

South Eastern NSW - After Hours Primary Health Care 2025/26 - 2028/29 Activity Summary View



AH-HAP - 1 - Homelessness Access Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

1

Activity Title *

Homelessness Access Program

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

To commission a trial of services to improve access to primary care for people experiencing or at risk of homelessness; continue to support a primary care outreach service to homeless people in Wollongong and to co-design a sustainable approach to improving access to primary care for people experiencing or at risk of homelessness.

Description of Activity *

Building on the findings of our Needs Assessment, SENSWPHN will commission a trial of targeted initiatives to improve access to coordinated primary care for people who are homeless or at risk of homelessness. Commissioned services are intended to address gaps in accessing GPs for the target cohort residing in Southern NSW region through the exploration of GP outreach models co-located with other homelessness services, partnerships to facilitate priority access to GPs and mutual capacity-building between

the social and health sectors.

A provider has been engaged to design a primary care service for people experiencing homelessness in Southern NSW. The model of care is being designed with input from key housing and health providers, community and consumers. The model of care will guide the use of any future funding available to address the primary care needs of homeless people or those at risk of becoming homeless.

SENSW PHN provides funding contribution for Street Side Medics to deliver a free, mobile, GP outreach service to people experiencing, or at risk of, homelessness in central Wollongong and Nowra in the Shoalhaven The purpose of the service is to improve the health and well-being of homeless and vulnerable people living in Wollongong and the Shoalhaven through accessible primary healthcare, including onward referrals to other services. This service addresses the social determinants of health through access to appropriate care that promotes improved health literacy and is co-located with a pre-existing meal service and Orange Sky Laundry in Wollongong, and the Homeless Hub in Nowra, contributing to a holistic outreach service.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
Solutions and consideration of homeless persons' (and persons at risk of homelessness) population health and service needs	79
Health inequities experienced by vulnerable groups (socio-economic, financial, health and/or other vulnerabilities)	79



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/07/2025

Service Delivery End Date

30/06/2026



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



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	Date Created
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AH-MAP - 1 - Multicultural Access Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP

Activity Number *

1

Activity Title *

Multicultural 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

After Hours

Aim of Activity *

To commission a trial of services to improve access to primary care for people of multicultural backgrounds; and to co-design a sustainable approach to improving access to primary care for people of multicultural backgrounds

Description of Activity *

Building on the findings of our Needs Assessment, SENSW PHN will commission a trial of targeted initiatives to improve access to coordinated primary care for people from multicultural backgrounds.

Initiatives include improving the access and appropriateness of pharmacy and GP services through interpreter and language support professional development opportunities across south eastern NSW. This includes development of resources for pharmacists, GPs and consumers, including 6x in-language resources (distributed to communities and multicultural providers) in the key languages spoken in our region, emphasising the right to accessing an interpreter for every pharmacy and GP consult. Campaign activities will empower and educate consumers about their right to formal interpreting services when engaging with primary care providers. Services also include direct support from a pharmacist for multicultural communities to help them understand their medicines, improve medication safety and improve the appropriateness of primary care services.

Funded initiatives also include increasing the availability of linguistically accessible health promotion services and opportunities. This includes a culturally tailored health literacy and navigation initiative targeting multicultural women across the Illawarra.

Shoalhaven, and Southern NSW regions. A consultant has been engaged to support the provider to co-design the service with community members and service users. Funding is also supporting primary care assessment and navigation for former refugee communities in the Illawarra area.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
Solutions and consideration of CALD population health and service needs	79
Health inequities experienced by vulnerable groups (socio-economic, financial, health and/or other vulnerabilities)	79



Activity Milestone Details/Duration

Activity Start Date

30/06/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/07/2025

Service Delivery End Date

30/06/2026



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



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	Date Created
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AH - 6 - After Hours Primary Health Care Program



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

6

Activity Title *

After Hours Primary Health Care 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

After Hours

Aim of Activity *

To commission a trial of after-hours mobile primary care services for residents of aged care homes and other at-risk populations across Southeastern NSW.

Description of Activity *

SENSW PHN will continue with the commissioned trial of after-hours mobile primary care services for residents of aged care homes in the SE NSW region. The trial service will be available across the after-hours period (including weekends and public holidays, where alternative services are not available. Residents will be assessed and, if clinically appropriate, treated onsite, thereby avoiding resulting from an unnecessary/avoidable ED presentation.

Building on the initial concept which focused on residential aged care settings, this activity has expanded to include older people living in the community and retirement villages. It aims to improve timely afterhours access to care, strengthening continuity with usual providers, and reducing avoidable emergency department presentations.

The funding will support the service operations, data collection and evaluation. The validity and viability of this service model will contribute to the broader after-hours knowledge for DHDA and if sufficient return on investment is demonstrated, sustainable opportunities could be sought from the after-hours reform process.

The After Hours campaign is a community health literacy initiative designed to educate and support decision making for better access to care outside standard business hours while reducing avoidable pressure on emergency departments. By promoting consistent, easy-to-navigate pathways, including pharmacies, general practice, Medicare Urgent Care Clinics, and 24/7 Healthdirect advice, the campaign reinforces the “right care, right place” principle. Clear escalation guidance for life-threatening emergencies, combined with practical tools such as Healthdirect service finders and advice line, strengthens community confidence, improves patient flow, and enables more efficient use of health system resources.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
Supporting healthy ageing	78
Supporting independent living and associated health services and supports for older persons	78
Health promotion and health risk factor prevention	79
Reducing preventable/avoidable use of tertiary/acute care	79
Health inequities experienced by vulnerable groups (socio-economic, financial, health and/or other vulnerabilities)	79



Activity Consultation and Collaboration

Consultation

The development of the Far South Coast After Hours Mobile Primary Care Service for older adults was informed by consultations with GPs, Southern NSW Local Health District, and Healthdirect.



Activity Milestone Details/Duration

Activity Start Date

30/06/2015

Activity End Date

29/06/2026

Service Delivery Start Date

01/07/2025

Service Delivery End Date

30/06/2026



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



Summary of activity changes for Department

Activity Status

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