

Central Queensland, Wide Bay, Sunshine Coast - After Hours Primary Health Care

2023/24 - 2027/28

Activity Summary View



AH-HAP - 120104 - Homelessness Access Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

120104

Activity Title *

Homelessness Access Program

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Homelessness

Aim of Activity *

To sustain and strengthen cross sector collaborative, data-driven efforts across the Sunshine Coast, Wide Bay, and Central Queensland to improve health outcomes for people experiencing homelessness.

Description of Activity *

Existing Advance to ZERO initiatives will continue to expand and evolve in the Sunshine Coast, Wide Bay, and Central Queensland regions. Advance to ZERO is an internationally recognised best-practice approach where health, homelessness, and housing providers collaborate to collect consistent real-time data on the health and housing needs of people experiencing homelessness. This locally driven collaborative work not only supports the development of a shared, robust dataset but the data is used by the ZERO service coordination groups—including primary healthcare—to ensure people have access to the support they need to

improve health, identify system failures across the health, housing and homelessness service systems, work collaboratively to address the identified system gaps to ultimately improve access to health, housing, and homelessness services locally. It also maximises the efficiency of existing investments, and strengthens the coordination of care across the service system to improve the health and wellbeing of the target population.

Needs Assessment Priorities *

Needs Assessment

Country to Coast -NA-2023/24-2025/26

Priorities

Priority	Page reference
Appropriate and safe primary healthcare for priority populations, including persons identifying as CALD, with a disability, LGBTIQ+, Aboriginal and Torres Strait Islander, experiencing homelessness	202
Housing/ homelessness/community displacement	201



Activity Demographics

Target Population Cohort

People experiencing or at risk of homelessness in Sunshine Coast, Wide Bay and Central Queensland

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- Consultation will include:
- ☒ Hospital and Health Service
 - ☒ Local and state government
 - ☒ Housing and homelessness sector

- ☐ Social services
- ☐ Primary care services
- ☐ MHAOD services
- ☐ ACHHOs

Collaboration

Collaboration will include:

- ☐ Hospital and Health Service
- ☐ Local and state government
- ☐ Housing and homelessness sector
- ☐ Social services
- ☐ Primary care services
- ☐ MHAOD services
- ☐ ACHHOs



Activity Milestone Details/Duration

Activity Start Date

30/06/2024

Activity End Date

29/06/2025

Service Delivery Start Date

01/07/2025

Service Delivery End Date

30/06/2026

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

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

No

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

ZERO is a placed based collaborative impact initiative



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	\$1,009,800.00	\$700,000.00	\$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	\$1,009,800.00	\$700,000.00	\$0.00	\$0.00	\$1,709,800.00
Total	\$0.00	\$1,009,800.00	\$700,000.00	\$0.00	\$0.00	\$1,709,800.00

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
Hi Craig As per your email, please resubmit AWP to align with the most recent AWP. Thanks Hayley	24/07/2025



AH-HAP-Ops - 6 - Homelessness Access Program - Ops



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP-Ops

Activity Number *

6

Activity Title *

Homelessness Access Program - Ops

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	\$112,200.00	\$70,000.00	\$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	\$112,200.00	\$70,000.00	\$0.00	\$0.00	\$182,200.00
Total	\$0.00	\$112,200.00	\$70,000.00	\$0.00	\$0.00	\$182,200.00

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
Hi Craig As per your email, please resubmit AWP to align with the most recent AWP. Thanks Hayley	24/07/2025



AH-MAP - 120110 - Multicultural Access Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

120110

Activity Title *

Multicultural 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 ***

Improve and support healthcare access for Culturally and Linguistically Diverse (CALD) communities

Description of Activity *

People from multicultural backgrounds, particularly non-English speaking background, often face additional barriers to accessing and navigating the health system, including language barriers, health literacy challenges, cultural safety and appropriateness of available health services, stigma and discrimination, socioeconomic and systemic factors.

CCQ is currently implementing the Resilient Care program across five Local Government Areas (LGAs) in Wide Bay and Central Queensland. The program focuses on building strong relationships with primary care providers, other care providers, communities, and key organisations including local government bodies to help protect and promote the health of vulnerable populations against climate and health risks including multicultural populations. This new initiative, Resilient Care - Multicultural, builds upon the existing Resilient Care partnerships and collaborative networks to address broader healthcare access issues for multicultural groups beyond climate and disaster focus. By leveraging these established foundations, the new program is efficient and delivers exceptional value for money to improve health of multicultural populations.

This program will include conducting a needs assessment to identify and prioritise CALD populations and geographic locations, their healthcare access barriers, cultural gaps, and service gaps. Co-design workshops will be facilitated with stakeholders to

collaboratively develop culturally appropriate service solutions to address barriers and needs for this cohort, to be commissioned by CCQ.

Needs Assessment Priorities *

Needs Assessment

Country to Coast -NA-2023/24-2025/26

Priorities

Priority	Page reference
Appropriate and safe primary healthcare for priority populations, including persons identifying as CALD, with a disability, LGBTIQ+, Aboriginal and Torres Strait Islander, experiencing homelessness	202



Activity Demographics

Target Population Cohort

CALD communities

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation will include:

- ☒ Hospital and Health Service
- ☒ Local and state government
- ☒ Social services
- ☒ Primary care services
- ☒ MHAOD services

- ☒ Neighbourhood Houses and Centres
- ☒ Multicultural Associations
- ☒ Employers with high CALD workforce representation

Collaboration

Collaboration will include:

- ☒ Hospital and Health Service
- ☒ Local and state government
- ☒ Social services
- ☒ Primary care services
- ☒ MHAOD services
- ☒ Neighbourhood Houses and Centres
- ☒ Multicultural Associations
- ☒ Employers with high CALD workforce representation



Activity Milestone Details/Duration

Activity Start Date

30/06/2025

Activity End Date

29/06/2026

Service Delivery Start Date

01/09/2025

Service Delivery End Date

30/06/2026

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



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	\$200,000.00	\$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	\$200,000.00	\$0.00	\$0.00	\$200,000.00
Total	\$0.00	\$0.00	\$200,000.00	\$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
Hi Craig As per your email, please resubmit AWP to align with the most recent AWP. Thanks Hayley	24/07/2025



AH-MAP-Ops - 120111 - Multicultural Access Program – Operations



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP-Ops

Activity Number *

120111

Activity Title *

Multicultural Access Program – Operations

Existing, Modified or New Activity *

New Activity



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	\$0.00	\$20,000.00	\$0.00	\$0.00

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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	\$0.00	\$20,000.00	\$0.00	\$0.00	\$20,000.00
Total	\$0.00	\$0.00	\$20,000.00	\$0.00	\$0.00	\$20,000.00

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 - 120102 - After hours primary health service access for priority populations



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

120102

Activity Title *

After hours primary health service access for priority populations

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

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

Increase and improve after hours service availability for priority populations.

Support existing models of care that increase accessibility, affordability and continuity of care in the after hours period.

Description of Activity *

There are complex and interconnected determinants that provide enablers and barriers for consumers to access appropriate health care services at the right place, and at the right time.

Often, emergency departments (EDs) are used as a first point of contact for low-acuity health care needs where access to alternative primary health care services is lacking, particularly in rural areas. Recent analysis of available data and stakeholder consultation has identified that deficiencies in available after hours services and an inability to access primary care services during business hours provide a barrier to appropriate health care seeking behaviour across the PHN region.

By supporting local innovative solutions to after hours health care needs, the PHN will aim to increase the availability of high quality, locally relevant and effective health care services in the after hours period and subsequently reduce the burden on the region's EDs by:

- Partnering with local health care professionals to co-design and co-commission models that address after hours local level

service needs

- Enhancing existing services, particularly those with models aimed at assisting priority populations and in rural areas, to increase after hours service capacity

Note complimentary activities will assist in improving plans of care and self-management while recognising the complex interplay between patients, carers and service providers after and in hours.

It is also widely recognised that after hours services should be integrated and coordinated to achieve continuity of care between after hours service providers and a patient's regular GP. This has been identified as being particularly important where patients have chronic or complex conditions, lack access to services, or experience barriers to self-managing their condition.

To achieve continuity of care, CCQ will implement an integrated Virtual Front Door model of care, leveraging existing national infrastructure and systems (Health Direct) to support care navigation for consumers, and triage patients to provide access to timely care based on risk and disposition. This model will support effective communication across providers, and between primary care providers and Hospital and Health Services (HHS). This activity will enhance continuity of care – directing consumer to their regular GP as appropriate, enhancing access to their regular GP for urgent next-day care, and supporting consumers to connect with a regular GP where they do not have one. The mode will ensure timely handover of clinical information to support care continuity between After hours service providers, (including urgent care centres) and a patient's regular GP by promoting use of digital health mechanisms to promote appropriate information sharing, efficient referral pathways and consistent patient health data collection for accurate record management.

CCQ will also continue to develop and establish innovative digital, virtual and local care models and referral systems (such as telehealth), to improve access and appropriate use of health care services for priority populations during the after-hours period.

Needs Assessment Priorities *

Needs Assessment

Country to Coast -NA-2023/24-2025/26

Priorities

Priority	Page reference
Workforce shortages, maldistribution and models of care	202
Chronic disease /lifestyle risk factors	201
Chronic disease morbidity/ mortality	201
Supporting healthy ageing	201



Activity Demographics

Target Population Cohort

Children 0-4 years
Older persons 65+ years
Aboriginal and Torres Strait Islander persons
People from a low socioeconomic status
People from culturally and linguistically diverse backgrounds
People who are homeless or at risk of being homeless
People living in rural or remote communities
People experiencing mental health challenges
People with a disability

People with chronic or complex conditions
People identifying as LGBTIQ+
People needing palliative care
Residents of residential aged care facilities
People living alone
Young people aged 15-24 years

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

State Health Department
Hospital and Health Service
Community-based support services
Local government
NGOs
Clinical council
ACCHOs
Peak Bodies
General practice
Residential Aged Care Facilities

Collaboration

State Health Department
Hospital and Health Service
General practice
AMS/ACCHOs
Allied Health providers
NGOs
Clinical councils



Activity Milestone Details/Duration

Activity Start Date

26/06/2019

Activity End Date

29/06/2027

Service Delivery Start Date

01/07/2019

Service Delivery End Date

30/06/2027

Other Relevant Milestones**Activity Commissioning**

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

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

No

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

No

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

No

Decommissioning**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	\$2,700,534.10	\$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	\$2,700,534.10	\$0.00	\$0.00	\$0.00	\$2,700,534.10
Total	\$0.00	\$2,700,534.10	\$0.00	\$0.00	\$0.00	\$2,700,534.10

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
Hi Craig As per your email, please resubmit AWP to align with the most recent AWP. Thanks Hayley	24/07/2025



AH-Op - 7 - After Hours Operational



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-Op

Activity Number *

7

Activity Title *

After Hours 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	\$164,965.90	\$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	\$164,965.90	\$0.00	\$0.00	\$0.00	\$164,965.90
Total	\$0.00	\$164,965.90	\$0.00	\$0.00	\$0.00	\$164,965.90

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
Hi Craig As per your email, please resubmit AWP to align with the most recent AWP. Thanks Hayley	24/07/2025