

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

## 2022/23 - 2026/27

### 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 \***

New Activity



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Homelessness

**Aim of Activity \***

To address health and wellbeing for people experiencing homelessness, adopting a holistic approach to service delivery.

**Description of Activity \***

The CCQ region is a geographically dispersed area with a demographically diverse population. Although our communities are resilient, we are seeing an increasing number of individuals and families experiencing, or at risk of experiencing, homelessness with 36.2 per 10,000 people within the PHN region reporting homelessness. Specifically, the Hospital and Health Service (HHS) areas within our PHN most impacted by homelessness include:

Central Queensland HHS:

- Woorabinda: approximately 652 people per 10,000 impacted
- Rockhampton: approximately 47 people per 10,000 impacted;
- Central Highlands: approximately 42.2 people per 10,000 impacted

#### Wide Bay HHS

- North Burnett: approximately 63 people per 10,000 impacted
- Bundaberg: approximately 43.3 people per 10,000 impacted
- Fraser Coast: approximately 43.6 people per 10,000 impacted

#### Sunshine Coast HHS

- Gympie: approximately 58 people per 10,000 impacted.

Due to the varying and complex needs of individuals experiencing homelessness, a comprehensive health response to homelessness across a variety of settings, underpinned by integration and collaboration, is critical. Siloed health services and models of care do not work well for this population group. CCQ is seeking to partner with an organisation, or organisations, to deliver services which address the holistic health and wellbeing needs of those experiencing, or at risk of experiencing, homelessness in our region.

CCQ will commission a service provider(s) that demonstrates a strong understanding of the multifaceted nature of homelessness and can address health and wellbeing for people experiencing homelessness, adopting a holistic approach to service delivery.

## Needs Assessment Priorities \*

### Needs Assessment

2021-24 Health Needs Assessment

#### Priorities

Priority	Page reference
Workforce	147
System Integration and Collaboration	149



## Activity Demographics

### Target Population Cohort

People experiencing or at risk of homelessness

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Consultation and collaboration will include:

- Local government and state government
- HHS Emergency Departments
- Social Services
- Housing, homelessness and welfare support services
- MHAOD services
- Justice (e.g. Prisons and police)
- General Practices and community pharmacies

### Collaboration

Consultation and collaboration will include:

- Local government and state government
- HHS Emergency Departments
- Social Services
- Housing, homelessness and welfare support services
- MHAOD services
- Justice (e.g. Prisons and police)
- General Practices and community pharmacies



## Activity Milestone Details/Duration

### Activity Start Date

30/04/2024

### Activity End Date

31/05/2025

### Service Delivery Start Date

01/06/2024

### Service Delivery End Date

01/06/2025

### Other Relevant Milestones



## Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: 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



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27
Homelessness Access Program	\$0.00	\$303,300.00	\$706,500.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27	Total
Homelessness Access Program	\$0.00	\$303,300.00	\$706,500.00	\$0.00	\$0.00	\$1,009,800.00
Total	\$0.00	\$303,300.00	\$706,500.00	\$0.00	\$0.00	\$1,009,800.00

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
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## 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 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Homelessness Access Program -	\$0.00	\$33,700.00	\$78,500.00	\$0.00	\$0.00



Ops					
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### Totals

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Homelessness Access Program - Ops	\$0.00	\$33,700.00	\$78,500.00	\$0.00	\$0.00	\$112,200.00
Total	\$0.00	\$33,700.00	\$78,500.00	\$0.00	\$0.00	\$112,200.00

### 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
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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

Noted 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.

## Needs Assessment Priorities \*

### Needs Assessment

2021-24 Health Needs Assessment

#### Priorities

Priority	Page reference
Workforce	147
Older People's Health	145
Chronic Disease Prevention and Management	142



## 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 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

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

### Collaboration

Hospital and Health Service  
General practice  
Local councils  
NGOs  
Universities  
Clinical councils

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## Activity Milestone Details/Duration

### Activity Start Date

27/06/2019

### Activity End Date

26/06/2023

### Service Delivery Start Date

01/07/2019

### Service Delivery End Date

30/06/2023

### 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

No

Decommissioning details?

Co-design or co-commissioning comments



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$1,601,034.10	\$1,170,000.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27	Total
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
After Hours Funding	\$0.00	\$1,601,034.10	\$1,170,000.00	\$0.00	\$0.00	\$2,771,034.10
Total	\$0.00	\$1,601,034.10	\$1,170,000.00	\$0.00	\$0.00	\$2,771,034.10

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
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## AH - 120103 - Continual Care: patient management and referral systems



### Activity Metadata

**Applicable Schedule \***

After Hours Primary Health Care

**Activity Prefix \***

AH

**Activity Number \***

120103

**Activity Title \***

Continual Care: patient management and referral systems

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

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Improved coordination and integration of care.

**Aim of Activity \***

To improve integration and access to care through an integrated Virtual Front Door model of care.

To increase the efficiency and effectiveness of after hours primary health care for patients, particularly those with limited access to health services.

**Description of Activity \***

It is 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

2021-24 Health Needs Assessment

#### Priorities

Priority	Page reference
Workforce	147
System Integration and Collaboration	149
Health Intelligence and Data Analytics	151
Maternal, Child and Reproductive Health	143
Older People's Health	145
Chronic Disease Prevention and Management	142



## Activity Demographics

### Target Population Cohort

General practice

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation



General practice  
Hospital and Health Services  
Primary health care providers  
Allied health care providers  
ACCHOs  
Private specialists

#### **Collaboration**

Hospital and Health Service  
General practice  
Primary health care providers



### **Activity Milestone Details/Duration**

#### **Activity Start Date**

26/06/2019

#### **Activity End Date**

26/12/2023

#### **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:** 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?**

Yes

#### **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 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27
After Hours Funding	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Interest - After Hours	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

### Totals

Funding Stream	FY 22 23	FY 23 24	FY 24 25	FY 25 26	FY 26 27	Total
After Hours Funding	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Interest - After Hours	\$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

### Funding From Other Sources - Financial Details

### Funding From Other Sources - Organisational Details



## Activity Comments

### Activity Status

Submitted

### PHN Comments

Data retrieval failed for the subreport, 'Subreport2', located at: 'ASV - Child - Portal Comments v1.0'. Please check the log

### Comments from the Department

Data retrieval failed for the subreport, 'Subreport6', located at: 'ASV - Child - Activity Comments v1.0'. Please check the



## 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 \***

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**

Data retrieval failed for the subreport, 'Subreport3', located at: 'ASV - Child - Needs Assessment Priorities v1.0'. Please



## Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type \*

Indigenous Specific \*

Indigenous Specific Comments

Coverage

Whole Region

Data retrieval failed for the subreport, 'Subreport5', located at: 'ASV - Child - Coverage Regions v1.0'. Please check the log file for more details.



## 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

Data retrieval failed for the subreport, 'Subreport1', located at: 'ASV - Child - Planned Expenditure v1.0'. Please check the **Totals**

Data retrieval failed for the subreport, 'Subreport4', located at: 'ASV - Child - Planned Expenditure with Totals v1.0'. Please

### Funding From Other Sources - Financial Details



Activity Comments

Activity Status

Submitted

PHN Comments

Data retrieval failed for the subreport, 'Subreport2', located at: 'ASV - Child - Portal Comments v1.0'. Please check the log

Comments from the Department

Data retrieval failed for the subreport, 'Subreport6', located at: 'ASV - Child - Activity Comments v1.0'. Please check the