**Western Queensland Primary Health Network**

# Aged Care
## 2024/25 – 2027/28 Activity Work Plan

phn
WESTERN QUEENSLAND

An Australian Government Initiative

# ACTIVITY: AC-OSP - 1 - AC-OSP (25-26:V2) RESIDENTIAL AGED CARE ON-SITE PHARMACIST MEASURE (ACOP)

## Activity Priorities and Description

### PROGRAM KEY PRIORITY AREA

Aged Care

### AIM OF ACTIVITY

The Aged Care Onsite Pharmacist (ACOP) activity aims to increase the uptake of Aged Care on-site pharmacists by Residential Aged Care Homes (RACHs) in the WQPHN region and improve access to aged care on-site pharmacists in RACHs.

### DESCRIPTION OF ACTIVITY

This activity will support the implementation of the Aged Care On-site Pharmacist (ACOP) Measure by facilitating the engagement of eligible pharmacists in residential aged care homes (RACHs) across the PHN region.

The activity encompasses the identification and verification of eligible pharmacists, the provision of guidance and support to Residential Aged Care Homes (RACHs) seeking to employ on-site pharmacists, and the facilitation of collaboration between pharmacists, general practitioners, and other health professionals to strengthen medication management for residents.

The PHN will coordinate communications, support participating RACHs, and ensure compliance with the funding agreement and relevant policy guidance.

## Needs Assessment Priorities

### NEEDS ASSESSMENT

WQPHN JRHNA 2025-2026

### PRIORITIES

| Priority | Page Reference |
|---|---|
| Digital health | 10 |
| Ageing | 7 |
| Preventive Healthcare | 14 |
| Primary Care | 14 |
| Aboriginal and Torres Strait Islander | 10 |
| Coordination, Integration and Continuity of Care | 9 |
| Workforce | 15 |
| Systems Issues | 15 |
| Health literacy | 11 |
| Infrastructure, Facilities and Equipment | 11 |

# Activity Demographics

## TARGET POPULATION COHORT

Residents of Residential Aged Care Homes (RACH) & eligible Pharmacists

# Activity Consultation and Collaboration

## CONSULTATION

- Residential Aged Care Homes (RACHs) in the WQPHN region and Pharmacists in, and willing to support services into, the WQPHN region
- Primary Care services supporting RACHs
- Hospital and Health Services (HHS) across Western Queensland
- Aged-care regulatory and advocacy bodies

## COLLABORATION

- Residential Aged Care Homes in the WQPHN region and Pharmacists in, and willing to support services into, the WQPHN region

# Activity Milestone Details/Duration

## ACTIVITY START DATE

01/01/2025

## ACTIVITY END DATE

30/06/2027

# ACTIVITY: AC-CF - 1 - AC-CF-1 (25-26:V2) CARE FINDER PROGRAM

## Activity Priorities and Description

**PROGRAM KEY PRIORITY AREA**

Aged Care

**AIM OF ACTIVITY**

To maintain a network of Care Finders to provide specialist and intensive assistance to help people within the Care Finder Target Population in WQPHN Region to understand and access aged care and connect with other relevant supports in the communities within the region.

**DESCRIPTION OF ACTIVITY**

WQPHN will commission two Care Finder Programs in the WQPHN region in accordance with the funding schedule and program guidance, which will:

- maintain the aged care finder needs assessment, which is supplementary to the broader ongoing WQPHN Needs Assessment pro-cess

- respond to identified needs, ensure the commissioned Care Finder Service provides specialised and intensive assistance to the peo-ple who are eligible for aged care services and have one or more reasons for requiring intensive support to interact with My Aged Care and access aged care services and/or access other relevant supports in the community

- ensure that care finder services are delivered by an appropriately qualified, skilled, trained and networked workforce, to operate and be connected within the vast WQPHN geographical region

- ensure all commissioned Care Finder service providers operate in an integrated manner, including by embedding Care Finder services in Aged Care Health Pathways

- ensure Care Finders educate and support health and community care services to refer identified consumers to My Aged care, fur-ther supporting integrated care pathways for elderly people within WQPHN region

- identify and address new opportunities to enhance integration between the health, aged care and other support systems at the local level

- collect and report data, service and program outcomes

- WQPHN will continue to commission an ACH provider to provide specialist and intensive support to older people who face barriers accessing aged care services

## Needs Assessment Priorities

**NEEDS ASSESSMENT**

WQPHN JRHNA 2025-2026

**PRIORITIES**

| Priority | Page Reference |
|---|---|
| Ageing | 7 |
| Respite Care | 14 |
| People Experiencing Homelessness | 13 |
| People from Multi-Cultural Communities | 13 |
| Aboriginal and Torres Strait Islander | 10 |

| Priority | Page Reference |
|---|---|
| Coordination, Integration and Continuity of Care | 9 |
| Workforce | 15 |
| Health literacy | 11 |

## Activity Demographics

**TARGET POPULATION COHORT**

People who are eligible for aged care services and have one or more reasons for requiring intensive support to:

- interact with My Aged Care and access aged care services and/or
- access other relevant supports in the community

## Activity Consultation and Collaboration

**CONSULTATION**

- CheckUP
- HWQ
- General Practices
- Care Governance Committee (Clinical Council)
- Consumer Advisory Committee
- RFDS
- NWRH
- APNA
- AAPM
- HHSs - SW, CW, NW
- QLD/NT PHN Aged Care Collaborative
- COTA
- Commissioned Allied Health Service Providers
- Nukal Murra Alliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)

**COLLABORATION**

- Commissioned Allied Health Service Providers
- HWQ
- General Practices
- HHSs - SW, CW, NW
- Nukal Murra Alliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)
- Mornington Island Health Council
- Local Government
- QLD/NT PHN Aged Care Collaborative
- COTA

## Activity Milestone Details/Duration

**ACTIVITY START DATE**

01/12/2021

**ACTIVITY END DATE**

30/06/2029

# ACTIVITY: AC-CF - 2 - AC-CF-2 (24-25:V2) CARE FINDER PROGRAM - TRANSITION FOR ACH PROVIDER

## Activity Priorities and Description

**PROGRAM KEY PRIORITY AREA**

Aged Care

**AIM OF ACTIVITY**

To support the continued delivery of specialist, intensive navigation and advocacy services by a Care Finder Organisation that has transitioned from the Assistance with Care and Housing (ACH) program. The organisation will focus solely on providing targeted care finder services to help people within the Care Finder Target Population understand, access, and navigate aged care and other relevant community supports.

**DESCRIPTION OF ACTIVITY**

WQPHN will continue to commission the previous ACH provider to a dedicated Care Finder organisation.

The organisation will continue operating by delivering specialist and intensive support to older people who face barriers accessing aged care services.

As part of their care finder role, they will continue to prioritise helping people who are homeless or at risk of homelessness to connect with safe, sustainable housing and other community supports to reduce the impact of homelessness.

Where appropriate, they will first address barriers by linking individuals with broader supports before assisting them to access aged care services, ensuring a more effective and supported pathway into care.

## Needs Assessment Priorities

**NEEDS ASSESSMENT**

WQPHN JRHNA 2024-2025

**PRIORITIES**

| Priority | Page Reference |
| --- | --- |
| Ageing | 7 |
| Respite Care | 14 |
| People Experiencing Homelessness | 13 |
| People from LGBTIQ+ Communities | 13 |
| Aboriginal and Torres Strait Islander | 10 |
| Coordination, Integration and Continuity of Care | 9 |
| Workforce | 15 |
| Health literacy | 11 |

# Activity Demographics

**TARGET POPULATION COHORT**

People who are eligible for aged care services and have one or more reasons for requiring intensive support to:

- interact with My Aged Care and access aged care services and/or
- access other relevant supports in the community

# Activity Consultation and Collaboration

**CONSULTATION**

- CheckUP
- HWQ
- Care Governance Committee (Clinical Council)
- Consumer Advisory Committee
- RFDS
- NWRH
- APNA
- AAPM
- HHSs - NW
- QLD/NT PHN Aged Care Collaborative
- COTA
- Commissioned Allied Health Service Providers
- Nukal Murra Alliance

**COLLABORATION**

- Commissioned Allied Health Service Providers
- HWQ
- General Practices
- HHSs - NW
- Nukal Murra Alliance
- Local Government
- QLD/NT PHN Aged Care Collaborative
- COTA

# Activity Milestone Details/Duration

**ACTIVITY START DATE**

01/12/2021

**ACTIVITY END DATE**

30/06/2025

# ACTIVITY: AC-CF - 3 - AC-CF-3 (25-26) CARE FINDER PROGRAM OPERATIONAL SUPPORT

## Activity Priorities and Description

**PROGRAM KEY PRIORITY AREA**

Aged Care

**AIM OF ACTIVITY**

To support the ongoing delivery and maintenance of a network of aged care Care Finders.

**DESCRIPTION OF ACTIVITY**

WQPHN will continue to support the delivery of the Care Finder Program in the WQPHN region in accordance with the funding schedule and program guidance, including:

- maintain an understanding of aged care needs that is supplementary to the broader ongoing WQPHN Needs Assessment process
- manage the commissioning of Care Finder Services
- ensuring all commissioned Care Finder service providers, including the separately commissioned ACH provider, operate in an integrated manner
- collecting and reporting data, service and program outcomes

## Needs Assessment Priorities

**NEEDS ASSESSMENT**

WQPHN JRHNA 2025-2026

**PRIORITIES**

| Priority | Page Reference |
|---|---|
| Ageing | 7 |
| Respite Care | 14 |
| People Experiencing Homelessness | 13 |
| People from Multi-Cultural Communities | 13 |
| Aboriginal and Torres Strait Islander | 10 |
| Coordination, Integration and Continuity of Care | 9 |
| Workforce | 15 |
| Health literacy | 11 |

## Activity Demographics

**TARGET POPULATION COHORT**

Commissioned services supporting people who are eligible for aged care services and have one or more reasons for requiring intensive support to:

- interact with My Aged Care and access aged care services and/or
- access other relevant supports in the community

# Activity Consultation and Collaboration

**CONSULTATION**

- CheckUP
- HWQ
- General Practices
- Care Governance Committee (Clinical Council)
- Consumer Advisory Committee
- RFDS
- NWRH
- APNA
- AAPM
- HHSs - SW, CW, NW
- QLD/NT PHN Aged Care Collaborative
- COTA
- Commissioned Allied Health Service Providers
- Nukal Murra Alliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)

**COLLABORATION**

- Commissioned Allied Health Service Providers
- HWQ
- General Practices
- HHSs - SW, CW, NW
- Nukal Murra Alliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)
- Mornington Island Health Council
- Local Government
- QLD/NT PHN Aged Care Collaborative
- COTA

# Activity Milestone Details/Duration

**ACTIVITY START DATE**

01/12/2021

**ACTIVITY END DATE**

30/06/2029

# ACTIVITY: AC-EI - 1 - AC-EI-1 (25-26) COMMISSIONING EARLY INTERVENTION INITIATIVES TO SUPPORT HEALTH AGEING AND CDM

## Activity Priorities and Description

**PROGRAM KEY PRIORITY AREA**

Aged Care

**AIM OF ACTIVITY**

Support senior Australians to live at home for as long as possible through commissioning early intervention activities and models of care for chronic diseases management that support healthy ageing and reduce pressure on local health services within the WQPHN region.  The activity also empowers GPs and other primary health care workers through training tools and resources which continue to improve health and care outcomes for older people.

**DESCRIPTION OF ACTIVITY**

Support Older people to live at home for longer (including those not currently receiving Aged Care Services) through the commissioning of early intervention initiatives that promote healthy ageing and the ongoing management of chronic conditions:

- undertake a scoping exercise to understand the health state and or needs of the older population within the region and identify the scope to assess needs
- conduct a literature review to find out the evidence-based practices to address identified needs
- explore early intervention activities within the Western Queensland region that have the potential to be scaled up

The activity will link healthy ageing programs to planned and structured care through the implementation and promotion of the Older Persons Health Assessments and Care Planning through the General Practice, which subsequently facilitates connection to relevant Allied Health and Aged Care services.

Increase awareness in the local primary health care workforce of the needs of the local senior Australian population and the availability of services in each part of the WQPHN region.

Educate Primary Health Care providers on how to connect senior Australians to psychosocial, health, social and welfare supports.

Implement monitoring and evaluation standards and capabilities to ensure that commissioned Services are effective and efficient and meet the needs of the community.  This will include the use of PREMS and PROMS, and other survey tools.

Work with identified specialist services to ensure that consumers have access to a seamless referral process that is evidence-based and suitable for people living in rural, remote and very remote communities that are close to where they live.

## Needs Assessment Priorities

**NEEDS ASSESSMENT**

WQPHN JRHNA 2025-2026

**PRIORITIES**

| Priority | Page Reference |
|---|---|
| Digital health | 10 |
| Ageing | 7 |
| Preventive Healthcare | 14 |
| Retrieval Services | 14 |
| People Experiencing Homelessness | 13 |
| People from Multi-Cultural Communities | 13 |
| People from LGBTIQ+ Communities | 13 |
| Physical Activity | 13 |
| Aboriginal and Torres Strait Islander | 10 |
| Coordination, Integration and Continuity of Care | 9 |
| Workforce | 15 |
| Transport | 15 |
| Health literacy | 11 |
| Infrastructure, Facilities and Equipment | 11 |

## Activity Demographics

**TARGET POPULATION COHORT**

Senior Australians living in the WQPHN Region

## Activity Consultation and Collaboration

**CONSULTATION**

- CheckUP
- HWQ
- General Practices
- Care Governance Committee (Clinical Council)
- Consumer Advisory Committee
- RFDS
- NWRH
- APNA
- AAPM
- HHSs - SW, CW, NW
- QLD/NT PHN Aged Care Collaborative
- COTA
- Commissioned Allied Health Service Providers
- Nukal Murra Allliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)

**COLLABORATION**

- Commissioned Allied Health Service Providers
- HWQ
- General Practices
- HHSs - SW, CW, NW
- Nukal Murra Allliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)
- Mornington Island Health Council
- Local Government
- QLD/NT PHN Aged Care Collaborative
- COTA

# Activity Milestone Details/Duration

**ACTIVITY START DATE**

01/12/2021

**ACTIVITY END DATE**

30/06/2027

# ACTIVITY: AC-VARACF - 1 - AC-VARACF-1 (25-26) SUPPORT RACHS TO INCREASE AVAILABILITY & USE OF TELEHEALTH CARE FOR RESIDENTS

## Activity Priorities and Description

**PROGRAM KEY PRIORITY AREA**

Aged Care

**AIM OF ACTIVITY**

Support participating Residential Aged Care Homes (RACHs), National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATISFACP) and Multi-Purpose Services (MPS), in the WQPHN region to ensure that they have the appropriate virtual consultation facilities and technology so their residents can access clinically appropriate telehealth care with primary health care professionals.

**DESCRIPTION OF ACTIVITY**

Assist participating RACHs, NATISFACP's and MPSs, to have appropriate telehealth facilities and equipment to enable their resident to virtually consult with their primary health care professional. Undertake mapping functions to determine what is currently in place at participating RACHs, NATISFACP's and MPSs to ensure that telehealth consultations can occur.

Provide training to participating RACHs, NATISFACP's and MPS staff to support them in having the capability to assist their residents in accessing virtual consultation services, including developing resources that can be used to orient new staff as they come to work at the facilities.

Promote the use of enablers of digital health such as My Health Records in various forums, which also improves health literacy across the key stakeholder groups, including residents and families etc.

Consult with jurisdictional authorities to ensure the initiative complements but does not duplicate efforts underway by state and territory governments to improve technological interoperability between the aged care and health systems.

Where appropriate, employ staff to facilitate the delivery of these support activities.

## Needs Assessment Priorities

**NEEDS ASSESSMENT**

WQPHN JRHNA 2025-2026

**PRIORITIES**

| Priority | Page Reference |
|---|---|
| Digital health | 10 |
| Ageing | 7 |
| Preventive Healthcare | 14 |
| Specialist Care | 14 |
| People Experiencing Homelessness | 13 |
| People from Multi-Cultural Communities | 13 |
| People from LGBTIQ+ Communities | 13 |
| Aboriginal and Torres Strait Islander | 10 |
| Coordination, Integration and Continuity of Care | 9 |

| Priority | Page Reference |
|---|---|
| Workforce | 15 |
| Systems Issues | 15 |
| Health literacy | 11 |
| Infrastructure, Facilities and Equipment | 11 |

## Activity Demographics

**TARGET POPULATION COHORT**

Senior Australians living in the WQPHN Region

## Activity Consultation and Collaboration

**CONSULTATION**

- CheckUP
- HWQ
- General Practices
- Care Governance Committee (Clinical Council)
- Consumer Advisory Committee
- RFDS
- NWRH
- APNA
- AAPM
- HHSs - SW, CW, NW
- QLD/NT PHN Aged Care Collaborative
- COTA
- Commissioned Allied Health Service Providers
- Nukal Murra Allliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)

**COLLABORATION**

- Commissioned Allied Health Service Providers
- HWQ
- General Practices
- HHSs - SW, CW, NW
- Nukal Murra Allliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)
- Mornington Island Health Council
- Local Government
- QLD/NT PHN Aged Care Collaborative
- COTA

## Activity Milestone Details/Duration

**ACTIVITY START DATE**

01/12/2021

**ACTIVITY END DATE**

30/06/2027

# ACTIVITY: AC-AHARACF - 1 - AC-AHARACF-1 (25-26) ENHANCED OUT-OF-HOURS SUPPORT FOR RACH

## Activity Priorities and Description

**PROGRAM KEY PRIORITY AREA**

Aged Care

**AIM OF ACTIVITY**

Focussing on the needs firstly of Residential Aged Care Homes (RACHs), and if there is capacity to National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATISFACP) and Multi-Purpose Services (MPS) residents who can experience rapid health deterioration during the after-hours period when transfer to hospital is not always clinically necessary, the aim of the activity is to address any awareness or utilisation issues of available local out of hours services among participating RACHs, NATISFACP and MPS in the WQPHN region.

**DESCRIPTION OF ACTIVITY**

Provide guidance to assist firstly participating RACHs and if there is capacity NATISFACP and MPS in the WQPHN region to develop and implement after-hours action plans to support their residents to access the most appropriate medical services out of hours;

- educate firstly participating RACH staff, and if there is capacity NATISFACP and MPS staff in out-of-hours health care options and processes for residents

- encourage firstly participating RACHs and if there is capacity, NATISFACP and MPS's to implement procedures for keeping residents' digital medical records up to date, particularly following an episode where after-hours care was required

- support engagement between RACFs and if there is capacity NATISFACP and MPS and their resident GP's and other relevant health professionals as part of the after-hours plan development

## Needs Assessment Priorities

**NEEDS ASSESSMENT**

WQPHN JRHNA 2025-2026

**PRIORITIES**

| Priority | Page Reference |
|---|---|
| Digital health | 10 |
| Ageing | 7 |
| Preventive Healthcare | 14 |
| Aboriginal and Torres Strait Islander | 10 |
| Coordination, Integration and Continuity of Care | 9 |
| Workforce | 15 |
| Health literacy | 11 |
| Infrastructure, Facilities and Equipment | 11 |

# Activity Demographics

## TARGET POPULATION COHORT

Senior Australians living in the WQPHN Region

# Activity Consultation and Collaboration

## CONSULTATION

- CheckUP
- HWQ
- General Practices
- Care Governance Committee (Clinical Council)
- Consumer Advisory Committee
- RFDS
- NWRH
- APNA
- AAPM
- HHSs - SW, CW, NW
- QLD/NT PHN Aged Care Collaborative
- COTA
- Commissioned Allied Health Service Providers
- Nukal Murra Allliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)

## COLLABORATION

- Commissioned Allied Health Service Providers
- HWQ
- General Practices
- HHSs - SW, CW, NW
- Nukal Murra Allliance - partners (CWAATSICH; CACH; Goondir & Gidgee Healing)
- Mornington Island Health Council
- Local Government
- QLD/NT PHN Aged Care Collaborative
- COTA

# Activity Milestone Details/Duration

## ACTIVITY START DATE

01/12/2021

## ACTIVITY END DATE

30/06/2027