



Western Queensland Primary Health Network

Aged Care

2025/26 – 2028/29 Activity Work Plan

ACTIVITY: AC-OSP - 1 - AC-OSP (26-27) 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 RACHs across the PHN region.

The activity encompasses the identification and verification of eligible pharmacists, the provision of guidance and support to 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
Systems Issues	15
Workforce	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

- 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

- RACHs 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 (26-27) 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 process
- respond to identified needs, ensure the commissioned Care Finder Service provides specialised and intensive assistance to the 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
- 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, further 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 - 3 - AC-CF-3 (26-27) 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 (26-27) 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

Priority	Page Reference
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
Transport	15
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 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

30/06/2027



ACTIVITY: AC-VARACF - 1 - AC-VARACF-1 (26-27)

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
Systems Issues	15
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
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- Consumer Advisory Committee
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COLLABORATION

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- Commissioned Allied Health Service Providers
- HWQ
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01/12/2021

ACTIVITY END DATE

30/06/2027



ACTIVITY: AC-AHARACF - 1 - AC-AHARACF-1 (26-27)

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

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Activity Demographics

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COLLABORATION

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Activity Milestone Details/Duration

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