



Australian Government
Department of Health



An Australian Government Initiative

Activity Work Plan 2019-2021: After Hours Funding

This After Hours Activity Work Plan template has the following parts:

1. The After Hours Activity Work Plan for the financial years 2019-20 and 2020-2021. Please complete the table of planned activities funded under the following:
 - a) Primary Health Networks Core Funding, Item B.3 – Primary Health Networks – After Hours Primary Health Care Program Funding
2. The Indicative Budget for the financial years 2019-20 and 2020-21. Please attach an excel spreadsheet using the template provided to submit indicative budgets for:
 - a) Primary Health Networks Core Funding, Item B.3 – Primary Health Networks – After Hours Primary Health Care Program Funding

Brisbane South PHN

When submitting this Activity Work Plan to the Department of Health, the PHN must ensure that all internal clearances have been obtained and the Activity Work Plan has been endorsed by the CEO.

Overview

This After Hours Activity Work Plan covers the period from 1 July 2019 to 30 June 2021. To assist with PHN planning, each activity nominated in this work plan can be proposed for a period of up to 24 months. Regardless of the proposed duration for each activity, the Department of Health will require PHNs to submit updates to the Activity Work Plan on an annual basis.

Important documents to guide planning

The following documents will assist in the preparation of your Activity Work Plan:

- Activity Work Plan guidance material;
- PHN Needs Assessment Guide;
- PHN Program Performance and Quality Framework;
- Primary Health Networks Grant Programme Guidelines;
- Clause 3, Financial Provisions of the Standard Funding Agreement.

Formatting requirements

- Submit plans in Microsoft Word format only.
- Submit budgets in Microsoft Excel format only.
- Do not change the orientation of any page in this document.
- Do not add any columns or rows to tables, or insert tables/charts within tables – use attachments if necessary.
- Delete all instructions prior to submission.

1. (a) Planned PHN activities for 2019-20 and 2020-21 – After Hours Primary Health Care Program Funding

ACTIVITY TITLE	AH 5.1 CALD Health System Navigation Project
Existing, Modified, or New Activity	Existing Activity AH 5.1 CALD Health System Navigation Project
Program Key Priority Area	Population Health Vulnerable populations
Needs Assessment Priority	Improve availability and awareness of, and access to, primary care services (including after-hours services) within the Brisbane South PHN region (p75).
Aim of Activity	To build the capacity of culturally and linguistically diverse, and refugee populations to better understand and navigate the Australian health system, particularly the appropriate access and use of after-hours and emergency department services.
Description of Activity	<p>The <i>CALD Health System Navigation Project</i> has been designed to supplement the broader, universal media campaign (Activity AH 4.1 Emergency Department Avoidance Campaign), targeting the culturally and linguistically diverse, and refugee populations in the Brisbane South PHN region.</p> <p>Objective:</p> <ol style="list-style-type: none"> 1. Develop education activities to be delivered in local services to educate migrants and refugees about the Australian health system. Topics may include: public versus private health systems, seeing a GP, specialist, allied health provider, dentist, going to hospital, safe use of medicines, visiting a pharmacy, vaccinations and emergencies. <p>Expected outcomes:</p> <ul style="list-style-type: none"> - Improved consumer health literacy - Improved consumer health and wellbeing - Reduced inappropriate use of emergency departments
Target population cohort	People of culturally and linguistically diverse backgrounds in the Brisbane South PHN region.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of Brisbane South PHN region (PHN302).

Consultation	Consultation activity		Status					
	Assessing need		Completed					
	Reviewing service provision		Completed					
	Deciding priorities		Completed					
GPs were consulted.								
Collaboration	Stakeholder	Planning	Co-design	Procurement	Implementation	Monitoring	Evaluation	
	Consumers	●	●	-	●	●	●	
	Primary health care providers	●	●	●	●	●	●	
	Hospital and Health Services	●	●	●	●	●	●	
	Refugee and multicultural service providers	●	●	●	●	●	●	
GPs were consulted in the design process.								
Activity milestone details/ Duration	Activity start date: 1/07/2019		Activity end date: 30/06/2021		Service delivery start date: July 2019			Service delivery end date: June 2021
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input checked="" type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>							

Decommissioning	1a. Does this activity include any decommissioning of services? No
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ACTIVITY TITLE	AH 5.2 Domestic and Family Violence
Existing, Modified, or New Activity	Modified Activity CF 5.2 Domestic and Family Violence.
Program Key Priority Area	Population Health Targeted vulnerable populations
Needs Assessment Priority	Improve availability and awareness of, and access to, primary care services (including after-hours services) within the Brisbane South PHN region (p75).
Aim of Activity	To reduce presentations to emergency department and after-hours services by integrating primary care into local domestic and family violence (DFV) service systems to improve identification, response and referral of DFV presentations in primary care services.
Description of Activity	Objectives: Implement evidence based activities and roles at a practice, locality and system level to enable primary care to support better outcomes for people experiencing DFV. Note: This activity is related to Core Flexible Activity CF 5.2 Domestic and Family Violence. Expected outcomes: <ul style="list-style-type: none"> - Primary care services are better integrated into their local DFV system - Primary care service staff are better able to support people affected by DFV to access the right help at the right time - Primary care service staff have increased confidence and capability to identify and engage with people affected by DFV - Reduction in inappropriate use of emergency departments
Target population cohort	Providers of care to people experiencing domestic and family violence, particularly general practice staff (potentially involved in after-hours service provision), specialist domestic and family violence services, and hospitals within the Brisbane South PHN region.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? Yes Consultation through specialist DV services.

Coverage	Whole of Brisbane South PHN region (PHN302), with a focus on the LGA of Logan (LGA34590), and the SA2s of Coorparoo (303021053), Inala – Richlands (310011274), Kangaroo Point (305011108) and West End (305011112).																																		
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	<p>Consultation with a wide range of stakeholders and people with lived experience through a co-design process.</p> <p>2a. Is this activity being co-designed? Yes</p>																																		

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Decommissioning	<p>1a. Does this activity include any decommissioning of services? No</p>

ACTIVITY TITLE	AH 5.3 Homeless Health
Existing, Modified, or New Activity	Existing Activity (AH 2.2 Homeless to Home Health and AH 2.3 Street Doctor)
Program Key Priority Area	Population Health Targeted vulnerable populations
Needs Assessment Priority	Improve availability and awareness of, and access to, primary care services (including after-hours services) within the Brisbane South PHN region (p75).
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	<p>Objectives:</p> <ol style="list-style-type: none"> 1. Address gaps in after-hours primary care service provision suitable and appropriate for the target population through delivery of an outreach model of care 2. Facilitate care coordination and ongoing support for consumers accessing services 3. Deliver services in geographic locations identified as being high need <p>Expected outcomes:</p> <ul style="list-style-type: none"> - Improved health status and quality of life for people experiencing homelessness (or those vulnerably housed) - Delivery equitable access of service to vulnerable persons - Reduced health system costs (primary care investment vs. hospital expenditure)
Target population cohort	People experiencing homelessness, and those vulnerably housed, in the Brisbane South PHN region.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?

	Yes Consultation through non-government organisations.																																			
Coverage	LGAs of Redland (36250) and Logan (34590), and the SA3 of Brisbane Inner (30302).																																			
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Decommissioning	1a. Does this activity include any decommissioning of services? No

ACTIVITY TITLE	AH 7.1 After Hours Service Response
Existing, Modified, or New Activity	Existing Activity AH 7.1 After Hours Service Response
Program Key Priority Area	Population Health Targeted vulnerable populations.
Needs Assessment Priority	Improve availability and awareness of, and access to, primary care services (including after-hours services) within the Brisbane South PHN region (p75).
Aim of Activity	To improve access to afterhours primary care services for vulnerable populations, including older adults and children 0 – 4 years old (and their families).
Description of Activity	<p>The <i>After Hours Service Response</i> will apply a place-based, integrated care approach aimed to reduce potentially preventable hospital admissions in the after-hours period.</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Improved understanding of the contributing factors to potentially preventable hospitalisations in the after-hours period 2. Work with key stakeholders to enhance service models and referral pathways to improve coordination of after-hours GP services or medical deputising services (where current availability and access does not meet local needs). 3. Develop and commission after hours service responses for targeted locations and priority population groups, focussing on the development of sustainable funding models. <p>Expected outcomes:</p> <ul style="list-style-type: none"> - Reduction in potentially-preventable hospitalisations and associated average length of stay - Reduction in after-hours attendances at emergency departments - Increased awareness of after-hours services available in the region - Delivery of safe, reliable, quality care for older adults in their home and in RACFs in the after-hours period.

Target population cohort	Older adults and children 0 – 4 years old (and their families).	
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No	
Coverage	Outline coverage of the activity. Where area covered is not the whole PHN region, provide the statistical area as defined in the Australian Bureau of Statistics (ABS), or LGA.	
Consultation	Consultation activity	
	Assessing need	Planned
	Reviewing service provision	Planned
	Deciding priorities	Planned
	GPs will be consulted.	
Collaboration	To be determined following completion of planning phase. GPs will be consulted in the design process.	
Activity milestone details/ Duration	Activity start date:	1/07/2019
	Activity end date:	30/06/2021
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input checked="" type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>	
Decommissioning	1a. Does this activity include any decommissioning of services? No	

ACTIVITY TITLE	AH 7.2 Emergency Department Avoidance Campaign
Existing, Modified, or New Activity	Existing Activity AH 7.2 Emergency Department Avoidance Campaign
Program Key Priority Area	Population Health Targeted vulnerable populations.
Needs Assessment Priority	Improve availability and awareness of, and access to, primary care services (including after-hours services) within the Brisbane South PHN region (p75). Improve health literacy in the region, particularly for vulnerable communities
Aim of Activity	To reduce inappropriate emergency department presentations, particularly during the after-hours period, for conditions that could be more appropriately managed in the primary care setting.
Description of Activity	<p>This activity is designed to expand on a program implemented by Brisbane South PHN in 2017.</p> <p>Despite the availability of after-hours services, feedback from Emergency Departments is that there continues to be a number of after-hours presentations for conditions that could be more appropriately managed in the primary care setting. This has traditionally been further exacerbated during winter, with the onset of the cold and flu season.</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. In collaboration with Metro South Hospital and Health Service, implement a behavioural research and community education campaign to: <ol style="list-style-type: none"> a. improve awareness of the options for accessing after hours services and help people make appropriate informed choices when accessing services b. assist to reduce the burden in inappropriate emergency department presentations 2. As identified in AH 7.1, the in need population groups and locations have been identified and a targeted, time-limited ED avoidance campaign will be implemented <p>Expected outcomes:</p> <ul style="list-style-type: none"> - Improved consumer health literacy - Reduced inappropriate emergency department presentations, reduction in after-hours attendances at emergency departments
Target population cohort	Whole of Brisbane South PHN region.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?

	<p>Yes</p> <p>Through existing organisational networks and representatives on our community council.</p>																												
Coverage	Outline coverage of the activity. Where area covered is not the whole PHN region, provide the statistical area as defined in the Australian Bureau of Statistics (ABS), or LGA.																												
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