South Eastern Melbourne - Aged Care 2022/23 - 2026/27 Activity Summary View

AC-CF - 3 - Transition of Assistance with Care and Housing (ACH) navigation providers to Care Finder

Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

3

Activity Title *

Transition of Assistance with Care and Housing (ACH) navigation providers to Care Finder

Existing, Modified or New Activity *

New Activity

Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

The activity identifies the funding for the eight Assistance with Care and Housing (ACH) providers which transitioned to the Care Finder program. Care Finders deliver specialist and intensive assistance to help people within the Care Finder Target Population to understand and access aged care and connect with other relevant supports in the community.

Description of Activity *

SEMPHN has a network of 11 care finders across the catchment. We have transitioned eight ACH providers to care finder providers and have three brand new care finders. Our eight transitioned ACH providers began care finder service delivery on 3 January 2023 and the new providers are in the ramp up stage and preparing for full-service delivery by 30 April 2023. All contracts end 30 June 2025.

SEMPHN has care finder coverage across the catchment and each of the care finder providers understand they can see consumers from outside of their specified LGA if they are the most appropriate care finder provider for that consumer. There is a "no wrong door" policy so as to minimise the impact on the target population.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2022/23 – 2024/25 (2022)

Priorities

Priority	Page reference
Increase cultural appropriateness of primary healthcare services for people receiving home or residential aged care services (AC)	171

Activity Demographics

Target Population Cohort

The care finder target population is people who are eligible for aged care services and have one or more reasons for requiring intensive support to:
• interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres).
• access aged care services, and/or
• access other relevant supports in the community.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Kingston	20803
Mornington Peninsula	21402
Casey - South	21203
Dandenong	21204
Casey - North	21202

Activity Consultation and Collaboration

Consultation

SEMPHN is convening the Primary and Aged Care Reference Group to support the development and implementation of care finder and other aged care programs.

Collaboration

SEMPHN is working in collaboration with other Victorian and Tasmanian PHNs to provide a consistent approach to the market.

Activity Milestone Details/Duration

Activity Start Date

29/06/2022

Activity End Date

29/09/2025

Service Delivery Start Date

3 January 2023

Service Delivery End Date

30 June 2025

Other Relevant Milestones

Ramp up period ends 30 April 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: 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

AC-EI - 1 - Early intervention initiatives for healthy ageing & ongoing management of chronic condition

Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-EI

Activity Number *

1

Activity Title *

Early intervention initiatives for healthy ageing & ongoing management of chronic condition

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

To support older people (including those not currently receiving aged care services) to live at home for longer through the commissioning of early intervention initiatives that promote healthy ageing and the ongoing management of chronic conditions.

Description of Activity *

In 2022, SEMPHN undertook an aged care needs assessment which told us that In our catchment, approximately 11,000 people are living with a diagnosis of dementia, with nearly a third of this group residing in the LGAs of Mornington Peninsula and Casey. Older residents in these LGAs are also more likely to live alone, have lower incomes and require physical assistance.

SEMPHN is commissioning via open tender a Dementia Rehabilitation program which aims to help maintain function and quality of life so that people are supported to live in the community for longer. The program is focused onto improving access to allied health-led rehabilitation activities such as physical activity, social support, and education. Each participant in the program will have personalised activities designed to support their independence and wellbeing.

The successful provider will use the ICHOM tool to evaluate the delivery of its program to customers. SEMPHN will monitor the provider's evaluation of the program.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2022/23 – 2024/25 (2022)

Priorities

Priority	Page reference
Identify opportunities to improve access to primary care for communities with high rates of potentially preventable hospitalisations (PPH) (PH)	154
Improve accessibility of services after-hours (PH)	154
Increase integration of primary care services such as GPs and mental health services with home and residential aged care services (AC)	171
Increase digital health capabilities of service providers in the region (DH)	168
Facilitate local health system integration via increased digital health technologies utilisation (DH)	156

Activity Demographics

Target Population Cohort

Senior Australians living at home with Dementia.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Mornington Peninsula	21402
Casey - South	21203
Casey - North	21202

Activity Consultation and Collaboration

Consultation

SEMPHN is consulting with the SEMPHN Primary and Aged Care Reference Group.

Collaboration

Collaborating with the National Centre for Healthy Ageing – Monash University.

Activity Milestone Details/Duration

Activity Start Date

30/11/2021

Activity End Date

29/06/2024

Service Delivery Start Date

1 June 2023

Service Delivery End Date

30 June 2024

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: 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

AC-EI - 2 - Early intervention initiatives for healthy ageing & ongoing management of chronic cond. Ops

Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-EI

Activity Number *

2

Activity Title *

Early intervention initiatives for healthy ageing & ongoing management of chronic cond. Ops

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

To support older people (including those not currently receiving aged care services) to live at home for longer through the commissioning of early intervention initiatives that promote health ageing and the ongoing management of chronic conditions.

Description of Activity *

In the SEMPHN catchment, approximately 11,000 people are living with a diagnosis of dementia, with nearly a third of this group residing in the LGAs of Mornington Peninsula and Casey. Older residents in these LGAs are also more likely to live alone, have lower incomes and require physical assistance.

SEMPHN is commissioning via open tender a Dementia Rehabilitation program which aims to help maintain function and quality of life so that people are supported to live in the community for longer. The program is focussed on improving access to allied health-led rehabilitation activities such as physical activity, social support, and education led by health professionals. Each participant in the program will have personalised activities designed to support their independence and wellbeing.

The successful provider will use the ICHOM tool to evaluate the delivery of its program to customers. SEMPHN will monitor the provider's evaluation of the program.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2022/23 – 2024/25 (2022)

Priorities

Priority	Page reference
Identify opportunities to improve access to primary care for communities with high rates of potentially preventable hospitalisations (PPH) (PH)	154
Improve accessibility of services after-hours (PH)	154
Increase integration of primary care services such as GPs and mental health services with home and residential aged care services (AC)	171
Increase digital health capabilities of service providers in the region (DH)	168
Facilitate local health system integration via increased digital health technologies utilisation (DH)	156

Activity Demographics

Target Population Cohort

Senior Australians living at home with Dementia.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Mornington Peninsula	21402
Casey - South	21203
Casey - North	21202

Activity Consultation and Collaboration

Consultation

EMPHN is consulting with the SEMPHN Primary and Aged Care Reference Group.

Collaboration

Collaborating with the National Centre for Healthy Ageing – Monash University.

Activity Milestone Details/Duration

Activity Start Date

31/10/2021

Activity End Date

29/06/2024

Service Delivery Start Date

1 June 2023

Service Delivery End Date

30 June 2024

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: 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

AC-VARACF - 1 - Support RACFs to increase availability and use of telehealth care for aged care residents

Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-VARACF

Activity Number *

1

Activity Title *

Support RACFs to increase availability and use of telehealth care for aged care residents

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

To support participating Residential Aged Care Facilities (RACF) to have the appropriate virtual consultation facilities and technology so that their residents can access clinically appropriate telehealth care with primary health care professionals.

An importing role of this activity is the upskilling of aged care staff to engage in the use of telehealth and the understanding that telehealth consultations are not second-class medicine. They are valuable and offer residents in residential aged care the ability to have access to health care without having to leave their home.

Description of Activity *

SEMPHN is partnering with an IT Service Provider to offer to purchase and distribute virtual consultation technology solutions to 157 Residential Aged Care Facilities across the catchment. SEMPHN is engaging with the facilities to understand their digital maturity and telehealth capability before purchasing hardware.

The approach also incorporates providing digital health-related training and support to staff at RACFs and encouraging the use of My Health Record.

SEMPHN is collaborating with the Victorian Tasmanian PHN Alliance (VTPHNA) to develop high-quality, tailored training for families, residents, and clinical providers to ensure the people who care for residents have access to support and advice when they

need it. This training will be online and will cater to all the various audiences who will interact with the education modules.

SEMPHN is collaborating with the Digital Health Agency and the VTPHNA to deliver educational webinars to RACFS and GPs on My Health Record and other digital health platforms such as Healthdirect Videocall.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2022/23 – 2024/25 (2022)

Priorities

Priority	Page reference
Identify opportunities to improve access to primary care for communities with high rates of potentially preventable hospitalisations (PPH) (PH)	154
Improve accessibility of services after-hours (PH)	154
Increase cultural appropriateness of primary healthcare services for people receiving home or residential aged care services (AC)	171
Increase digital health capabilities of service providers in the region (DH)	168
Facilitate local health system integration via increased digital health technologies utilisation (DH)	156

Activity Demographics

Target Population Cohort

Elders in Residential Aged Care.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Primary Aged Care Reference Group, Residential Aged Care Facilities, South East Health Service Partnership, Local Health Networks, General Practice.

Collaboration

Australian Digital Health Agency, The Victorian Tasmanian PHN Alliance (VTPHNA).

Activity Milestone Details/Duration

Activity Start Date

29/11/2021

Activity End Date

29/06/2024

Service Delivery Start Date

1 June 2022

Service Delivery End Date

30 June 2024

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

AC-VARACF - 2 - Support RACFs to increase availability & use of telehealth care for Aged Care residents Ops

Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-VARACF

Activity Number *

2

Activity Title *

Support RACFs to increase availability & use of telehealth care for Aged Care residents Ops

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

To support participating Residential Aged Care Facilities (RACF) to have the appropriate virtual consultation facilities and technology so that their residents can access clinically appropriate telehealth care with primary health care professionals.

An importing role of this activity is the upskilling of aged care staff to engage in the use of telehealth and the understanding that telehealth consultations are not second-class medicine. They are valuable and offer residents in residential aged care the ability to have access to health care without having to leave their home.

Description of Activity *

SEMPHN is partnering with an IT Service Provider to offer to purchase and distribute virtual consultation technology solutions to 157 Residential Aged Care Facilities across the catchment. SEMPHN is with the facilities to understand their digital maturity and telehealth capability before purchasing hardware.

The approach also incorporates providing digital health-related training and support to staff at RACFs and encouraging the use of My Health Record.

SEMPHN is collaborating with the Victorian Tasmanian PHN Alliance (VTPHNA) to develop high-quality, tailored training for families, residents, and clinical providers to ensure the people who care for residents have access to support and advice when they

need it.

SEMPHN is collaborating with the Digital Health Agency and the VTPHNA to deliver educational webinars to RACFS and GPs on My Health Record and other digital health platforms such as Healthdirect Videocall.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2022/23 – 2024/25 (2022)

Priorities

Priority	Page reference
Identify opportunities to improve access to primary care for communities with high rates of potentially preventable hospitalisations (PPH) (PH)	154
Improve accessibility of services after-hours (PH)	154
Increase integration of primary care services such as GPs and mental health services with home and residential aged care services (AC)	171
Increase digital health capabilities of service providers in the region (DH)	168
Facilitate local health system integration via increased digital health technologies utilisation (DH)	156

Activity Demographics

Target Population Cohort

Elders in Residential Aged Care.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Primary Aged Care Reference Group, Residential Aged Care Facilities, South East Health Service Partnership, Local Health Networks, General Practice.

Collaboration

Australian Digital Health Agency, The Victorian Tasmanian PHN Alliance (VTPHNA).

Activity Milestone Details/Duration

Activity Start Date

29/11/2021

Activity End Date

29/06/2024

Service Delivery Start Date

1 June 2022

Service Delivery End Date

30 June 2024

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

AC-CF - 1 - Care Finder Program

Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

1

Activity Title *

Care Finder Program

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

The aim of the activity is to establish and maintain a network of Care Finders to provide specialist and intensive assistance to help people within the Care Finder Target Population to understand and access aged care and connect with other relevant supports in the community.

Description of Activity *

In 2022, SEMPHN commissioned a care finder specific needs assessment. This assessment allowed us to understand the aged care service landscape in SEMPHN and target where our care finder services needed to be focused.

SEMPHN has a network of 11 care finders across the catchment. We have transitioned eight Assistance with Care and Housing (ACH) providers to care finder providers and three brand new care finders. Our eight transitioned ACH providers began care finder service delivery on 3 January 2023 and the new providers are in the ramp up stage and preparing for full-service delivery by 30 April 2023. All contracts end 30 June 2025.

SEMPHN has contracted the Housing Aged Action Group (HAAG) on behalf of Gippsland PHN until 30 June 2025 and will contract manage them. To encourage consistency where possible, the Victorian and Tasmanian PHNs have developed a shared set of KPIs for our care finder providers.

SEMPHN has care finder geographical coverage across the catchment and each of the care finder providers understand they can see consumers from outside their specified LGA if they are the most appropriate care finder provider for that consumer. There is a "no wrong door" policy so as to minimise the impact on the target population.

As care finder is a new program, there has been intensive one and one work with all our providers. SEMPHN has dedicated staff working alongside our care finder providers to ensure they have undertaken training, are prepared to use the reporting portal, and have developed promotional collateral in line with DOHAC guidance. Many of the care finder providers are already seeing clients, working on setting up referral pathways and conducting assertive outreach. SEMPHN is in touch daily with our providers offering support and assisting with linkages into other care finders and community organisations.

We have attended various meetings to promote and discuss the program within our region. Access and Support funding has been raised extensively, both from existing providers, RAS and ACAS services and care finder providers (some are also A&S providers). The key concerns are whether the A&S funding will continue and how these programs will work in conjunction with care finder program. SEMPHN manage these questions by encouraging concerns be raised with DOHAC and reiterate that the funding and programs are separate and PHNs are not responsible for the A&S Programs.

Integration learnings from COVID-19 have been incorporated into developing the Care Finder Program. During the COVID-19 vaccine rollout in 2021, SEMPHN made new connections and relationships with local aged care services and providers, disability and community health, advocacy and support groups and strengthened existing relationships with our three local public hospital networks. During that time we had open communication channels for each other and developed a working relationship that allowed for integration where possible. With the covid vaccination rollout moving to business as usual, SEMPHN is taking the opportunity to continue to work on collaborations with our health, community and aged care partners locally and across Victoria.

Seeing the benefits of these relationships for all, SEMPHN has continued to meet regularity with our health system partners. An example of integration has been working with the Health Service Partnership. This collaboration has brought together Residential In Reach teams, Ambulance Victoria, Victorian Virtual ED, Residential Aged Care, General Practice and the PHN. Together we have developed a communication tool for Residential Aged Care facilities to integrate key messages from each of the above providers and compile in one easy document.

We continue to work on integration of the care finder program into our local health and aged care system.

SEMPHN is collaborating with the Victorian Tasmania PHN Alliance to host state-wide Community of Practice (CoP) events for care finder providers. SEMPHN will also host a local care finder CoP events to ensure the local needs of the SEMPHN community are being met.

With the EnCOMPASS program is ending, SEMPHN is working with the Southern Migrant and Refugee Centre's EnCOMPASS Connectors to plan warm handovers where possible for clients who continue to need care finder support.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2022/23 – 2024/25 (2022)

Priorities

Priority	Page reference
Increase integration of primary care services such as GPs and mental health services with home and residential aged care services (AC)	171

Activity Demographics

Target Population Cohort

The care finder target population is people who are eligible for aged care services and have one or more reasons for requiring intensive support to:
• interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres),
• access aged care services, and/or
• access other relevant supports in the community.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Kingston	20803
Mornington Peninsula	21402
Casey - South	21203
Dandenong	21204
Casey - North	21202

🤝 Activity Consultation and Collaboration

Consultation

SEMPHN is convening the Primary and Aged Care Reference Group to support the development and implementation of care finder for the program.

Collaboration

SEMPHN is working in collaboration with other Victorian and Tasmanian PHNs to provide a consistent approach to the market.

📅 Activity Milestone Details/Duration

Activity Start Date

29/06/2022

Activity End Date

29/06/2025

Service Delivery Start Date

3 January 2023

Service Delivery End Date

30 June 2025

Other Relevant Milestones

Ramp up period ends 30 April 2023.

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): 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

AC-AHARACF - 1 - Enhanced Out of Hours Support for Residential Aged Care

Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-AHARACF

Activity Number *

1

Activity Title *

Enhanced out of hours support for residential aged care

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

To address any awareness or utilisation issues amongst Residential Aged Care Facilities (RACFs) of available local after hours services.

Description of Activity *

SEMPHN has developed a range of templates to create an 'After Hours service tool kit' in collaboration with the Victorian and Tasmanian PHNs. The template is based on knowledge collected through consultations with local RACFs and is designed to support processes in facilities to reduce emergency presentations, along with evidence based resources on how to best support RACFs to enhance accessibility and utilisation of after-hours services. The toolkit includes a template action plan RACFs can use to develop action plans for each resident.

The tools made available are intended to:
• Provide RACFs with templates that provide clear instructions and suggestions to facility staff on how to create their own after-hours action plans. Also why these plans are so important for residents.
• Educate RACF staff on After Hours health care options and processes for residents.
• Encourage RACFs to implement procedures for keeping residents' digital medical records up to date, particularly following an episode where OOH care was required.
• Support engagement between RACFs and resident's General Practitioner (and other relevant health professionals), as part of

after-hours action plans in development.

The After Hours resources and templates are intended to be dynamic documents, meaning RACFs and residents' plans should be revised and updated regularly by the facility to reflect their policies and procedures, available services, and changes in care. They will all be stored online and will be accessible to facilities day and night. The templates are all editable and easily printed, we understand that facilities all work differently so want to make sure our resources are ready to be used in different ways.

These resources will be available to all RACFs in Victoria and Tasmania.

SEMPHN will roll out this activity to our RACFS after they have received their telehealth hardware and training. We see use and trust of telehealth and video call as an important part of after-hours planning. Engagement with facilities and managers on the ground in each facility is crucial to the uptake of this capacity building work.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2022/23 – 2024/25 (2022)

Priorities

Priority	Page reference
Identify opportunities to improve access to primary care for communities with high rates of potentially preventable hospitalisations (PPH) (PH)	154
Improve accessibility of services after-hours (PH)	154
Increase integration of primary care services such as GPs and mental health services with home and residential aged care services (AC)	171
Increase digital health capabilities of service providers in the region (DH)	168
Facilitate local health system integration via increased digital health technologies utilisation (DH)	156

Activity Demographics

Target Population Cohort

Residents and staff of RACF.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

SEMPHN Primary and Aged Care Reference Group, Residential Aged Care Facilities, South East Melbourne Health Service Partnership, Local Health Networks, General Practice and Ambulance Victoria.

Collaboration

Residential Aged Care facilities, Victorian and Tasmanian PHNs, Ambulance Victoria, Victorian Virtual Emergency Department, Residential in Reach teams at the three Local Health Networks.

Activity Milestone Details/Duration

Activity Start Date

29/11/2021

Activity End Date

29/06/2024

Service Delivery Start Date

1 June 2022

Service Delivery End Date

30 June 2024

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?

Working with RACFs, Ambulance Victoria and South east Melbourne Health Service Partnership.

Co-design or co-commissioning comments

AC-CF - 2 - Care Finder Program - Ops

Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

2

Activity Title *

Care Finder Program - Ops

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

The aim of the activity is to establish and maintain a network of Care Finders to provide specialist and intensive assistance to help people within the Care Finder Target Population to understand and access aged care and connect with other relevant supports in the community.

Description of Activity *

SEMPHN has a network of 11 care finders across the catchment. We have transitioned eight Assistance with Care and Housing (ACH) providers to care finder providers and three brand new care finders. Our eight transitioned ACH providers began care finder service delivery on 3 January 2023 and the new providers are in the ramp up stage and preparing for full-service delivery by 30 April 2023. All contracts end 30 June 2025.

SEMPHN has contracted the Housing Aged Action Group (HAAG) on behalf of Gippsland PHN until 30 June 2025 and will contract manage them. To encourage consistency where possible, the Victorian and Tasmanian PHNs have developed a shared set of KPIs for our providers.

SEMPHN has care finder coverage across the catchment and each of the care finder providers understand they can see consumers from outside their specified LGA if they are the most appropriate care finder provider for that consumer. There is a "no wrong door" policy so as to minimise the impact on the target population.

Integration learnings from COVID-19 have been incorporated into developing the Care Finder Program.

SEMPHN continues to work with our General Practices, Community Health, and large acute health service providers to find other opportunities to enhance integration between the health, aged care and other systems at a local level.

MPHN is collaborating with the Victorian Tasmania PHN Alliance to host state-wide Community of Practice (CoP) events for care finder providers. SEMPHN will also host a local care finder CoP events to ensure the local needs of the SEMPHN community are being met.

As the EnCOMPASS program is ending, SEMPHN is working with the Southern Migrant and Refugee Centre's EnCOMPASS Connectors to plan warm handovers where possible for clients who continue to need care finder support

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2022/23 – 2024/25 (2022)

Priorities

Priority	Page reference
Increase integration of primary care services such as GPs and mental health services with home and residential aged care services (AC)	171

Activity Demographics

Target Population Cohort

The care finder target population is people who are eligible for aged care services and have one or more reasons for requiring intensive support to:
• interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres),
• access aged care services, and/or
• access other relevant supports in the community.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Kingston	20803
Mornington Peninsula	21402
Casey - South	21203
Dandenong	21204
Casey - North	21202

Activity Consultation and Collaboration

Consultation

SEMPHN is convening the Primary and Aged Care Reference Group to support the development and implementation of care finder for the program.

Collaboration

SEMPHN is working in collaboration with other Victorian and Tasmanian PHNs to provide a consistent approach to the market.

Activity Milestone Details/Duration

Activity Start Date

29/06/2022

Activity End Date

29/06/2025

Service Delivery Start Date

3 January 2023

Service Delivery End Date

30 September 2025

Other Relevant Milestones

Service Delivery end date is the 30 September 2025 in order to complete the Final Performance Report and Final Acquittal Report.

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): 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