demographics

Target Population Cohort

People experiencing homelessness, and those vulnerably housed, in the Brisbane South PHN region.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

GPs and agencies supporting people experiencing (or at risk of) homelessness were involved in consultation on topics such as:

- -Assessing need
- -Reviewing service provision
- -Deciding priorities

Collaboration

Collaborative partners, and their involvement, includes:

Primary health care providers - Planning, Co-design, Procurement, Implementation, Monitoring, and Evaluation Non-government organisations - Planning, Co-design, Procurement, Implementation, Monitoring, and Evaluation Hospital and Health Service - Implementation, Monitoring, and Evaluation



Activity Milestone Details/Duration

Activity Start Date

28/06/2019

Activity End Date

29/12/2023



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?

Yes

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

This activity is joint-commissioned with Brisbane North PHN.



AH - 57 - AH 5.7 After Hours Access Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AΗ

Activity Number *

57

Activity Title *

AH 5.7 After Hours Access Program

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Aim of Activity *

The aims of this activity are to:

- -improve the efficiency and effectiveness of after-hours primary health care services through provider support initiatives.
- -increase access to culturally safe after hours care for First Nations people and assist in reducing First Nations non-urgent emergency department presentations.
- -implement and evaluate service navigation initiatives and improve consumer and provider understanding of available after hours services.

Description of Activity *

This activity has been informed by the 2024 Brisbane South PHN after hours deep dive needs assessment and is comprised of three related initiatives.

Provider support

The Brisbane South PHN after-hours deep dive needs assessment identified a need for further support and training for the after hours workforce to better cater to the needs of Brisbane south's diverse communities. Local providers will be engaged and supported to improve systems and/or skills to provide effective after hours care and embed quality improvement approaches. Provider support activities may include a focus on service navigation, cultural safety, and/or urgent care. As part of this activity, a new Brisbane south after hours and urgent care advisory committee will be established to provide expert guidance and direction for new initiatives.

Expected outcomes

- Increase in knowledge, skills and/or behaviour of providers
- Demonstrated local quality improvement initiatives are embedded
- Improved patient experience

First Nations

Brisbane South PHN's after hours needs assessment highlighted priority populations, including First Nations people, experience additional barriers to accessing care, have exacerbated needs, and therefore require a need for tailored after hours healthcare solutions.

Brisbane South PHN, in partnership with Brisbane North PHN, will commission the Institute for Urban Indigenous Health (IUIH) via a direct approach procurement. The activity will support the extension of culturally safe and accessible after hours primary care services for First Nations people to help meet the growing demand and needs of the First Nations community in the region.

The activity focuses on enhancing IUIH's existing strengths-based model of care and extending primary care services into the afterhours period, across 7 clinics (Community Controlled Health Services) and a region-wide virtual and telehealth service (Mob Link). Mob Link provides access to same day care or support to connect to a variety of health and social services, for example GP and Nurse health advice, mental health support and advice, and linking to other health and social services. The activity will also promote care coordination and integration between local services.

Expected outcomes:

- Improved availability and access to after hours services for First Nations people
- Increased provision of culturally safe care for First Nations people
- Reduced after hours non-urgent ED presentations for First Nations people within the Brisbane south region.

Service navigation

The Brisbane South after hours needs assessment found that consumers reported low knowledge of services and high confusion about service navigation within the region. In this activity Brisbane South PHN will partner with Brisbane North PHN to launch, maintain and evaluate a Service Navigation website (and deliver relevant health literacy campaigns). The website will include information about after hours service availability and scope within the region. Tailored strategies will be developed to increase service navigation health literacy across diverse communities within the Brisbane South PHN region.

Expected outcomes:

- Improved health literacy and service awareness in the community
- Consumers have increased understanding of, and empowered to use, the after hours services available in the right place at the right time.

Needs Assessment Priorities *

Needs Assessment

Brisbane South PHN Health Needs Assessment 2021/22 to 2023/24

Priorities

Priority	Page reference
Chronic disease including cardiovascular diseases, respiratory diseases (asthma and COPD), musculoskeletal conditions and cancers.	106
PH priority groups – First Nations peoples; peoples from multicultural backgrounds; people identifying as LGBTQIA+, experiencing homelessness or transitioning from corrections facilities to community.	106

A focus on the social determinants of health	105
associated with health behaviours and health	
outcomes.	



Activity Demographics

Target Population Cohort

Health workforce including GPs, HHS and relevant other community organisations.

First Nations peoples within Brisbane South PHN region.

Community members who live in or access services in the Brisbane south region.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

The activities designed to improve after hours services for the First Nations communities will involve IUIH and their members (Community Controlled Health Services) providing services specifically to First Nations people. This activity involves direct engagement with IUIH services to increase funding for virtual and in-care services.

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

This activity was informed by consultations conducted during the Brisbane South PHN after hours needs assessment.

A survey and stakeholder engagement and a review of current service provision was conducted. The following were identified:

- Gaps in after hours service knowledge among professionals and consumers.
- Gaps in after hours and culturally safe services for First nations peoples within the Brisbane South Region.

Collaboration

Collaboration has occurred and will continue with:

- Internal Brisbane South PHN teams
- Key regional after-hours health care providers
- Hospital and Health Services
- Brisbane South after hours and urgent care advisory committee members
- Subject matter experts (dependent on provider support required)
- Brisbane North PHN

Brisbane South PHN, Brisbane North PHN, and IUIH are working collaboratively to design, implement and evaluate the First Nations components of this activity. Monthly meetings will be held with all three partner organisations. Quarterly meetings will be held with the wider network, with representatives from all participating services and clinics.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2025



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: 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?

Yes

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

The First Nations and after hours service navigation activities will be co-commissioned with Brisbane North PHN.