North Western Melbourne - After Hours Primary Health Care 2025/26 - 2028/29
Activity Summary View

AH-HAP - 1301 - Improving access to integrated afterhours primary healthcare for people exp homelessness 25/26

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

1301

Activity Title *

Improving access to integrated afterhours primary healthcare for people exp homelessness 25/26

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 *

The aim of this activity is to increase access to and improve integration of primary care services in the after-hours period for people experiencing or at risk of homelessness.

Description of Activity *

Services will be commissioned to:
- Deliver primary health care and psychosocial supports that may involve assertive outreach.
- Is designed in collaboration with consumers or relevant representatives and clinicians.
- Has formalised linkages between internal programs and external services (cross sectorial).
- Has a strong focus on clinical governance and support for staff.

• Supports service providers to respond to seasonal flu and other pan/epidemics.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Health conditions-Increase access and coordinated care with culturally aware/diverse providers for people from diverse backgrounds with chronic conditions, while building GP capability and MDC (4.2.9)	186

Activity Demographics

Target Population Cohort

People experiencing homelessness.

The activity will occur in NWMPHN's region with a likely focus on Melbourne (LGA).

A place-based approach may be considered in a suburban or growth area with a high proportion of population experiencing homelessness.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Melbourne City	20604

Activity Consultation and Collaboration

Consultation

North Western Melbourne Primary Health Network (NWMPHN) is committed to ensuring stakeholder engagement is embedded in our culture and core functions.
Stakeholder engagement occurs throughout all seven activities that comprise our commissioning approach:
• Assess and prioritise needs
• Review evidence to inform planning and design
• Design services to address need
• Prepare the system for delivery
• Support implementation
• Manage performance and drive continuous improvement
• Evaluate the impact
We use a range of mechanisms to engage with our communities. This includes working with our Community and Clinical Councils, Expert Advisory Groups (EAGs) and People Bank members.

The Clinical and Community Councils provide advice to the Board about the unique needs of the region, and principles and mechanisms for engaging local stakeholders. The EAGs provide subject matter expertise, insights and advice to support operational model and service design, focusing on safety, quality, and integration. NWMPHN has EAGs for:
• General Practice
• Alcohol and Other Drugs
• Mental Health
• Aboriginal and Torres Strait Islander Health
• Older Adults

People Bank is a register of people who would like to participate in activities that help to improve the health of people in the region. Members participate in a range of different activities including workshops, governance groups, surveys, and tender evaluation panels.

We continue to also consult and seek specific advice from relevant strategic and local organisations and other stakeholders, such as peak and professional bodies, governments, the primary health care sector and local health services and hospital networks.

This activity will also include meaningful key stakeholder input in the procurement and program development process. Commissioned provider(s) will also be expected to consult with community members when designing and implementing their activities.

Collaboration

NWMPHN's approach to collaboration and engagement is underpinned by the IAP2 model. Best practice in public engagement is influenced by the Spectrum of Public Participation developed by the International Association of Public Participation. This spectrum includes five levels of participation, Inform, Consult, Involve, Collaborate and Empower.
Collaboration will be utilised wherever possible throughout the commissioning cycle as NWMPHN recognises that working in this way adds value and strengthens our reach. Mutually meaningful collaboration is pursued and maintained in a systematic way across the organisation, which facilitates timely access to existing and new collaboration approaches. This is critical to driving a team-based and integrated approach to delivering person-centred primary care.

Collaboration with key stakeholders will occur throughout the commissioning process. Consequently, the following stakeholders may be involved in prioritisation, planning and design, implementation, monitoring and evaluation of activities:
• Community participants – consumers, patients, carers, and people with lived experience, priority populations, community leaders
• Health care professionals
• NWMPHN regional and strategic partnerships and collaboratives
• Local health services and hospital networks
• Community health services
• General practice
• Residential aged care facilities
• Pharmacy
• Allied health
• Community-based organisations
• Research institutes

- Academic and training institutions
- Peak and professional bodies
- Victorian Department of Health
- Local government
- Other PHNs
- Media
- Other identified providers

Activity Milestone Details/Duration

Activity Start Date

14/09/2022

Activity End Date

27/09/2026

Service Delivery Start Date

January 2023

Service Delivery End Date

30/6/2026

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: 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

AH-HAP-Ops - 3 - Homelessness Ops 25/26

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP-Ops

Activity Number *

3

Activity Title *

Homelessness Ops 25/26

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

AH-MAP - 1800 - MAP - Improving Access to Primary Health Care for Multicultural Communities 25/26

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

1800

Activity Title *

MAP - Improving Access to Primary Health Care for Multicultural Communities 25/26

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 *

The aim of this activity is to address the problem of multicultural communities' need for navigation support and equitable service experience from the primary care system.

Description of Activity *

The PHN has identified three components of the program identified from the outputs of a four-day Multicultural Community Panel. NWMPHN has commissioned three providers to undertake the following:
• Increase understanding of available primary care services among multicultural communities
• Facilitate navigation and support to multicultural communities to overcome barriers to accessing primary health care
• Enhance cultural competency within primary care facilities to better serve multicultural populations.

Based on the previously completed needs assessment, the activity will predominantly target first-generation multicultural Australians who have immigrated or migrated from a predominantly non-English speaking country.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Health conditions - Focus on patient and carer education of conditions and improving health literacy of older adults regarding their health conditions (4.2.25)	187
Primary health care - Improve health and system literacy among at-risk cohorts (6.1.12)	190
Primary health care - Increase access to flexible models of care to improve reach to at-risk cohorts (6.1.4)	190
Health conditions - Increase access to early intervention health programs to reduce the burden of chronic diseases and preventable deaths (4.2.1)	186
Health conditions-Increase access and coordinated care with culturally aware/diverse providers for people from diverse backgrounds with chronic conditions, while building GP capability and MDC (4.2.9)	186

Activity Demographics

Target Population Cohort

Multicultural communities living in specific LGAs

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Tullamarine - Broadmeadows	21005

Activity Consultation and Collaboration

Consultation

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• Design services to address need
• Prepare the system for delivery
• Support implementation
• Manage performance and drive continuous improvement
• Evaluate the impact

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• Mental Health
• Aboriginal and Torres Strait Islander Health
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We continue to also consult and seek specific advice from relevant strategic and local organisations and other stakeholders, such as peak and professional bodies, governments, the primary health care sector and local health services and hospital networks.

This activity will also include meaningful key stakeholder input in the procurement and program development process. Commissioned provider(s) will also be expected to consult with community members when designing and implementing their activities.

Collaboration

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• Health care professionals
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• Local health services and hospital networks
• Community health services

- General practice
- Residential aged care facilities
- Pharmacy
- Allied health
- Community-based organisations
- Research institutes
- Academic and training institutions
- Peak and professional bodies
- Victorian Department of Health
- Local government
- Other PHNs
- Media

Activity Milestone Details/Duration

Activity Start Date

29/06/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/07/2023

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: Yes
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?

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

AH-MAP-Ops - 8 - Improving Access to Primary Health Care for Multicultural Communities – Operational 25/26

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP-Ops

Activity Number *

8

Activity Title *

Improving Access to Primary Health Care for Multicultural Communities – Operational 25/26

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?

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments

AH - 1900 - After Hours Support and navigation for Aboriginal and Torres Strait Islanders in EDs 25/26

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1900

Activity Title *

After Hours Support and navigation for Aboriginal and Torres Strait Islanders in EDs 25/26

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 *

The program aims to deliver navigation support for Aboriginal and Torres Strait Islander people, helping them to connect with appropriate primary care services and understand alternative after-hours options for non-urgent care

Description of Activity *

This initiative will develop regional strategies to address local after-hours primary health care needs, support the workforce, and improve service coordination. It focuses on improving after-hours care access and outcomes for Aboriginal and Torres Strait Islander people by:

- Reducing non-urgent emergency department (ED) presentations
- Enhancing culturally safe primary care pathways
- Strengthening connections to primary care services

NWMPHN will commission two health services within the Western Local Health Service Network to trial culturally safe after-hours support in EDs. The activity includes:

1. Trialling Aboriginal Liaison Officers (AHLOs) or clinical support nurses in EDs during peak after-hours periods
2. Appointing one health service as the lead agency for project management and governance, with representation from ACCHOs, GPs, community members, and hospitals

3. Developing culturally appropriate referral pathways from ED to primary care (Aboriginal Controlled Community Health Organsations or other)
4. Providing education and navigation support to help Aboriginal and Torres Strait Islander people connect with regular general practitioner/primary care providers and understand after-hours care options
5. Incorporating lived experience, community co-design, and diversity needs into service design

Monitoring and evaluation will be aligned with the PHN Primary Care Access Program framework to support continuous improvement and accountability

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander Health - Increase access to fully subsidised primary care and allied health services to provide early assessment, preventive care and referral (1.1.1)	183

Activity Demographics

Target Population Cohort

Aboriginal and Torres strait Islander peoples

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Aboriginal and Torres Strait Islander people, particularly those:
• Presenting to ED after hours
• Without a regular GP
• At risk of leaving ED without being seen

Coverage

Whole Region

No

SA3 Name	SA3 Code
Maribyrnong	21303
Hobsons Bay	21302
Melton - Bacchus Marsh	21304
Wyndham	21305
Brimbank	21301

Activity Consultation and Collaboration

Consultation

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- Evaluate the impact

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• Community health services
• General practice
• Residential aged care facilities
• Pharmacy
• Allied health
• Community-based organisations
• Research institutes
• Academic and training institutions
• Peak and professional bodies
• Victorian Department of Health
• Local government
• Other PHNs
• Media

Activity Milestone Details/Duration

Activity Start Date

29/06/2025

Activity End Date

29/06/2026

Service Delivery Start Date

01/11/2025

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

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

Yes

Decommissioning details?

Co-design or co-commissioning comments

AH-Op - 1000 - After Hours Operational_AWP 25/26

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-Op

Activity Number *

1000

Activity Title *

After Hours Operational_AWP 25/26

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