

South Eastern Melbourne - After Hours Primary Health Care 2023/24 - 2027/28 Activity Summary View



AH-MAP - 1 - AH-MAP-1 2025 PHN Multicultural Access Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

1

Activity Title *

AH-MAP-1 2025 PHN Multicultural Access Program

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

Raise the rate of General Practice understanding of the ethnicity of their culturally and linguistically diverse (CALD) patients as a mechanism for improving health outcomes for this cohort.

Description of Activity *

SEMPHN is implementing measures intended to support primary health access by CALD communities and improve CALD patient experience.

Creation and promotion of sustainable health literacy and navigation resources

SEMPHN is service designing a co-designed health literacy and navigation resources program. Efforts are focused on strengthening GP/primary care resources and care coordination supports to empower CALD, refugee, asylum seeking and other vulnerable multicultural populations in managing their healthcare. A multicultural liaison officer is anticipated to support the program.

The program will build on the findings of the After Hours needs assessment, and involve collaboration with external stakeholders, special interest organisations and community groups to enhance multicultural patient experiences.

Key components of the program will include:

- collaborating with community groups and key stakeholders to address service gaps and barriers
- co-designing resources to improve patient understanding, activation and navigation or primary care services
- supporting primary healthcare planning by promoting collaboration and partnerships while co-designing services for improved multicultural access.

The program is expected to commence in the latter half of 2025.

Quality improvement activity—ends 30 June 2025

SEMPHN has supported selected General Practices in its region to take part in a quality improvement activity designed to improve interactions and health outcomes for patients from CALD backgrounds. The activity will last 12 weeks at each General Practice and is designed to improve the health care and support provided to people from CALD backgrounds by improving General Practice awareness of whether patients are from a CALD background and any health related implications that may arise from this. It is expected that raising the number of patients identified by GPs, historically recording a low number of ethnicity codes in the POLAR practice software, will aid them in delivering against the Activity's objectives.

Participation in the program e:

- POLAR to be installed and for the General Practice to have access to deidentified clinical data
- a commitment to the project timeframe
- a commitment to regularly reviewing the POLAR percentage of RACGP active patients Ethnicity status using the provided Walkthrough (a SEMPHN resource designed to assist POLAR users)
- a commitment to regularly reviewing and reducing the number of POLAR RACGP active patients with either Not Specified or Not Recorded as their Ethnicity code.

Practices were also encouraged to consider utilising the process to collect additional data in their clinical software such as language spoken and whether an interpreter is required.

The services have been commissioned using a phased approach, with Greater Dandenong and Casey local government area (LGAs) first with the highest of CALD population. Once established, the activity was rolled out to other LGAs with high CALD populations. The activity was planned to commence 15 March 2024 and roll out until either the program end date or funding exhaustion. The program will formally end on 30 June 2025.

SEMPHN'S programs are consistent with the approved Activity Work Plans submitted as part of the grant processes in that SEMPHN indicated it would:

- conduct an Expression of Interest in LGAs with high numbers of CALD population groups to provide GPs with an opportunity to undertake a quality improvement activity that better identifies patient ethnicity
- co-design sustainable health literacy and navigation resources while raising awareness of local health services and key health issues.

SEMPHN Strategy 2023-2028: Path to Impact

Pillar 1: Population Health and Service Demand

Pillar 3: Vibrant Primary Health Services

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Increase cultural appropriateness of primary healthcare services for priority populations	204
Increase digital health capabilities of service providers in the region	202
Facilitate local health system integration via increased digital health technologies utilisation	202
Improve accessibility of services after-hours	192
Improve access to primary healthcare for multicultural communities and people experiencing homelessness.	192



Activity Demographics

Target Population Cohort

Culturally and Linguistically Diverse populations living within the SEMPHN region

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

External stakeholders, special interest organisations and community groups related to multicultural/CALD communities.

Collaboration

External stakeholders, special interest organisations and community groups related to multicultural/CALD communities.



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

30/12/2025

Service Delivery Start Date

15/03/2024

Service Delivery End Date

31/12/2025

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

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?

The program ending was intended to last for a defined 12 week period supporting General Practice.

Co-design or co-commissioning comments



AH-HAP - 1 - AH-HAP-1 2025 Homelessness Access Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

1

Activity Title *

AH-HAP-1 2025 Homelessness Access Program

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

Utilise an outreach service to assist people who are experiencing homelessness or at risk of homelessness to access primary health services.

Description of Activity *

SEMPHN has commissioned an outreach program designed to assist people who are homeless, or at risk of homelessness, to access primary health services.

The outreach service:

- addresses gaps in current services
- addresses physical, geographical and other barriers experienced by this vulnerable group when accessing primary care services
- promotes coordination between services at a local level to include engagement with Specialist Homelessness Services such as identifying General Practices (GPs) with expertise with people at risk of or experiencing homelessness.

The service was co-designed with the commissioned provider:

- delivering an assertive outreach service led by a social worker or equivalent attending locations where this vulnerable group can be interacted with and trust built
- linking people to the primary health services identified as needed by each person

- developing and establishing relationships and connections with General Practices (GPs) with expertise and experience with this group from the commencement of the program
- work more broadly with services in the areas that are supporting people who are homeless or at risk of homelessness with a view to providing a coordinated approach to care.

Initially the program included the Port Phillip Local Government Area (LGA). Services end on 1 July 2025 due to geographical and operational impacts on capacity of service for the LGA.

The service is consistent with the approved Activity Work Plan submitted as part of the 2023 grant process in that SEMPHN indicated it would conduct an EOI for an outreach service in LGAs with high numbers of people experiencing homelessness or at risk of homelessness. Only qualified and organisations experienced with working with people experiencing homelessness or at risk of homelessness will be awarded funding to undertake this activity.

A deep dive was undertaken as part of the targeted 2024 Needs Assessment review into the needs of people experiencing homelessness or at risk of homelessness with a view to understanding the service gaps and barriers for this group. The results of the deep dive informed commissioning, including ensuring activities are evidence-based and do not duplicate or compete with existing services.

SEMPHN Strategy 2023-2028: Path to Impact
 Pillar 1: Population Health and Service Demand
 Pillar 3: Vibrant Primary Health Services

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Improve access to primary healthcare for multicultural communities and people experiencing homelessness.	192
Identify opportunities to improve access to primary care for communities with high rates of potentially preventable hospitalisations (PPHs)	192
Develop integrated models of care for consumers experiencing comorbidity across a continuum of care	201



Activity Demographics

Target Population Cohort

Individuals in identified LGAs experiencing, or at risk of experiencing, homelessness

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Dandenong	21204
Frankston	21401
Casey - North	21202
Casey - South	21203



Activity Consultation and Collaboration

Consultation

Service providers such as ERMHA and Peninsula Health delivering homelessness related services in Frankston and Greater Dandenong LGAs

Collaboration



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2025

Service Delivery Start Date

1 April 2024

Service Delivery End Date

30 June 2025

Other Relevant Milestones



Activity Commissioning

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

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

Is this activity being co-designed?

Yes

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

There is no decommissioning planned for this activity with all our programs subject to ongoing evaluation and review.

Co-design or co-commissioning comments

Organisations identified as potential providers that might be interested in this activity and having the capacity, capability and suitable experience were asked to submit a proposal to co-design and deliver a service specifically for people experiencing or at risk of homelessness.

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
The budget for this activity / funding stream is unbalanced. Nil variances should be displayed with all income currently in PERS planned to be expended in the period it is received. Please update the expenditure to eliminate variances.	13/06/2025



AH - 5 - AH-5 2025 Increase quality and availability of after-hours services



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

5

Activity Title *

AH-5 2025 Increase quality and availability of after-hours services

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

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

Increase the quality and availability of primary healthcare services in the after-hours period.

Description of Activity *

SEMPHN is implementing measures intended to improve the quality and availability of after-hours primary health services to priority population groups and locations identified as part of a SEMPHN Needs Assessment.

General Practices have been commissioned to extend their current hours of service in the after-hours period and provide low to moderate acuity services. Services include minor injuries, pain management, wound care, fractures, lacerations minor burns, abdominal pain, skin and soft tissue infections with a view to reducing demand on hospital emergency departments.

The increased onsite services are currently being provided in the areas of highest demand for additional after-hours services as identified in the SEMPHN December 2023 After Hours Needs Assessment (Mornington Peninsula, Cardinia and Casey). The identification of areas of need was based on limited availability of after-hours services that included the lack of access to a local Urgent Care Centre (UCC), Priority Primary Care Centre (PPCC) and/or after-hours General Practice. Population numbers and patient groups at higher risk of poorer health outcomes and areas with higher prevalence of complex and multiple chronic conditions were also taken into consideration in determining areas of focus.

The program also supports General Practice to improve their identification and support for patients including:

- strengthening data governance, management and analytics in General Practice
- conducting ongoing communication and engagement to address access barriers, incorporating patient experience and outcome metrics
- engaging with primary health care service to identify and address business challenges and foster a culture of continuous learning and service enhancement.

Should a new After Hours Deed be received, SEMPHN proposes extending contracts with existing General Practices providing after-hours support. Work would also commence to expand the program to deliver after-hours services in additional locations. Inputs into the Service Design include the After Hours needs assessment and learnings from the existing After Hours providers and reporting. Extending the After Hours program recognises the needs of areas with limited or no access to After Hours services as well as alleviating the pressure on urgent care clinics operating in the -hours period.

A training program focused on assisting General Practices and community pharmacies operating in the after-hours period to build their capacity to deliver after-hours services did not proceed.

This measure is consistent with SEMPHN's submission to the Department of Health and Aged Care as part of the After Hours Grant processes.

SEMPHN Strategy 2023-2028: Path to Impact
Pillar 1: Population Health and Service Demand
Pillar 3: Vibrant Primary Health Services

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Ease the pressure on hospitals and EDs	193
Improve accessibility of services after-hours	192
Identify opportunities to improve access to primary care for communities with high rates of potentially preventable hospitalisations (PPHs)	192
Develop integrated models of care for consumers experiencing comorbidity across a continuum of care	201



Activity Demographics

Target Population Cohort

People with young children, asylum seeker and refugee communities, older people (>75+) living alone, people at risk of or experiencing homelessness, culturally and linguistically Diverse (CALD) communities, Aboriginal and Torres Strait people, LGBTIQ+ communities, people with a disability, people experiencing, family, domestic or sexual violence.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Cardinia	21201
Mornington Peninsula	21402
Casey - North	21202
Casey - South	21203



Activity Consultation and Collaboration

Consultation

As part of expanding after-hours services in the SEMPHN region, the following consultation is being undertaken:

- primary health care services to understand the barriers to providing primary health cares in the after-hours period
- the community to understand the barriers to accessing available after-hours services.

Collaboration

SEMPHN is collaborating with primary health care services and the community.



Activity Milestone Details/Duration

Activity Start Date

31/05/2024

Activity End Date

29/06/2025

Service Delivery Start Date

01/10/2024

Service Delivery End Date

30/06/2025

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: 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?

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?

There is no decommissioning planned for this activity with all our programs subject to ongoing evaluation and review.

Co-design or co-commissioning comments