

# Brisbane North - After Hours Primary Health Care 2024/25 - 2027/28 Activity Summary View



## AH-HAP - 1000 - AH-HAP 1.0 - Homelessness Access Program



### Activity Metadata

#### Applicable Schedule \*

After Hours Primary Health Care

#### Activity Prefix \*

AH-HAP

#### Activity Number \*

1000

#### Activity Title \*

AH-HAP 1.0 - Homelessness Access Program

#### Existing, Modified or New Activity \*

New Activity



### Activity Priorities and Description

#### Program Key Priority Area \*

Population Health

#### Other Program Key Priority Area Description

#### Aim of Activity \*

Brisbane North PHN has been funded to support primary health care access for people experiencing homelessness and those at risk of homelessness. As part of this initiative, the Primary Health Networks Homelessness Access Program supported the development of a Homelessness Health Needs Analysis, identifying gaps in primary health service arrangements, barriers to accessing these services, health impacts of homelessness and improvement of service integration within the PHN region.

Findings from this HNA have informed key areas of necessary service provision to address the needs of individuals at risk of or experiencing homelessness in the Brisbane North region, with particular focus on inner Brisbane and Moreton Bay North.

This cohort has particularly complex physical and mental health clinical conditions that require assessment, management (including medications) and service coordination from an experienced Registered Nurse or Nurse Practitioner. Coordinating care and access for vulnerably housed people to (diminishing) bulk billing GPs and the stress of managing long wait times at ED, along with the provision of wound care and vaccine provision (e.g. tetanus, flu, COVID, shingles, whooping cough, pneumococcal), will provide much needed support to these vulnerable populations.

#### **Description of Activity \***

Homelessness (as defined and adopted by the Commonwealth Advisory Committee on Homelessness in 2001 and widely used in the homelessness sector) may constitute:

- Primary homelessness - experienced by people without conventional accommodation (e.g. sleeping rough or in improvised dwellings),
- Secondary homelessness - experienced by people who frequently move from one temporary shelter to another (e.g. emergency accommodation, youth refuges, "couch surfing"), and
- Tertiary homelessness - experienced by people staying in accommodation that falls below minimum community standards (e.g. boarding housing and caravan parks).

In the provision of Activity under this Program, Micah and QuIHN will provide a range of services to people in the inner Brisbane area (Micah) and the Moreton Bay North region (QuIHN). QuIHN's work involves the provision of an integrated health, medical, drug and alcohol support response to vulnerable populations in the Moreton Bay region to assist them to access social supports and appropriate health care.

Activities will include:

- assertive integrated nursing and social support outreach
- partner with specific public hospitals to provide follow-up post discharge
- provide referral and linkage to:
  - social support services
  - General Practices (GPs), primary health, mental health, drug and alcohol, allied health and specialist services
  - liaising with and advocacy to access hospital and primary care services
- direct nursing interventions which may include:
  - clinical health assessments
  - direct nursing care interventions and treatment
  - early intervention and preventative healthcare
  - chronic disease management
  - medication support and management
  - wound care
  - health education; and
  - drug and alcohol assessment and brief interventions

Micah's work:

- provide assertive integrated nursing and housing outreach support
- provide direct nursing interventions:
  - clinical health assessments - direct nursing care interventions and treatment
  - early intervention and preventative healthcare
  - chronic disease management
- partnering with public hospitals to provide follow-up post discharge
- After Hours health assessment and support for women and families escaping domestic violence.
- medication support and management
- wound care
- health education
- drug and alcohol assessment and brief interventions
- mental health interventions
- referral and linkage to General Practitioners (GP)s, primary health, mental health, drug and alcohol, allied health and specialist services including palliative care services
- referral and linkage to social support services
- liaising with and advocacy to access hospital and primary care services
- provide health support and advocacy to achieve prioritised public housing for the most vulnerable.

Both organisations will provide vaccinations to vulnerably housed populations. Vaccines will be broadened beyond influenza to align with pending Departmental advice about the scope of vaccine provision under Primary Care Support Activity. This may include the following vaccines of importance to people who are homeless or vulnerably housed - HAV/HBV, Shingrix, Pneumovax, Meningococcal, ADT, MMRii, Gardasil, Boostrix. Influenza and COVID vaccines will also continue to be provided.

Target Cohort: People of all ages and family groups who are at risk of, or experiencing homelessness in the Brisbane North region, specifically inner Brisbane and Moreton Bay North regions.

## Needs Assessment Priorities \*

### Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

#### Priorities

Priority	Page reference
Population Health - Health Needs Level 1	2-3
Population Health - Service Needs Level 1	5



## Activity Demographics

### Target Population Cohort

People of all ages and family groups who are at risk of, or experiencing homelessness in the Brisbane North region, specifically inner Brisbane and Moreton Bay North regions.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

No

SA3 Name	SA3 Code
Brisbane Inner	30501
Redcliffe	31305
Caboolture Hinterland	31303
Chermside	30202
North Lakes	31402
Brisbane Inner - North	30503
Bald Hills - Everton Park	30201
Strathpine	31403
Narangba - Burpengary	31304
Bribie - Beachmere	31301
Caboolture	31302



## Activity Consultation and Collaboration

### Consultation

Contract Management - regular bi-annual meetings with Micah and QUIHN and the PHN

### Collaboration

MICAH - The purpose of the program is to provide an integrated health, housing and social support response to people experiencing homelessness or who are vulnerably housed in Brisbane to assist them to access stable housing and appropriate health care.

QUIHN - Provision of an integrated health, medical, drug and alcohol support response to vulnerable populations in the Moreton Bay region to assist them to access social supports and appropriate health care.



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2023

### Activity End Date

29/06/2025

### Service Delivery Start Date

### Service Delivery End Date

### 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: No  
Open Tender: No  
Expression Of Interest (EOI): No  
Other Approach (please provide details): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments

These programs have been in place for seven years and will be continuing with some amendment to staff profile and breadth of service delivery for the 2025/26 period.



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Homelessness Access Program	\$0.00	\$1,003,600.00	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Homelessness Access Program	\$0.00	\$1,003,600.00	\$0.00	\$0.00	\$0.00	\$1,003,600.00
Total	\$0.00	\$1,003,600.00	\$0.00	\$0.00	\$0.00	\$1,003,600.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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## AH-HAP - 3000 - 3.0 Homelessness Health Needs Assessment



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH-HAP

**Activity Number \***

3000

**Activity Title \***

3.0 Homelessness Health Needs Assessment

**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 \***

Brisbane North PHN is being funded to support primary health care access for people experiencing homelessness and those at risk of homelessness. As part of this initiative, the Primary Health Networks Homelessness Access Program seeks to address gaps in primary health service arrangements, barriers to accessing these services, health impacts of homelessness and improvement of service integration within the PHN region.

This activity aims to contract a consultant to work with the PHN to undertake an updated Needs Assessment for people experiencing homelessness or at risk of homelessness for the Brisbane North PHN region, given the changing needs and cost of living pressures. It is anticipated that the findings from this needs assessment will be used to inform the development and implementation of an evidence-based AWP for FY25-26. Scope of activity includes distributing surveys and conducting consultations/workshops with service providers and consumers to gather insights into the health and service needs of individuals at risk of or experiencing homelessness in the region.

**Description of Activity \***

With the expansion of scope of the Homelessness Access Program to include after-hours care, as well as increased demand as more people have become homeless or insecurely housed from the impact of cost of living pressures and the housing crisis, there is an immediate need to conduct a full health needs assessment of people who are vulnerably housed in the Brisbane North region.

This cohort has particularly complex physical and mental clinical conditions that require assessment, management (including medications) and service coordination from experienced practitioners.

Coordinating care and access for vulnerably housed people to (diminishing) bulk billing GPs and the stress of managing long wait times at emergency departments, wound care and vaccine provision (e.g. tetanus, flu, COVID, shingles, whooping cough, pneumococcal) create particular challenges for those services providing after hours and outreach services, potentially leading to high demand on available staff. This may lead to a less than ideal provision of the requisite level of care for the homeless and vulnerably housed populations.

This activity requires a consultant to engage with Brisbane North PHN, the Health and Hospital System (HHS) and community sector partners (for example QulHN and Micah) working with people who are vulnerably housed and at risk of being so, to devise a homelessness HNA. With increasing cost of living pressures and strain on the housing affordability market (including rentals and access to available accommodation), this HNA will offer clarity and direction regarding the health and healthcare needs of people at risk, and how these can be adequately supported.

It is anticipated that the findings from this needs assessment will be used to inform the development and implementation of an evidence-based AWP for FY25-26. An updated Health Needs Assessment for people experiencing homelessness or at risk of homelessness for the Brisbane North PHN region will provide oversight of the gaps in primary health service arrangements, identify barriers to accessing these services, describe the health impacts of homelessness and assist with service integration within our region.

It is expected that the contracted consultant will engage in a variety of data collection approaches (e.g. surveys and consultations) involving a range of relevant stakeholders to gather insights into the health and service needs of individuals at risk of, or experiencing, homelessness in the Brisbane North PHN region.

Key stakeholders that are likely to be involved include the HHS, Micah and QulHN (both currently funded for outreach and after hours by Brisbane North PHN), Brisbane Youth Service, Redcliffe Area Youth Service, services working within the Domestic and Family Violence area, the Queensland Council of Social Service (QCOS), Brisbane and Moreton City Councils and a range of other social, support and housing agencies.

The PHN, including staff allied with After Hours and outreach programs, will work with the consultant to manage connections to stakeholders, as well as provide insight and direction into the creation of data collection tools. The PHN, HHS, and community sector partners will also be involved in validating the findings reported.

Assessment findings will inform how service development and implementation aligns with the National Australian Alliance to End Homelessness (AAEH) approaches to the new Homelessness Access Program.

It is expected that the contracted consultant will likely engage in four phases of work:

Phase 1: Research – Undertake desktop research on current state drawing on existing data available

Phase 2: Consultation - Engaging key stakeholders through surveys or consultations to gather insights into the health and service needs of individuals at risk of, or experiencing, homelessness in the Brisbane North PHN region. Homelessness (as defined and adopted by the Commonwealth Advisory Committee on Homelessness in 2001 and widely used in the homelessness sector) may constitute:

- Primary homelessness - experienced by people without conventional accommodation (e.g. sleeping rough or in improvised dwellings),
- Secondary homelessness - experienced by people who frequently move from one temporary shelter to another (e.g. emergency accommodation, youth refuges, “couch surfing”), and
- Tertiary homelessness - experienced by people staying in accommodation that falls below minimum community standards (e.g. boarding housing and caravan parks).

Target Cohort:

This activity is targeted at people of all ages at risk of or currently experiencing homelessness in the Brisbane North PHN region.

## **Needs Assessment Priorities \***

### **Needs Assessment**

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27



## Priorities

Priority	Page reference
Population Health - Health Needs Level 1	2-3
Population Health - Service Needs Level 1	5



## Activity Demographics

### Target Population Cohort

People of all ages and family groups who are at risk of or experiencing homelessness in the Brisbane North region.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

1. Establish a short-term Project Steering Committee chaired by Brisbane North PHN, including members from Metro North Health, Micah (Outreach and DFV), QUIHN, Redcliffe Area Youth Service, and PWLE.
2. Ensure appropriate data collection and reporting systems are in place for all Contracted services to inform service planning.
3. Monitor and evaluate Contracted Services to determine progress towards achieving expected outcomes.
3. Identify, document and manage risks and put in place appropriate mitigation strategies.

### Collaboration

MICAH - Assist with connection to service users for consultation and for service providers to offer insights.

QUIHN - Assist with connection to service users for consultation and for service providers to offer insights.

Metro North Hospital and Health Service - Access Emergency Department data to undertake analysis to identify presentations by vulnerably housed people and identify Metro North Health services that can participate in consultations regarding access by people in vulnerably housed situations.

Redcliffe Area Youth Service - Assist with connection to service users for consultation and for service providers to offer insights.

Consumers and carers - Undertake qualitative research with service users who are vulnerably housed, their families and extended networks, to identify barriers and enablers.

Brisbane North PHN Source the consultant to conduct the HNA and participate in the Project Reference Group.



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2023

### Activity End Date

29/06/2025

### Service Delivery Start Date

### Service Delivery End Date

### Other Relevant Milestones

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## 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: 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



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Homelessness Access Program	\$0.00	\$90,000.00	\$0.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Homelessness Access Program	\$0.00	\$90,000.00	\$0.00	\$0.00	\$0.00	\$90,000.00
Total	\$0.00	\$90,000.00	\$0.00	\$0.00	\$0.00	\$90,000.00

### Funding From Other Sources - Financial Details

### Funding From Other Sources - Organisational Details



## Activity Comments

### Activity Status

Submitted

### PHN Comments

Subject	Description	Commented By	Date Created
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### Comments from the Department

Comment	Date Created
PPERS Financials allocations updated as per PHN request, subsequent to submission of this AWP. Following the PPRERS Updates this AWP is returned for amendment and submission	01/08/2024

no later than 3pm Friday.	
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## AH-HAP-Ops - 2000 - AH-HAP-Ops 2.0 - After Hours Homelessness Access Program Administration



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH-HAP-Ops

**Activity Number \***

2000

**Activity Title \***

AH-HAP-Ops 2.0 - After Hours Homelessness Access Program Administration

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \*****Other Program Key Priority Area Description****Aim of Activity \*****Description of Activity \*****Needs Assessment Priorities \*****Needs Assessment****Priorities**



## Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type \*

Indigenous Specific \*

Indigenous Specific Comments

Coverage

Whole Region



## Activity Consultation and Collaboration

Consultation

Collaboration



## Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Homelessness Access Program -	\$0.00	\$78,902.00	\$0.00	\$0.00	\$0.00

Ops					
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### Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Homelessness Access Program - Ops	\$0.00	\$78,902.00	\$0.00	\$0.00	\$0.00	\$78,902.00
Total	\$0.00	\$78,902.00	\$0.00	\$0.00	\$0.00	\$78,902.00

### Funding From Other Sources - Financial Details

### Funding From Other Sources - Organisational Details



### Activity Comments

### Activity Status

Submitted

### PHN Comments

Subject	Description	Commented By	Date Created
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### Comments from the Department

Comment	Date Created
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## AH-MAP - 1000 - AH-MAP 1.0 - Refugee Health



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH-MAP

**Activity Number \***

1000

**Activity Title \***

AH-MAP 1.0 - Refugee Health

**Existing, Modified or New Activity \***

Modified



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Culturally and Linguistically Diverse Communities

**Aim of Activity \***

People from CALD backgrounds, including those from a refugee or asylum seeker background, often face many barriers in accessing primary healthcare, including service navigation and health literacy. These barriers can result in poorer health outcomes and put them at a greater risk of negative health care experiences. Responses by the Australian Government to current and emerging international crises places additional pressure on existing health care services to support demand. Local and external factors e.g. short-term housing and natural disasters, impact usual systems and processes for the provision of care to this cohort.

This activity aims to benefit people from CALD and refugee or asylum seeker backgrounds and the healthcare system. By partnering with services that provide better coordination of care for these vulnerable populations, particularly in a primary care setting, avoidable hospital presentations can be decreased among this cohort. Building capability within general practice to provide appropriate and culturally safe care for those newly arrived in the country, will increase the likelihood of a positive first experience with the Australian health care system. It also strives to enhance the ability of the PHN to respond to current and emerging local, national and international crises, that impact health care service provision.

In collaboration with Brisbane South PHN and Mater Refugee Health, this activity aims to develop the capacity of general practices and other primary care providers in the North Brisbane and Moreton Bay region, to provide care for people from culturally and linguistically diverse (CALD) and refugee backgrounds. Clinical support will be provided to general practices by the PHN Refugee Health Clinical Lead.

## Description of Activity \*

This activity will undertake the following tasks:

- Support the translating and interpreting service (TIS) program for Allied Health Providers deemed ineligible for the Free Interpreting Service (FIS) Pilot
- Include new arrival and settlement data in quarterly Board report
- Attend Refugee Health CAG, PAG and PHN Multicultural Health Community of Practice and other relevant meetings as determined by current need/s
- Coordinate support and training for practices in the Refugee Health Program (Brisbane South PHN and Mater)
- Support recruitment of new practices into the Refugee Health Program as requested
- Support activities that improve access to information and health literacy for patients from culturally and linguistically diverse backgrounds
- Newsletter articles by PHN Refugee Health Clinical Lead focusing on clinical and emerging issues in care provision
- Plan, coordinate and promote GP events on refugee health topics (Mater and PHNs)
- Allied Health Provider registrations for translating and interpreting services (TIS) are recorded
- New arrival and settlement data to be provided by Brisbane South PHN quarterly
- Brisbane North PHN to be represented at each Refugee Health Clinical Advisory Group (CAG), Refugee Health Partnership Advisory Group (PAG) and PHN Cultural Diversity Community of Practice (CoP)
- Community of Practice and other relevant meetings as determined by current need/s
- Number of general practices involved in the Refugee Health Program are appropriate to meet the needs of settlements in the region
- Quarterly newsletter articles by PHN Refugee Health Clinical Lead
- Mater Refugee Health, with PHN support, will deliver one refugee health specific professional development event for GPs annually

Target Cohort:

The target population is people of all ages from culturally and linguistically diverse and refugee backgrounds; particularly those recently arriving in Australia.

## Needs Assessment Priorities \*

### Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

#### Priorities

Priority	Page reference
Culturally and Linguistically Diverse Communities - Health Needs Level 1	2
Culturally and Linguistically Diverse Communities - Service Needs Level 1	5



## Activity Demographics

### Target Population Cohort

The target population is people of all ages from culturally and linguistically diverse and refugee backgrounds; particularly those recently arriving in Australia.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

Indigenous Specific Comments

### Coverage

Whole Region

Yes



### Activity Consultation and Collaboration

#### Consultation

Refugee Health Clinical Advisory Group (CAG), Refugee Health Partnership Advisory Group (PAGQ), PHN Multicultural Health Community of Practice

#### Collaboration

Brisbane North PHN will work collaboratively to deliver this activity alongside Brisbane South PHN and Mater Refugee Health



### Activity Milestone Details/Duration

#### Activity Start Date

30/06/2023

#### Activity End Date

29/06/2025

#### Service Delivery Start Date

#### Service Delivery End Date

#### 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: No  
 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?

Yes

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

Yes

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Activities will include joint planning, service development and commissioning of services, coordination of care for people from a refugee background, providing support for training and resources for primary care providers and participating in data collection and analysis.



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Multicultural Access Program	\$0.00	\$91,698.46	\$0.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Multicultural Access Program	\$0.00	\$91,698.46	\$0.00	\$0.00	\$0.00	\$91,698.46

Total	\$0.00	\$91,698.46	\$0.00	\$0.00	\$0.00	\$91,698.46
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Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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## AH-MAP - 2000 - AH-MAP 2.0 - Multicultural ED diversion project - Avoiding ED presentations for CALD population



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH-MAP

**Activity Number \***

2000

**Activity Title \***

AH-MAP 2.0 - Multicultural ED diversion project - Avoiding ED presentations for CALD population

**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 \***

People from culturally and linguistically diverse (CALD) backgrounds, including those from a refugee or asylum seeker backgrounds, often face many barriers in accessing in-hours and after-hours primary health care, including service navigation and health literacy. These barriers can result in poorer health outcomes and put these populations at a greater risk of negative health care experiences. To better understand the needs and barriers in accessing primary health care for CALD populations and identify ways to improve service access to primary health care and integration for these populations in our region, Brisbane North PHN contracted World Wellness Group to undertake an analysis of demographic data, service mapping, and a Health Needs Assessment.

This activity was developed to facilitate scoping work with Metro North Health, Qld Ambulance Service (QAS), culturally and linguistically diverse (CALD) stakeholders and other relevant service provider stakeholders to analyse data and reasons for avoidable Emergency Department (ED) presentations for CALD populations, and work with them to co-design options for ED alternative pathways.

**Description of Activity \***

Phase 1 - Scoping - Our Multicultural Health Needs Assessment highlighted that many people from culturally & linguistically diverse (CALD) backgrounds (including refugees and asylum seekers), especially people with lower English proficiency, use EDs as their 'go to' for after-hours care.

We would like to initiate a working group, and possibly engage with a consultant to facilitate a process between key stakeholders (e.g. PHN, Metro North Health, Qld Ambulance Service, Medicare Urgent Care Clinics, After Hours Services, CALD service providers etc) to:

- analyse ambulance and ED data for CALD populations across the region to identify which hospitals they are presenting to and for which conditions
- discuss data to identify conditions that are more amenable to ED alternative pathways (e.g. Medicare UCCs, After Hours Services, other)
- co-design culturally safe ED alternative pathways for implementation (if additional funding available)
- discuss options to promote these pathways that don't further exclude CALD populations from online and digital health and navigation

Brisbane North PHN and Metro North Health previously utilised this approach to analyse and co-design the Care Collective model at Caboolture for frequent ED presenters, which has been highly successful.

This work would be preparatory to position for future Multicultural Access Program funding opportunities from FY2025 onwards and/or other funding opportunities.

Target Cohort:

CALD populations, including those from refugee or asylum seeker backgrounds, in the Brisbane North region

## Needs Assessment Priorities \*

### Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

#### Priorities

Priority	Page reference
Population Health - Health Needs Level 1	2-3
Culturally and Linguistically Diverse Communities - Health Needs Level 1	2
Population Health - Service Needs Level 1	5
Culturally and Linguistically Diverse Communities - Service Needs Level 1	5



### Activity Demographics

#### Target Population Cohort

CALD populations, including those from refugee or asylum seeker backgrounds, in the Brisbane North region.

#### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

No

#### Indigenous Specific Comments

## Coverage

### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Involvement of Refugee GP Liaison Officer and Subject Matters Experts (ED, CALD organisations, QAS), consumer/s as appropriate for consultation.

### Collaboration

This work will involve collaboration and a close working relationship with the Knowledge, Planning and Performance (KPP) team. As well as the Primary Care team including both of its sub-teams - 1) Engagement team and 2) Development team to achieve the intended outcomes.

The GPLO network and various QM HHS and QAS stakeholders will be engaged.



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2023

### Activity End Date

29/06/2025

### Service Delivery Start Date

### Service Delivery End Date

### 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: 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?

Co-design or co-commissioning comments

Involvement of Refugee GP Liaison Officer and Subject Matters Experts (ED, CALD organisations, QAS), consumer/s as appropriate. Co-Commissioning is to be discussed after initial meetings with key stakeholders - Metro North Health, Qld Ambulance Service (QAS).



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Multicultural Access Program	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Multicultural Access Program	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
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Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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## AH-MAP - 4000 - AH-MAP 4.0 - Multicultural Access program - CQI Activity



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH-MAP

**Activity Number \***

4000

**Activity Title \***

AH-MAP 4.0 - Multicultural Access program - CQI Activity

**Existing, Modified or New Activity \***

New Activity



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Culturally and Linguistically Diverse Communities

**Aim of Activity \***

People from culturally and linguistically diverse (CALD) backgrounds, including those from a refugee or asylum seeker backgrounds, often face many barriers in accessing in-hours and after-hours primary health care. Key barriers include unfamiliar health systems, lack of interpreter access, insufficient support to navigate health services and low health literacy. These barriers can result in poorer health outcomes and put these populations at a greater risk of negative health care experiences.

To better understand the needs and barriers in accessing primary health care for CALD populations and identify ways to improve service access to primary health care for these populations in our region, Brisbane North PHN contracted World Wellness Group to undertake an analysis of demographic data and a Health Needs Assessment.

This analysis showed that in 2022 the Brisbane North PHN population was estimated to be 1,089,601. Almost 1 in 4 residents were born overseas (24.7%), 13.7% speak a first language other than English and over 13,500 people have low English proficiency (1.3%). Of the 1 in 4 Brisbane North PHN residents born overseas, three quarters were born in a non-English speaking country. Through stakeholder consultation, a number of barriers and challenges were identified that impact access to health services by these population groups. These included:

- lack of support, in language needed, to navigate the service system
- lack of cultural awareness and sensitivity, and low use of Translation and Interpreting Service (TIS) by general practices and general practitioners, and

- poor support for mental health and body pain.

The review also highlighted system level challenges that would impact the identification of multicultural populations such as the inclusion of systemic multicultural health data collection indicators in clinical information software and data extraction reports (e.g. Primary Sense).

This activity will increase the effectiveness of health support from general practice staff for culturally and linguistically diverse (CALD) populations, including those from refugee or asylum seeker backgrounds, in the Brisbane North region. This will be achieved through increased cultural understanding of our region and improved data collection. We will support general practices to improve their use of translation and interpreter services (TIS) and will provide and promote health resources in languages other than English.

#### **Description of Activity \***

1. Multicultural health focused CQI activities within general practices and Medicare UCCs to build capacity and capability in Primary Care to support patients from a multicultural background. Focus areas for these CQI activities will be:

- Improving practice cultural awareness and competence
- Improving multicultural data collection
- Increasing Translating and Interpreting Service (TIS) familiarity and use in general practice
- Providing and promoting health resources in languages other than English
- Improving health outcomes for multicultural populations

Specific CQI activities to be implemented will be adjusted and refined in the coming months as funding is confirmed.

2. Address the current lack of inclusion of systemic multicultural health data collection indicators collected in Australia in primary health

3. Service navigation support – explore including ability to search for bilingual health workers in the National Health Services Directory (NHSD)

Target Cohort:

General Practices and Medicare Urgent Care Clinics in the Brisbane North PHN region

CALD populations of all ages, including those from refugee or asylum seeker backgrounds, in the Brisbane North region.

#### **Needs Assessment Priorities \***

##### **Needs Assessment**

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

##### **Priorities**

Priority	Page reference
Culturally and Linguistically Diverse Communities - Health Needs Level 1	2
Culturally and Linguistically Diverse Communities - Service Needs Level 1	5



#### **Activity Demographics**

##### **Target Population Cohort**

General Practices and Medicare Urgent Care Clinics in the Brisbane North PHN region

CALD populations, including those from refugee or asylum seeker backgrounds, in the Brisbane North region.

**In Scope AOD Treatment Type \***

**Indigenous Specific \***

No

**Indigenous Specific Comments**

**Coverage**

**Whole Region**

Yes



## Activity Consultation and Collaboration

### Consultation

Involvement of Refugee GP Liaison Officer and Subject Matters Experts (e.g. University in PIA with expertise in multicultural health data)

### Collaboration

This work will involve collaboration and a close working relationship with the Knowledge, Planning and Performance (KPP) team. The Primary Care team will work across both of its sub-teams - 1) Engagement team and 2) Development team to achieve the intended outcomes.



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2023

### Activity End Date

29/06/2025

### Service Delivery Start Date

### Service Delivery End Date

### 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: No  
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?

Co-design or co-commissioning comments

17/02/2025



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Multicultural Access Program	\$0.00	\$225,500.00	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Multicultural Access Program	\$0.00	\$225,500.00	\$0.00	\$0.00	\$0.00	\$225,500.00
Total	\$0.00	\$225,500.00	\$0.00	\$0.00	\$0.00	\$225,500.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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## AH-MAP - 5000 - AH-MAP 5.0 - Health Navigation and Multi-Cultural Living Well Program



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH-MAP

**Activity Number \***

5000

**Activity Title \***

AH-MAP 5.0 - Health Navigation and Multi-Cultural Living Well 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 \***

Australian Culturally and Linguistically Diverse (CALD) communities have a high prevalence of chronic diseases compared with the Australian-born population. The 'Health of Queenslanders' (2014) reports that Queenslanders born in non-English speaking countries have a 25% higher death rate from diabetes than the Australian-born population. Hospitalisation rates for a number of conditions are also higher for those born in Oceania, North Africa, and the Middle East compared with Australian-born Queenslanders. In addition Samoans, Tongans, Fijians and Australian South Sea Islanders have a higher hospitalisation rate for many conditions, including chronic diseases.

A 2013 study conducted with CALD communities by Brisbane North PHN and the Multicultural Development Association (MDA) found that after hospital discharge many CALD patients feel uncertain about their health conditions and how to seek ongoing support for chronic disease management in their community. This highlights the need for culturally responsive service coordination between hospital and primary health service providers.

The purpose of the Health Navigation and Multi-Cultural Living Well Program is to increase occasions of health support provided to disadvantaged groups, specifically the Culturally and Linguistically Diverse (CALD) community, where complex factors impact people, carers and service providers both after hours and at other times. This will be achieved by providing culturally responsive health services to individuals and small groups and coordinating health related services for the CALD population. ECCQ will work to address gaps in After Hours service arrangements and improve service integration within the Brisbane North



PHN region. Key program objectives include:

- Increase the efficiency and effectiveness of After Hours Primary Health Care for patients, particularly those with limited access to health services
- Improve access to After Hours Primary Health Care through effective planning, coordination and support for population based After Hours Primary Health Care

#### **Description of Activity \***

The program implements an evidence-based chronic disease prevention and self-management healthy lifestyle program for CALD people living in Brisbane North communities. It focuses on risk assessment, follow-up and self-management support. It incorporates a self-management framework underpinned by adult learning principles to encourage behaviour change and promote health and well-being.

The program works with CALD people of all ages within the Brisbane North PHN region who are classified as medium-high risk for chronic disease or those already diagnosed with a chronic disease.

Specifically, the program will undertake the following:

- Improve the health literacy of CALD communities to access health information and build individual capacity to use health information effectively
- Develop an effective referral pathway between primary health service providers and ECCQ to improve service delivery for CALD clients who are identified with a medium or high-risk of chronic disease.
- Contribute to reducing avoidable hospital admissions for CALD communities by providing effective self-management support in the community.

By the end of the program timeframe (2025), target CALD communities in the Brisbane North area will have:

- increased numbers of CALD clients who have received culturally responsive chronic health screening
- improved the health literacy of the target communities
- received better coordinated health services

Trained and qualified bi-lingual community health workers will run culturally responsive 1:1 or small group chronic disease prevention and management education sessions. Each eligible participant will receive:

- 2-3 x culturally responsive health education sessions (1-2 hrs per session)
- Education session topics include:
  - o Health Screening
  - o Chronic Disease Health Education
  - o Understanding the Australian Health Care System
  - o Nutrition and Physical Activity
- Follow-up phone calls to participants
- Referral to local GPs (if participants do not currently have access to a local GP)
- Supported visits to GPs (if required)
- Identify and update or develop culturally tailored evidence-based content of a chronic disease and diabetes self-management education sessions for target CALD communities
- Implement project promotional activities including organising health-focused events for CALD communities and using local media, sourced by target groups
- Identify CALD participants and those who do not meet eligibility criteria for My Health for Life program and work in partnership with their local primary health service providers to enhance their health literacy, self-management skills and promote their overall health and well-being using culturally tailored and simplified English/in language resources
- Conduct health risk assessment screenings and relevant education to other CALD communities through project promotional activities or where resources available and opportunities arise

Target Cohort:

The program works with CALD people of all ages who are classified as medium-high risk for chronic disease or those already diagnosed with a chronic disease.

#### **Needs Assessment Priorities \***

##### **Needs Assessment**

## Priorities

Priority	Page reference
Population Health - Health Needs Level 1	2-3
Population Health - Service Needs Level 1	5
Culturally and Linguistically Diverse Communities - Service Needs Level 1	5



## Activity Demographics

### Target Population Cohort

The program works with CALD people of all ages who are classified as medium-high risk for chronic disease or those already diagnosed with a chronic disease.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

Yes

### Indigenous Specific Comments

ECCQ works in partnership with Aboriginal and Torres Strait Islander organisations. They will seek advice on how to best support a resident who identifies as Aboriginal and Torres Strait Islander as required.

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Brisbane North PHN has continued to engage with key stakeholders across the community and acute healthcare sectors across the PHN region. This includes health professionals (including GPs), community representatives and consumers. Priority populations and services types confirmed at initial co-design workshops held in 2016 have been refined through a process of continued consultation.

Brisbane North PHN has consulted with the following stakeholders in the development of this specific activity:

- Micah Projects
- Queensland Injectors Health Network
- Brisbane South PHN
- Mater Refugee Health

- Metro North Hospital and Health Service
- Ethnic Communities Council Queensland
- Multicultural Development Australia.

#### Collaboration

Brisbane North PHN will continue to collaborate with Ethnic Communities Council (ECCQ) of Queensland. The role of ECCQ is to engage and inform the PHN in delivering culturally appropriate services for people who are often hard to reach and are disengaged with current health services.



#### Activity Milestone Details/Duration

##### Activity Start Date

30/06/2023

##### Activity End Date

29/06/2025

##### Service Delivery Start Date

##### Service Delivery End Date

##### 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: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

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

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

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

## Decommissioning

### Decommissioning details?

This program is being transitioned under the new Multicultural Access Program funding for FY 24-25. The activity will cease under the Core schedule and be submitted as an activity for the new schedule once released. As such, no disruption to service delivery will occur and decommissioning processes with the service provider will not be affected.

### Co-design or co-commissioning comments

Brisbane North PHN has continued to engage with key stakeholders across the community and acute healthcare sectors across the PHN region. This includes health professionals (including GPs), community representatives and consumers. Priority populations and services types confirmed at initial co-design workshops held in 2016 have been refined through a process of continued consultation.

Brisbane North PHN has consulted with the following stakeholders in the development of this specific activity:

- Micah Projects
- Queensland Injectors Health Network
- Brisbane South PHN
- Mater Refugee Health
- Metro North Hospital and Health Service
- Ethnic Communities Council Queensland
- Multicultural Development Australia.



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Multicultural Access Program	\$0.00	\$200,000.00	\$0.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Multicultural Access Program	\$0.00	\$200,000.00	\$0.00	\$0.00	\$0.00	\$200,000.00
Total	\$0.00	\$200,000.00	\$0.00	\$0.00	\$0.00	\$200,000.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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## AH-MAP-Ops - 3000 - AH-MAP-Ops 3.0 - After Hours Multicultural Administration - Operational



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH-MAP-Ops

**Activity Number \***

3000

**Activity Title \***

AH-MAP-Ops 3.0 - After Hours Multicultural Administration - Operational

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \*****Other Program Key Priority Area Description****Aim of Activity \*****Description of Activity \*****Needs Assessment Priorities \*****Needs Assessment****Priorities**



## Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type \*

Indigenous Specific \*

Indigenous Specific Comments

Coverage

Whole Region



## Activity Consultation and Collaboration

Consultation

Collaboration



## Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Multicultural Access Program -	\$0.00	\$49,314.00	\$0.00	\$0.00	\$0.00



Ops					
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**Totals**

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Multicultural Access Program - Ops	\$0.00	\$49,314.00	\$0.00	\$0.00	\$0.00	\$49,314.00
Total	\$0.00	\$49,314.00	\$0.00	\$0.00	\$0.00	\$49,314.00

**Funding From Other Sources - Financial Details**

**Funding From Other Sources - Organisational Details**



**Activity Comments**

**Activity Status**

Submitted

**PHN Comments**

Subject	Description	Commented By	Date Created
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**Comments from the Department**

Comment	Date Created
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## AH - 1000 - AH 1.0 - Service Navigation



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

1000

**Activity Title \***

AH 1.0 - Service Navigation

**Existing, Modified or New Activity \***

Modified



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Service System

**Aim of Activity \***

Following the finalisation of the Brisbane North After Hours Regional Plan and identification of priority groups and priority activities, the PHN will work with partners to focus on some identified implementation activities to address gaps in after-hours service provision and improve service integration for at risk populations. This will include recommendations to guide commissioning activities aiming to improve health outcomes for people within the region for the long term. This resulted in regional plan transitioning into the the Service Navigation project to design, develop, implement and evaluate a service navigation website and an awareness and education campaign informed by prior engagement with key stakeholders and priority communities and research and review of all existing PHN resources and previous projects.

The aim is to continue to maintain, improve, evaluate, further promote through an ongoing awareness and education campaign, the FindCareFast website which went live to market in December 2024.

With a focus on priority communities to

- Improve access to after-hours primary health care through effective planning, coordination and support
- Ensure the services meet the identified needs of that population
- Focus on the navigation of service delivery in the after hours period for priority communities
- Increase the efficiency and effectiveness of after-hours primary health care for patients, particularly those with limited access to health services
- Increase consumer awareness of after hours primary health care options available in the community.

This activity is aligned with the DOHAC Primary Health Network After Hours Program Operational Guidelines.

### **Description of Activity \***

The Final Report "Brisbane North Primary Health Network After Hours Program: Needs and Gap Analysis, Prioritisation and Recommendations June 2023" provided a detailed overview of the current state of after hours primary health care in, and near, the Brisbane North PHN region. The insights were derived from research that included many conversations with stakeholders and community. The Report considered the key areas of community need and service gaps particularly for priority populations, to provide opportunities and interventions for future commissioning.

Day-to-day primary care (routine care, semi-urgent or mental health care) options are limited for individuals during both in and after hours periods due to a variety of factors. This impacts how and when individuals access care. Of particular note are increased waitlists for in hours services, waiting times once attending a service, and difficulty finding appointments, which can be a significant deterrent for an individual seeking care.

Across the wider community, there are varying levels of knowledge and understanding of available services, their appropriateness for different conditions or situations, and the best time to access the service. This continues to greatly impact the mismatch between how and when people access treatment and the most appropriate services they should use.

Within this context, a greater Brisbane-wide service navigation model (FindCareFast) has been implemented as a potential solution to alleviating pressure on the service system whilst supporting health literacy, service awareness within the community, and ultimately empower consumers and service providers to understand and use the service landscape available to them.

The activity will undertake the following tasks:

1. Maintenance plan for FCF website developed
2. Creation of an on-going education and marketing plan
3. Detailed evaluation of activities and recommendations implemented
4. Develop targeted interventions for priority communities, people with disability, LGBT QA+ communities, multicultural communities
5. Develop improvement plan for current website
6. Develop an on-going education program for particularly related to urgent care
7. Consider larger scale approaches e.g rolling out to other PHNs

Tracking the following outcomes for success:

1. FCF website is maintained to a high standard.
2. A detailed evaluation for the website and campaign is completed and regular intervals and recommendations made.
3. Future iterations of the education campaign/ marketing is considered, value for money, evidence based and evaluated.
4. Interventions targeting priority communities are implemented and evaluated.
5. Interventions targeting specific times of the year e.g. Festive Holiday Season are implemented.
6. Addition of missing links e.g. domestic and sexual violence as appropriate
7. Ongoing education program for the Community focusing on related after hours services such as urgent care
8. Conference presentation as appropriate (with team)
9. Consideration of a large-scale approach e.g. upscaling to other PHNs

Target Cohort:

Usage of the website within the Greater Brisbane community relies on on-going effective marketing and promotion in general and priority populations by partners and service providers. The target population is people of all ages within the Brisbane North PHN region.

### **Needs Assessment Priorities \***

#### **Needs Assessment**

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

#### **Priorities**

Priority	Page reference
Population Health - Service Needs Level 1	5



## Activity Demographics

### Target Population Cohort

Usage of the website within the Greater Brisbane community relies on on-going effective marketing and promotion in general and priority populations by partners and service providers. The target population is people of all ages within the Brisbane North PHN region.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

Yes

### Indigenous Specific Comments

Close collaborative work with IUIH to ensure that the FindCareFast website and marketing campaigns meet the needs of First Nations Peoples.

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Close collaborative work with IUIH to ensure that the FindCareFast website and marketing campaigns meet the needs of First Nations Peoples.

### Collaboration

FCF website will be managed by Integrated Care Initiatives Team with support from Communications and Engagement. Ongoing work with Creative Intersections.



## Activity Milestone Details/Duration

### Activity Start Date

24/06/2015

### Activity End Date

29/06/2025

**Service Delivery Start Date**

**Service Delivery End Date**

**Other Relevant Milestones**

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## 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?**

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

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

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

**Decommissioning**

**Decommissioning details?**

**Co-design or co-commissioning comments**



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$300,000.00	\$0.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$300,000.00	\$0.00	\$0.00	\$0.00	\$300,000.00
Total	\$0.00	\$300,000.00	\$0.00	\$0.00	\$0.00	\$300,000.00

### Funding From Other Sources - Financial Details

### Funding From Other Sources - Organisational Details



### Activity Comments

### Activity Status

Submitted

### PHN Comments

Subject	Description	Commented By	Date Created
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### Comments from the Department

Comment	Date Created
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## AH - 2000 - AH 2.0 - IUIH After Hours



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

2000

**Activity Title \***

AH 2.0 - IUIH After Hours

**Existing, Modified or New Activity \***

Modified



### Activity Priorities and Description

**Program Key Priority Area \***

Aboriginal and Torres Strait Islander Health

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

In December 2022, the Strengthening Medicare Taskforce released its recommendations. Two of these recommendations were to:

- Grow and invest in Aboriginal Community Controlled Health Organisations to commission primary care services for their communities, and
- Improve access to primary care in the after hours period and reduce pressure on emergency departments by increasing the availability of primary care services for urgent care needs.

Under the South East Queensland First Nations Health Equity Strategy (SEQ FNHE Strategy), partners have committed to increase access to First Nations healthcare services across the region (KRA 2).

Over 100,000 Aboriginal and Torres Strait Islander people reside in Southeast Queensland (SEQ). The region is home to 43% of Queensland's indigenous population which has nearly doubled in the last 10 years. In view of this, IUIH is taking steps to accommodate the associated increase in demand for healthcare and to identify and address significant service gaps.

Consistent with the Strengthening Medicare Taskforce recommendations and the SEQ First Nations Health Equity Strategy, Brisbane North Primary Health Network (PHN), in collaboration with Brisbane South PHN, has commissioned the Institute of Urban Indigenous Health (IUIH) to expand delivery of their services in extended and after hours across the IUIH network's clinics and Mob Link in the greater Brisbane area. This project will ensure that the growing Indigenous populations in the greater Brisbane area are

able to access culturally appropriate care, free of charge, at hours more convenient to busy families, and that Mob Link Virtual Care is more readily available.

#### **Description of Activity \***

This activity will further increase access to extended and after hours primary care for Aboriginal and Torres Strait Islander peoples in the Brisbane North PHN region by continuing to invest in IUIH to further extend their services into after hours (in-clinic and virtual via Mob Link) in 4 IUIH clinics in the Brisbane North PHN region and 7 clinics in the Brisbane South PHN region. This will provide culturally safe and accessible after hours primary care services for First Nations peoples in our region and better meet the growing demands and needs of their clients and community, who may have otherwise attended a Queensland ED to seek treatment.

ATSICHS, YBB and MATSICHS medical clinics will continue to extend hours of operation, including Saturdays, appropriately trained staff, walk-in availability, access to a pooled network of resources, connecting clinics and programs.

Mob Link will continue to extend hours of operation, as required, to connect Indigenous-specific and mainstream health and social support. Hospital and Health Services, GPs, QAS and other service providers can also contact Mob Link to coordinate care for patients.

Mob Link can book appointments at a patient's nearest clinic offering after hours care; offer virtual appointment with Virtual Care Team when clinic hours are not available; arrange transport to an after hours appointment; and support access to prescribed medication.

Once the patient has been treated either by the clinic or Mob Link, ongoing management and clinical care will continue at the clinic or handed over to the patient's mainstream GP.

The tasks undertaken will be the following:

- To administer an ongoing arrangement so that IUIH can continue to expand their hours at Aboriginal and Torres Strait Islander Community Health Service (ATSICHS), Yulu-Burri- Ba (YBB) and Moreton Aboriginal and Torres Strait Islander Community Health Service (MATSICHS) medical clinics in the greater Brisbane area and Mob Link Virtual Care service.

- To continue to increase access to extended and after hours primary care for Aboriginal and Torres Strait Islander peoples in the Brisbane North PHN and Brisbane South PHN regions by investing in IUIH to further expand their services into extended and after hours services (in-clinic and virtual via Mob Link) in 4 IUIH clinics in the Brisbane North PHN region and 7 clinics in the Brisbane South PHN region. This will provide culturally safe and accessible after hours primary care services for Aboriginal and Torres Strait Islander peoples in the greater Brisbane region and better meet the growing demand and needs of their clients and community.

Target Cohort:

First Nations community of all ages in the Brisbane North PHN Region.

#### **Needs Assessment Priorities \***

##### **Needs Assessment**

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

##### **Priorities**

Priority	Page reference
Aboriginal and Torres Strait Islander Health - Health Needs Level 1	2-3
Aboriginal and Torres Strait Islander Health - Service Needs Level 1	3,5



## Activity Demographics

### Target Population Cohort

Aboriginal and Torres Strait Islanders of all ages in the Brisbane North PHN region.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

Yes

### Indigenous Specific Comments

The Service Provider is the Institute for Urban Indigenous Health (IUIH), their prime focus is Aboriginal and Torres Strait Islander patients and their families.

Will establish and administer an arrangement so that IUIH can expand its Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) and Moreton Aboriginal and Torres Strait Islander Community Health Service (MATSICHS) medical clinics in South East Queensland and Mob Link phone service.

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Consistent with the Strengthening Medicare Taskforce's recommendations and the SEQ FNHE Strategy, Brisbane North PHN, in collaboration with Brisbane South PHN, have commissioned IUIH to sustain and expand delivery of extended and after hours care across the IUIH network.

### Collaboration

A Project Steering Committee co-chaired by Brisbane North and South PHN, including members from IUIH, MATSICHS, ATSICHS, and YBB was established.

ATSICHS, YBB and MATSICHS medical clinics and MobLink will continue to extend hours of operation, including Saturdays, appropriately trained staff, walk-in availability, access to a pooled network of resources, connecting clinics and programs. Continue collaborating with Brisbane South PHN to commission IUIH to continue to deliver the activity



## Activity Milestone Details/Duration

### Activity Start Date

24/06/2015

**Activity End Date**

29/06/2025

**Service Delivery Start Date****Service Delivery End Date****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: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

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

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

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

**Decommissioning**

Decommissioning details?

**Co-design or co-commissioning comments**

Consistent with the Strengthening Medicare Taskforce's recommendations and the SEQ FNHE Strategy, Brisbane North PHN, in collaboration with Brisbane South PHN, have commissioned IUIH to sustain and expand delivery of extended and after hours care across the IUIH network.



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$1,500,000.00	\$0.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$1,500,000.00	\$0.00	\$0.00	\$0.00	\$1,500,000.00
Total	\$0.00	\$1,500,000.00	\$0.00	\$0.00	\$0.00	\$1,500,000.00

### Funding From Other Sources - Financial Details

### Funding From Other Sources - Organisational Details



## Activity Comments

### Activity Status

Submitted

### PHN Comments

Subject	Description	Commented By	Date Created
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### Comments from the Department

Comment	Date Created
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## AH - 3000 - AH 3.0 - Implementation of After Hours Partnership and Regional Plan for Brisbane North



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

3000

**Activity Title \***

AH 3.0 - Implementation of After Hours Partnership and Regional Plan for Brisbane North

**Existing, Modified or New Activity \***

Modified



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

After Hours Health Care

**Aim of Activity \***

Following the finalisation of the Brisbane North After Hours Regional Plan and identification of priority groups and priority activities, the PHN will work with partners to focus on some identified implementation activities to address gaps in after-hours service provision and improve service integration for at risk populations. This will include recommendations to guide commissioning activities aiming to improve health outcomes for people within the region for the long term.

The key objectives of this After-Hours Regional Plan Implementation are to:

- Improve access to after-hours primary health care through effective planning, coordination and support
- Ensure the services meet the identified needs of the population
- Focus on service delivery in the after hours period
- Engage in commissioning of after hours services to meet the community health need
- Increase the efficiency and effectiveness of after-hours primary health care for patients, particularly those with limited access to health services
- Increase consumer awareness of after hours primary health care options available in the community.

Implementation of this Plan is undertaken with a long term view and will be aligned with the DOHAC Primary Health Network After Hours Program Operational Guidelines.

## Description of Activity \*

Following the finalisation of the Brisbane North After Hours Regional Plan and identification of priority groups and priority activities, the PHN will work with partners to focus on some identified implementation activities to address gaps in after-hours service provision and improve service integration for at risk populations. This will include recommendations to guide commissioning activities aiming to improve health outcomes for people within the region for the long term. Part of working through these recommendations means that the regional plan is transitioning into the the Service Navigation project.

The specifics of the service delivery will be determined once the recommendations from the regional plan are provided. Further, this will depend on the Department's impending guidance for after hours activities.

The outcomes for the activity will be commissioning of services to provide after hours health care to priority communities across the Brisbane North region, develop coordinated actions and innovative solutions across service providers to address service gaps and form partnership groups to address gaps in after-hours service arrangements and improve service integration within the PHN region.

Tasks undertaken in this program will include the following:

1. Maintenance plan for FCF website developed
2. Creation of an on-going education and marketing plan
3. Detailed evaluation of activities and recommendations implemented
4. Develop targeted interventions for priority communities, people with disability, LGBT QA+ communities, multicultural communities
5. Develop improvement plan for current website
6. Develop an on-going education program for particularly related to urgent care
7. Consider larger scale approaches e.g rolling out to other PHNs

Target Cohort:

Usage of the website within the Greater Brisbane community relies on on-going effective marketing and promotion in general and priority populations by partners and service providers. The target cohort is population of all ages within the Brisbane North PHN region.

## Needs Assessment Priorities \*

### Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

#### Priorities

Priority	Page reference
Population Health - Service Needs Level 1	5



## Activity Demographics

### Target Population Cohort

Usage of the website within the Greater Brisbane community relies on on-going effective marketing and promotion in general and priority populations by partners and service providers. Target cohort will be population of all ages within the Brisbane North PHN region.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

Yes

#### Indigenous Specific Comments

Close collaborative work with IUIH to ensure that the FindCareFast website and marketing campaigns meet the needs of First Nations Peoples.

#### Coverage

##### Whole Region

Yes



### Activity Consultation and Collaboration

#### Consultation

Close collaborative work with IUIH to ensure that the FindCareFast website and marketing campaigns meet the needs of First Nations Peoples.

#### Collaboration

FCF (Find Care Fast) website will be managed by Integrated Care Initiatives Team with support from Communications and Engagement.  
Ongoing work with Creative Intersections.



### Activity Milestone Details/Duration

#### Activity Start Date

24/06/2015

#### Activity End Date

29/06/2025

#### Service Delivery Start Date

#### Service Delivery End Date

#### 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: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$100,656.46	\$0.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$100,656.46	\$0.00	\$0.00	\$0.00	\$100,656.46

Total	\$0.00	\$100,656.46	\$0.00	\$0.00	\$0.00	\$100,656.46
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Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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## AH-Op - 4000 - AH-Op 4.0 - After Hours Administration - Operational



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH-Op

**Activity Number \***

4000

**Activity Title \***

AH-Op 4.0 - After Hours Administration - Operational

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \*****Other Program Key Priority Area Description****Aim of Activity \*****Description of Activity \*****Needs Assessment Priorities \*****Needs Assessment****Priorities**



## Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type \*

Indigenous Specific \*

Indigenous Specific Comments

Coverage

Whole Region



## Activity Consultation and Collaboration

Consultation

Collaboration



## Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Operational	\$0.00	\$178,729.19	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Operational	\$0.00	\$178,729.19	\$0.00	\$0.00	\$0.00	\$178,729.19
Total	\$0.00	\$178,729.19	\$0.00	\$0.00	\$0.00	\$178,729.19

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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