

Northern Queensland Primary Health Network

Activity Work Plan

Aged Care

2023/24–2026/27



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



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Disclaimer

All activities captured in this Activity Work Plan are identified in the Health Needs Assessment conducted by Northern Queensland Primary Health Network and have been approved by the Department of Health and Aged Care.



AC-CF – 5 – care finder – Assistance with Care and Housing Transition Quarantine program

Activity priorities and description

Program key priority areas

Aged Care.

Aim of activity

The aim of this activity is to establish and maintain a network of care finders to provide specialist and intensive assistance to help people within the care finder target population to understand and access aged care and connect with other relevant supports in the community.

As part of the Australian Government's response to the Royal Commission into Aged Care Quality and Safety, Northern Queensland Primary Health Network (NQPHN) will undertake and commission dedicated activities which support better health, wellbeing, and access to primary care and aged care services for senior Australians.

Description of activity

NQPHN will:

- provide a continuation of services by two providers transitioned (2022-23 financial year) from Assistance with Care and Housing (ACH) to Care Finder program as of 1 January 2023
- provide specialist and intensive assistance to help people within the care finder target population understand access to aged care and connect with relevant supports in the community
- deliver care based on the model enhancements developed during the care finder codesign workshops that informed human-centric referral pathways and service delivery.

AC-EI – 1 – Early intervention initiatives to support healthy ageing and ongoing management of chronic conditions

Activity priorities and description

Program key priority areas

Aged Care.

Aim of activity

As part of the Australian Government's response to the Royal Commission into Aged Care Quality and Safety, Northern Queensland Primary Health Network (NQPHN) will undertake and commission dedicated activities which support better health, wellbeing, and access to primary care and aged care services for senior Australians.


The aim of this activity is to support senior Australians to live at home for as long as possible through the commissioning of early intervention activities, and models of care for chronic disease management that support healthy ageing.

An additional aim of this activity is to empower general practitioners (GPs) and other primary healthcare workers through training, tools, and resources which contribute to improved health and care outcomes for older people.

Description of activity

NQPHN will:

- leverage its chronic disease strategy to support older person's health in line with the Australian Government's response to the Royal Commission into Aged Care Quality and Safety
- support the implementation of activities commissioned in 2022–23, following on from consultation and codesign workshops
- partner with organisations that align with identified needs, but interface with upstream prevention activities or tertiary services
- continue to identify training opportunities for primary healthcare professionals and work collaboratively with internal NQPHN teams, including the Primary Care Engagement and Workforce Development teams to consolidate these opportunities
- support active healthy ageing groups and available early intervention activities in communities
- commission innovative early intervention initiatives to promote healthy ageing and slow decline or prevent chronic diseases complications, including embedding the developing model of a non-dispensing pharmacist in general practice
- engage peak bodies and/or specialist organisations to support the recruitment of pharmacists within or outside the NQPHN region if the workforce is not available, whilst monitoring and evaluating programs and the clinical governance of commissioned services
- support student-led allied health outreach for older Australians in rural and remote communities

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- link early intervention program providers with a network of more than 300 community connectors, including NQPHN's Compassionate Communities project and network of care finders.
 - deliver information sessions and awareness raising across sector and communities
 - support senior and carer groups to raise their awareness of commissioned services and programs to increase uptake and support healthy ageing
 - monitor and manage commissioned service providers through regular reporting.

AC-VARACF – 2 - Support RACFs to increase availability and use of telehealth care for aged care residents

Activity priorities and description

Program key priority areas

Aged Care.

Aim of activity

As part of the Australian Government's response to the Royal Commission into Aged Care Quality and Safety, Northern Queensland Primary Health Network (NQPHN) will undertake and commission dedicated activities which support better health, wellbeing, and access to primary care and aged care services for senior Australians.

The intended objectives of these activities are to improve outcomes for senior Australians by:

- commissioning services which address identified needs and gaps in NQPHN's local primary health and aged care systems
- enhancing access to general practitioners (GPs) and other primary healthcare providers
- supporting access to aged care services and other relevant supports in the community
- building the capacity of health and aged care professionals to deliver high quality care
- improving coordination, integration, and continuity of care.

Description of activity

To support participating residential aged care facilities (RACFs) in the NQPHN region with appropriate virtual consultation facilities and technology so their residents can access clinically appropriate telehealth care with primary healthcare professionals.

NQPHN will:

- assist participating RACFs with appropriate telehealth facilities and equipment that enable their residents to virtually consult with their primary healthcare professionals
 - these facilities should be compatible with existing virtual consult technology used by providers in our region and be guided by recognised eHealth standards (e.g. the Australian College of Rural and Remote Medicine telehealth framework)
- provide training to participating RACF staff which develops their capabilities to assist residents in accessing virtual consultation services
- promote the use of enablers of digital health (such as My Health Record)
- consult with jurisdictional authorities to ensure the initiative complements efforts underway by state and territory governments, without duplication, to improve technological interoperability between the aged care and health systems
- employ appropriately qualified staff or upskill existing staff required to administer this activity
- establish RACH networks in Cairns, Townsville, and Mackay to support broader RACH deliverables and engagement.

AC-AHARACF – 3 – Enhanced out of hours support for residential aged care

Activity priorities and description

Program key priority areas

Aged Care.

Aim of activity

As part of the Australian Government's response to the Royal Commission into Aged Care Quality and Safety, Northern Queensland Primary Health Network (NQPHN) will undertake and commission dedicated activities which support better health, wellbeing, and access to primary care and aged care services for senior Australians.

The intended objectives of these activities are to improve outcomes for senior Australians by:

- commissioning services which address identified needs and gaps in your local primary health and aged care systems
- enhancing access to general practitioners (GPs) and other primary healthcare providers
- supporting access to aged care services and other relevant supports in the community
- building the capacity of health and aged care professionals to deliver high quality care
- improving coordination, integration, and continuity of care.

Description of activity

NQPHN will:

- provide guidance to assist participating residential aged care facilities (RACFs) in North Queensland to develop and implement after-hours action plans which support their residents to access the most appropriate medical services out-of-hours
- educate participating RACF staff in out-of-hours healthcare options and processes for residents
- encourage participating RACFs to implement procedures that keep residents' digital medical records up to date, particularly following an episode where afterhours care is required
- support engagement between RACFs and their residents' GPs, and other relevant health professionals, as part of afterhours action plan development.

AC-CF – 4 – care finder

Activity priorities and description

Program key priority areas

Aged Care.

Aim of activity

As part of the Australian Government's response to the Royal Commission into Aged Care Quality and Safety, Northern Queensland Primary Health Network (NQPHN) has commissioned dedicated activities which support better health, wellbeing, and access to primary care and aged care services for senior Australians.

The aim of this activity is to maintain a network of care finders to provide specialist and intensive assistance to help people within the care finder target population to understand and access aged care and connect with other relevant supports in the community.

Description of activity

NQPHN will:

- support delivery of the five care finder services commissioned in 2023, based on local needs informed by the Health Needs Assessment (HNA) and the supplementary health needs assessment
- support services covering the whole NQPHN region that commenced in May 2023, including sub-groups of First Nations people and the homeless
- provide an opportunity for organisations servicing priority populations, including LGBT+, culturally and linguistically diverse (CALD) and disabled populations, to tender to provide care finder support
- provide specialist and intensive assistance to help people within the care finder target population understand how to access aged care and connect with relevant supports in the community
- deliver care based on the model enhancements developed during the care finder codesign workshops that informed human-centric referral pathways and service delivery.

NQPHN will work with providers to:

- make quality enhancements based on feedback from CALD, veterans, care leavers, the First Nations care finders target population, and relevant stakeholders in the aged care sector, community groups, and carer services
- continue to review the implementation model to ensure the care finder service is meeting the needs of older people, particularly vulnerable older people without supports and those eligible for services
- work with National Aboriginal Community Controlled Health Organisations (NACCHOs) to ensure mainstream services interface with those established for First Nations populations
- support the continuation of the established community of practice for care finder organisations and support their networking with the local aged care system

- support the established local care finder network in northern Queensland to share experiences, peer support, and de-identified case studies for care finders to have better understanding of consumer journeys and peer experiences in the field
- consolidate links, engagement, and networking opportunities for care finders to more than 300 members of the health community connectors network in northern Queensland through the Compassionate Communities movement as sources of referrals from communities
- continue to provide opportunities for care finders to network with aged care assessment services, aged care service providers, the health and human services sector, the broader community, and social services to ensure continuity of care
- submit reports as outlined in funding schedule milestones to inform program evaluation
- continually monitor and evaluate care finder service delivery demands, outcomes, collection of data, and collaborate with care finder organisations to ensure service is responsive to aged care navigational barriers and improves referral pathways thus improving customer's experiences and understanding of aged care services.

Care finder organisations involved in this activity, and their coverage (service locations) are listed below:

- ABIS Community Co-operative—Townsville - Assistance with Care and Housing (ACH) homelessness specific to First Nation Australians
- Ozcare Cairns—Cairns - ACH homelessness
- Footprints Community Limited—Mackay, Whitsunday, and Isaac
- Better Together Community Support—Croydon, Etheridge, Mareeba, and Tablelands
- Aged and Disability Advocacy Australia—Aurukun, Kowanyama, Lockhart River, Pormpuraaw, Napranum, Wujal Wujal, Mapoon, Hope Vale, Cooktown, Weipa, Northern Peninsula Area, Torres Strait Islands, Hinchinbrook, Palm Island, Burdekin, Townsville, Charters Towers, Douglas, Yarrabah, Cassowary Coast, and Cairns
- Flinders Shire Council—Flinders, Richmond.

