

Core Funding

Activity Work Plan 2021 — 2025

Contents

CF-COVID-VVP - 1 - Vaccination of Vulnerable Populations	3
CF-COVID-LWC - 1 - COVID-19 Positive Community Care Pathways	6
CF-COVID-LWC - 3 - Living with COVID-19 - Commissioned Home Visits - Staffing	11
CF-COVID-LWC - 4 - Living with COVID-19 - Commissioned Home Visits - Commissioning	14
CF - 1 - Primary Health Care for Older People.....	17
CF - 3 - Population Health	20
CF - 4 - Health Pathways Licences	23
CF - 5 - Cross Sector Partnerships	25
CF - 6 - High Risk Populations.....	28
CF - 9 - Dementia Clinical HealthPathways	30
CF - 10 - Aged Care Clinical HealthPathways.....	32
CF - 11 - Dementia - Consumer pathway resource	34
HSI - 121 - Population Health Planning	36
HSI - 122 - System Integration and Stakeholder Engagement	39
HSI - 124 - Workforce Development	42
COVID-GPLRC - 1 - COVID - Respiratory Clinics	45
CF-COVID-PCS - 3 - COVID-19 Primary Care Support	50

CF-COVID-VVP - 1 - Vaccination of Vulnerable Populations

Program Key Priority Area

Population Health

Aim of Activity

This activity seeks to enhance vaccine accessibility for vulnerable people across Australia, through the implementation of targeted and local vaccination solutions.

The vulnerable populations program has greater focus on non-Medicare eligible vaccinations and aims to provide a more consistent approach to homebound vaccinations. Including delivery of booster doses to this cohort, while continuing the primary course vaccination work. Support and coordination of local solutions and facilitation of urgent vaccination of vulnerable populations in collaboration with COVID-19 vaccination are key aims of the program.

Description of Activity

Providers including general practices, pharmacies, contracted providers, and state health services providing targeted vaccination services to priority and vulnerable populations across the NSW North Coast.

Specific vaccination program activities for these populations include:

- **Refugee Health Services**
Dedicated full day vaccination services in primary care with trusted local general practices for refugee health patients
- **Remote Education Services**
Mobile and outreach vaccination services for remote communities with a focus on teachers and education staff
- **Migrant workers, seasonal workers, Meat Workers, and Dairy industries**
Partnership between meat and dairy co-operatives to provide vaccination services for remote and rural employees in high-risk industries
- **Homeless and Rough Sleepers**
Mobile vaccination services to residents experiencing homelessness, those in temp accommodation and rough sleepers
- **Booster programs for residential Aged Care Facilities**
- **Vaccinations for Non-Medicare eligible people**
Additional support to GP in reach and fixed clinics for dedicated vaccination services for seasonal and hospitality workers across North Coast, high rate of Medicare ineligible workers in regional areas for seasonal fruit picking, agriculture, meat works and coastal hospitality workers. Newly migrated population being sent to regional and remote regions who require short notice on site vaccinations. Workers have very limited transport options and no understanding of

alternate options for health care. They work shifts and often require out of hours vaccination appointments, or sessions onsite at specific changeover times.

- **Flood Support populations**

Loss of vaccine access points in Lismore due to floods, closure of multiple pharmacies and general practices in short term, some for longer term. Support for existing providers and impacted providers to offer dedicated vaccination sessions and services in fixed clinics or accessible and open locations in Lismore, including recovery and temporary accommodation centres, mobile home area. Support to open/offer vaccination services for periods outside of normal opening hours, including weekends.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority	
Develop responses to the impact of COVID-19 on health-related services	
Reduce the rate of potentially preventable hospitalisations	
Improve access to primary care services (GPs)	
Indigenous Specific	No

Coverage

Whole Region

Consultation

Co-ordination of COVID19 External Partners Forum Meetings – weekly to fortnightly updates with Local Health Districts, Aboriginal Medical Services, Private Hospitals, Primary Acre Providers to share key updates and areas of focus for targeted vaccination strategies.

Local Business and industry – regular meetings with Regional Development Australia, Public Health Unit, chamber of commerce representatives and Local Councils to identify priority industries, regions and workforces.

Expression of Interest circulated to Primary Care providers to identify lead sites with capability and capacity to support mobile and onsite vaccination service provision.

Collaboration

Collaboration with AMS partners, LHD's, Public Health Unit, Primary care providers, local councils and NGO's to sequence and prioritise areas of focus, provide joint efforts and co-ordinated

marketing and awareness campaigns for community, pool resources and co-ordinate place based activities to implement vaccination rollouts.

Collaboration with GP vaccine service providers through fortnightly vaccine service providers forums also assisted to identify key areas of focus and critical design elements to ensure efficiency of operation and client/community centred approaches

Working with Interpreter services for bulk vaccination clinics of refugee and overseas seasonal worker vaccination clinics

Partnership with Local Councils, NGO's and crisis/temporary accommodation service centre providers to co-ordinate suitable and safe locations and service design for vaccination services for homeless and rough sleeping populations

Working with AMS services to support culturally safe mobile and community based vaccinations for Aboriginal Communities.

Activity Start Date	6/09/2021
Activity End Date	30/09/2023
Service Delivery Start Date	6/09/2021
Service Delivery End Date	30/06/2022

Procurement approach

Expression of Interest

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

CF-COVID-LWC - 1 - COVID-19 Positive Community Care Pathways

Program Key Priority Area

Population Health

Aim of Activity

Work in partnership with Local Health Districts, GPs, and other stakeholders (e.g., the Aboriginal community-controlled health sector) to develop or update COVID-positive community care pathways for the HNC region.

Description of Activity

COVID-19 Care in the Community / Living with COVID focusses on the development and implementation of frameworks, care, and management pathways to support a comprehensive and integrated response to COVID-19 Care in community, residential and primary health care settings. A particular focus is required for Aboriginal and Torres Strait Islander communities, vulnerable and priority populations.

Supporting general practices in the assessment, management and follow up care for managing rapidly increasing numbers of low and medium risk cases of COVID-19.

Provision of guidance and expert advice to GPRCs, general practices, Aboriginal Community Controlled Health Services (ACCHSs), residential aged care facilities (RACF), disability accommodation facilities and governments on local needs and issues.

Develop and update health pathways, quality improvement activities and education to support the primary health care workforce in their COVID-19 planning, care and management inclusive of localised responses.

COVID19 mental health support, wellbeing support resources for those in isolation and pathway development for patients with mental illness.

Workforce support also included business continuity planning during outbreaks in RACFs and primary health care settings, risk assessment and management of staff exposure to COVID19, minimising impacts of service disruptions with positive cases in primary health care and residential care settings.

Hosting of webinars and sharing developed resources with primary care providers, vulnerable and high-risk populations, and community groups. This includes refugee health / CALD communities, homeless and rough sleepers, people with disabilities.

Communication plan with focus on providing key updates to changes in public health orders, management plans and primary care provider responsibilities, expectations, and guidelines to provide safe services to support living with COVID19 in community.

Virtual care strategy with provision of home monitoring devices, pulse oximetry, after hours and weekend telehealth options and support for remote and rural communities.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority
Develop responses to the impact of COVID-19 on health-related services
Reduce the rate of potentially preventable hospitalisations

Target Population Cohort

Low and medium risk populations cohorts requiring primary care management of COVID19 in non-hospital settings.

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

COVID 19 external partners meetings with AMS, GPRC's LHD, Public Health unit, NSW Ambulance Service Combined NSW North Coast Clinical Council meetings and clinical reference groups.

Regular General Practice Forum.

Monthly combined Local Health District / PHN forum for Community Reference groups and consumer representatives re: COVID19 updates, feedback, and information sharing.

Collaboration

Work collaboratively with the Mid North Coast (MNC) and Northern NSW (NNSW) Local Health Districts (LHDs), the Public Health Unit (PHU), general practices, ACCHSs and NSW Ambulance to undertake planning based on forecasted projections for COVID19 cases in community.

This included “best and worst case” scenario modelling for each Local Health District catchment and the design of the primary care response for varying volumes of patients requiring management of COVID19 in primary care and community settings.

Weekly planning meetings (October – December 2021) with General practitioners, LHD executive, senior staff specialists (Emergency Medicine, Respiratory Medicine, Infectious Diseases), Aboriginal Medical Services, Community and Integrated Health Services, consumer representatives

Specific collaboration with all AMS services across region to customise support packages for clinical and social care co-ordination needs for Aboriginal communities impacted by COVID19.

Activity Milestone Details/Duration

Activity Start Date	30/06/2021
Activity End Date	30/12/2022

Procurement approach

Expression of Interest

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

CF-COVID-LWC - 2 - Support for Primary Care from the National Medical Stockpile

Program Key Priority Area

Population Health

Aim of Activity

Support the management of COVID-19 positive cases in the community through access, compliance arrangements, and distribution of Personal Protective Equipment (PPE) and pulse oximeters from the National Medical Stockpile (NMS) to individual primary care practices within the region.

Description of Activity

Co-ordination and management of Personal Protective Equipment and assembly of COVID-19 home care packages to support clinical care packages, social program supports as part of comprehensive home-based management of COVID-19

Assessment and prioritisation of home monitoring and equipment requests to support primary care of COVID -19 in community. Inclusive of care, cleaning and device reuse guideline development, education to practice staff, tracking and return of equipment as relevant.

Needs Assessment Priorities

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority	
Develop responses to the impact of COVID-19 on health-related services	
Reduce the rate of potentially preventable hospitalisations	

Target Population Cohort

Low and medium risk populations cohorts requiring primary care management of COVID19 in non-hospital settings.

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

COVID 19 external partners meetings with AMS, GPRC's LHD, Public Health unit, NSW Ambulance Service Combined NSW North Coast Clinical Council meetings and clinical reference groups.

3 Regular General Practice and Primary Care Providers Forums hosted in Northern NSW region, Coffs Coast region and Hastings Macleay region to connect service providers, communicate latest updates and public health advice, share statistics and activity data, and identify best practice and learnings from primary care support models.

Monthly combined Local Health District / PHN forum for Community Reference groups and consumer representatives re: COVID19 updates, feedback, and information sharing.

Collaboration

Work collaboratively with the Mid North Coast (MNC) and Northern NSW (NNSW) Local Health Districts (LHDs), the Public Health Unit (PHU), general practices, ACCHSs and NSW Ambulance to undertake planning based on forecasted projections for COVID19 cases in community.

This included "best and worst case" scenario modelling for each Local Health District catchment and the design of the primary care response for varying volumes of patients requiring management of COVID19 in primary care and community settings.

Weekly planning meetings (October – December 2021) with General practitioners, LHD executive, senior staff specialists (Emergency Medicine, Respiratory Medicine, Infectious Diseases), Aboriginal Medical Services, Community and Integrated Health Services, consumer representatives

Specific collaboration with all AMS services across region to customise support packages for clinical and social care co-ordination needs for Aboriginal communities impacted by COVID19.

Activity Milestone Details/Duration

Activity Start Date	30/06/2021
Activity End Date	31/12/2023

CF-COVID-LWC - 3 - Living with COVID-19 - Commissioned Home Visits - Staffing

Program Key Priority Area

Population Health

Aim of Activity

Engage clinical service providers (e.g., medical deputising services, nurse practitioners and practice nurses) to undertake home visits to provide care to COVID-19 positive patients.

Description of Activity

COVID-19 Care in the Community / Living with COVID focusses on the development and implementation of frameworks, care, and management pathways to support a comprehensive and integrated response to COVID-19 Care in community, residential and primary health care settings. A particular focus is required for Aboriginal and Torres Strait Islander communities, vulnerable and priority populations.

Formation of multi partner working groups to develop local pathways to plan care co-ordination and patient handover processes between acute health care sector, Hospital in the Home service, Primary Care services and Aboriginal Medical Services across the region.

Hosting and co-ordination of specific Aboriginal Controlled Community Health Organisational meetings for COVID care in community. Inclusive of identifying social care partners to complement clinical care pathways developed with AMS medical and nursing staff.

Supporting general practices in the assessment, management and follow up care for managing rapidly increasing numbers of low and medium risk cases of COVID-19. This includes start up support for Commissioned Home Visiting services, inclusive of assistive technology and clinical measurements devices to support mobile and in home care.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority

Develop responses to the impact of COVID-19 on health-related services

Reduce the rate of potentially preventable hospitalisations

Target Population Cohort

Low and medium risk populations cohorts requiring primary care management of COVID19 in non-hospital settings.

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

COVID 19 external partners meetings with AMS, GPRC's LHD, Public Health unit, NSW Ambulance Service Combined NSW North Coast Clinical Council meetings and clinical reference groups.

Regular General Practice Forum.

Monthly combined Local Health District / PHN forum for Community Reference groups and consumer representatives re: COVID19 updates, feedback, and information sharing.

Collaboration

Work collaboratively with the Mid North Coast (MNC) and Northern NSW (NNSW) Local Health Districts (LHDs), the Public Health Unit (PHU), general practices, ACCHSs and NSW Ambulance to undertake planning based on forecasted projections for COVID19 cases in community.

This included "best and worst case" scenario modelling for each Local Health District catchment and the design of the primary care response for varying volumes of patients requiring management of COVID19 in primary care and community settings.

Weekly planning meetings (October – December 2021) with General practitioners, LHD executive, senior staff specialists (Emergency Medicine, Respiratory Medicine, Infectious Diseases), Aboriginal Medical Services, Community and Integrated Health Services, consumer representatives

Specific collaboration with all AMS services across region to customise support packages for clinical and social care co-ordination needs for Aboriginal communities impacted by COVID19.

Activity Milestone Details/Duration

Activity Start Date	30/06/2021
Activity End Date	30/12/2022

Procurement approach

Expression of Interest

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

CF-COVID-LWC - 4 - Living with COVID-19 - Commissioned Home Visits - Commissioning

Program Key Priority Area

Population Health

Aim of Activity

Supporting the primary care workforce response to manage COVID-19 cases in the community.

Description of Activity

COVID-19 Care in the Community / Living with COVID focusses on the development and implementation of frameworks, care, and management pathways to support a comprehensive and integrated response to COVID-19 Care in community, residential and primary health care settings.

The Commissioned Home Visiting funding is to help support and manage COVID-19 positive patients within the community, avoiding unnecessary escalation of patients to hospital.

Supporting general practices in the assessment, management and follow up care for managing rapidly increasing numbers of low and medium risk cases of COVID-19. This includes start up support for Commissioned Home Visiting services, inclusive of assistive technology and clinical measurements devices to support mobile and in home care

Launch an Expression of Interest to allocate funding to practices who want to establish a COVID Care Home Visit Service. Allocating a package to selected practices, who can commit to supporting home visits.

The starter package would be broken down into two sections:

- Assistive technology, Information technology enablers and mobile clinical measurements equipment. This may include devices to support point of care documentation, VPNs for remote connectivity to clinical information systems, dedicated portable BP/vitals/peak flow and spirometry machines for home visit care. Access to oxygen saturation monitors would be through the NMS stockpile. The purpose of the IT starter package is to provide technology and equipment to support dedicated mobile services for respiratory assessment and care in community.
This would not just support home visits for the acute COVID19 infective period, but also extend to in home winter care for at risk individuals in the post-acute COVID phase. There would also be capability for the home visit service to provide more comprehensive in home assessment, monitoring and evaluation for long COVID management.
- Frontline medical and nursing support (in a 40-hour package) for in home visits. Should further home-based activity be required the PHN will oversee the allocation of additional funding as

required. The PHN support would provide oversight of the home-based activity with monthly reporting of service nature, frequency and type

Practices and providers would be targeted based on a broad geographical coverage across the 12 LGA's situated in the North Coast PHN footprint. Additional practices/providers in LGA's with flood impacted residents considered for commissioning to provide home visiting services for those who are homeless, in temporary accommodation, living in HomePods, mobile homes and short term housing solutions. This may also include the procurement of a mobile services van to support and deliver safe clinical care in these locations.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority	
Develop responses to the impact of COVID-19 on health-related services	
Reduce the rate of potentially preventable hospitalisations	

Target Population Cohort

Low and medium risk populations cohorts requiring primary care management of COVID19 in non-hospital settings.

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

COVID 19 external partners meetings with AMS, GPRC's LHD, Public Health unit, NSW Ambulance Service Combined NSW North Coast Clinical Council meetings and clinical reference groups.

Regular General Practice Forum.

Monthly combined Local Health District / PHN forum for Community Reference groups and consumer representatives re: COVID19 updates, feedback, and information sharing.

Collaboration

Work collaboratively with the Mid North Coast (MNC) and Northern NSW (NNSW) Local Health Districts (LHDs), the Public Health Unit (PHU), general practices, ACCHSs and NSW Ambulance to undertake planning based on forecasted projections for COVID19 cases in community.

This included “best and worst case” scenario modelling for each Local Health District catchment and the design of the primary care response for varying volumes of patients requiring management of COVID19 in primary care and community settings.

Collaboration with Resilience NSW, Specialist Homelessness Services, Department of Communities and Justice and other flood recovery service partners to ensure point of care services for temporary accommodation residents with COVID19 are available

Weekly planning meetings (October – December 2021) with General practitioners, LHD executive, senior staff specialists (Emergency Medicine, Respiratory Medicine, Infectious Diseases), Aboriginal Medical Services, Community and Integrated Health Services, consumer representatives

Specific collaboration with all AMS services across region to customise support packages for clinical and social care co-ordination needs for Aboriginal communities impacted by COVID19.

Activity Milestone Details/Duration

Activity Start Date	30/06/2021
Activity End Date	30/06/2022

Procurement approach

Expression of Interest

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

CF - 1 - Primary Health Care for Older People

Program Key Priority Area

Aged Care

Aim of Activity

Improve the functional capability and health outcomes for older people through evidence-based initiatives.

- Reduce the impact of age-related frailty and chronic disease through targeted programs in primary care.
- Empower older people to participate in decisions about their health and end of life care.

Description of Activity

- Commission general practices, to implement 'Exercise as Medicine' providing evidence-based exercise interventions as part of comprehensive chronic disease management (2019-2022).
- Commission a Nurse Practitioner lead model – 'Safe and Well at home' to maintain wellness and provide support for older people with complex health care needs in the community to avoid unplanned hospitalisation (2019-2021).
- Support the development of an organisational capacity development roadmap for Aboriginal Community Controlled aged care provider Booroogen Djugun to ensure long term sustainability (2020-2022).
- Undertake initiatives to improve RACF residents' access to general practice and allied health (2021-2025).
- Develop and implement a Healthy Living and Ageing Strategy (2021-2025).
- Commission evidence-based initiatives that improve the functional capability of older people through the North Coast Collective Healthy Ageing Strategy (2021-2024)

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority

Promote prevention and management of chronic disease to reduce hospitalisations and death

Reduce the rate of falls-related hospitalisations in older people

Reduce rates of chronic conditions in Aboriginal and Torres Strait Islander people

Reduce the rate of potentially preventable hospitalisations

Improve access to end-of-life services and prevention of avoidable ED attendances

Target Population Cohort

Residents aged over 50 years.

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

Consumers, general practitioners, practice nurses, allied health professionals, Aboriginal health workers, general practices, Aboriginal Medical Services, RACFs, community aged care providers, aged care peak bodies, early childhood educators, MNC and NNSW LHDs, NSW Department of Communities and Justice, Booroogen Djugun, local government, Clinical Councils.

Collaboration

Consumers, general practitioners, practice nurses, allied health professionals, Aboriginal health workers, general practices, Aboriginal Medical Services, RACFs, community aged care providers, aged care peak bodies, early childhood educators, MNC and NNSW LHDs, NSW Department of Communities and Justice, Booroogen Djugun, local government, Clinical Councils.

Activity Milestone Details/Duration

Activity Start Date	30/06/2019
Activity End Date	30/06/2023
Service Delivery Start Date	July 2019
Service Delivery End Date	June 2023

Procurement approach

Various: Continuing Service Provider/Contract Extension, Direct Engagement, Open Tender

Is this activity being co-designed?	Yes
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?	Yes
Has this activity previously been co-commissioned or joint-commissioned?	No

Decommissioning	No
-----------------	----

CF - 3 - Population Health

Program Key Priority Area

Population Health

Aim of Activity

Improve the functional capability and health outcomes for older people through evidence-based initiatives.

- Reduce the impact of age-related frailty and chronic disease through targeted programs in primary care.
- Empower older people to participate in decisions about their health and end of life care.

Description of Activity

Continuing Activities

- Commission a place based, whole of system approach to support the positive development of children in the first 2000 days of life who are socioeconomically disadvantaged (2019-2025)
- Collaborate with partners and invest in coordinated, evidence based, primary care strategies to improve access to, and empower consumer participation in immunisation programs, particularly in low immunising areas. Strategies will be prioritised in accordance with the Immunisation North Coast Action Plan (2019-2025).
- Collaborate with the Cancer Institute NSW to improve participation in Cancer screening for Aboriginal and Torres Strait Islander people accessing Aboriginal Medical Services and General Practices on the North Coast. Co funded activity (2019-2021)
- Use a service planning approach to scope, co-design, commission and evaluate as part of the Primary Care Access program:
 - Digital health initiatives to improve access to primary care services through the Primary Care Access program.
 - Innovative minor accident and urgent primary health care services for young people and other targeted cohorts, as part of the Primary Care Access initiative, with a specific focus in the local government areas of Port Macquarie, Kempsey, Grafton, and Casino.
 - Innovative placed based approaches to improve health care outcomes of at-risk communities in the Hastings Macleay region, inclusive of transport, environmental health and child and family health options (2021-2025).
- Scope, co-design and implement a skin cancer prevention initiative in collaboration with local partner organisations and general practice (2022-2025)
- Commission clinical advice to ensure:
 - Population health initiatives are informed by specialist expertise; and
 - Specialist facilitation and health coaching is delivered to general practices (2019-2025)

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority

Develop holistic and culturally appropriate antenatal and postnatal care for pregnant women, including early identification of risk cohorts

Prevention and management of health issues in children, acknowledging the impact of the social determinants of health on a child's health and wellbeing

Increasing cancer (cervical, breast, bowel) detection through screening, particularly for priority populations

Increasing the rate of childhood immunisation

Support the use of digital health technologies for improved chronic disease prevention and management and to improve access to services, information, resources, and address workforce maldistribution

Target Population Cohort

Whole of population, particularly those at high risk of poor health outcomes.

Indigenous Specific

No

Coverage

Whole Region

Consultation

Consumers, general practitioners, practice nurses, allied health professionals, Aboriginal health workers, general practices, Aboriginal Medical Services, pharmacists, early childhood educators, NSW Department of Communities and Justice, local government, community members, North Coast Cancer Institute, Southern Cross University, Public Health Unit, Clinical Councils, Cancer Institute of NSW, Cancer Council, 'Sharing Knowledge about Immunisation Project (SKAI)', MNC and NNSW LHDs.

Collaboration

Consumers, general practitioners, practice nurses, allied health professionals, Aboriginal health workers, general practices, Aboriginal Medical Services, pharmacists, early childhood educators, NSW Department of Communities and Justice, local government, community members, North Coast Cancer Institute, Southern Cross University, Public Health Unit, Clinical Councils, Cancer

Institute of NSW, Cancer Council, 'Sharing Knowledge about Immunisation Project (SKAI), MNC and NNSW LHDs.

Activity Milestone Details/Duration

Activity Start Date	30/06/2019
Activity End Date	30/06/2023
Service Delivery Start Date	July 2019
Service Delivery End Date	June 2023

Procurement approach

Continuing Service Provider/Contract Extension

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?	Yes
Has this activity previously been co-commissioned or joint-commissioned?	No
Decommissioning	No

CF - 4 - Health Pathways Licences

Program Key Priority Area

Population Health

Aim of Activity

- Assist health professionals to navigate the health system at a local level
- Improve access to evidence-based resources, including for Aboriginal and Torres Strait Islander people and those from relevant CALD communities
- Conduct a process and outcomes-based evaluation of HealthPathways to identify opportunities for improvement (2021-2023).

Description of Activity

HNC will commission Streamliners NZ to provide licenses and hosting for the Mid and North Coast HealthPathways portals. This will enable continued access to evidence based, locally relevant clinical and referral pathways to support delivery of the right care, at the right time in the right place.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority	
Promote prevention and management of chronic disease to reduce hospitalisations and death	
Reduce the rate of potentially preventable hospitalisations	
Enhancing care navigation to improve delivery of health and social care services	
Improve access to primary care services (GPs)	

Target Population Cohort

Whole of population.

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

General practitioners, public and private specialists, allied health professionals, nurses, peak bodies and social sector services.

Collaboration

MNC and NSW LHDs, the Science of Knowing, Streamliners.

Activity Milestone Details/Duration

Activity Start Date	30/06/2019
Activity End Date	30/06/2023
Service Delivery Start Date	July 2019
Service Delivery End Date	June 2023

Procurement approach

Continuing Service Provider/Contract Extension, Direct Engagement and Open Tender

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?	Yes
Has this activity previously been co-commissioned or joint-commissioned?	No
Decommissioning	No

CF - 5 - Cross Sector Partnerships

Program Key Priority Area

Population Health

Aim of Activity

Improve health outcomes by

- Building integration of the health and social service sectors at a system level,
- Empowering and activating patients,
- Building regional capability for integrated responses to local needs and developing system enablers.

Description of Activity

Initiatives supporting this activity are delivered collaboratively and may not be led by HNC. These initiatives include but are not limited to Consortiums and partnerships with health and social care agencies.

Continuing activities include:

- The Centre for Health Care Knowledge and Innovation which delivers initiatives to build cross sector integration and understanding of the social determinants of health (continuing activity) (2019-2025).
- NNSW Joint Health Literacy Program which enables people, their families, and carers to obtain, understand, interpret, and have confidence to use health information (continuing activity) (2019-2025).

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority

Promote prevention and management of chronic disease to reduce hospitalisations and death

Co-design solutions to Improve health literacy - development of higher levels of health literacy and competence in patients for managing their own health.

Enhancing care navigation to improve delivery of health and social care services

Improve access to primary care services (GPs)

Target Population Cohort

Whole of population consumers and health professionals.

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

Clinical Councils, community advisory structures, MNC and NNSW LHDs, social service agencies, NGO's, universities, state-wide agencies and Aboriginal community controlled organisations and NSW departments of education, communities, justice and police.

Collaboration

Northern NSW Local Health District, Mid North Coast Local Health District, NSW Ministry of Health, NSW Agency for Clinical Innovation, Southern Cross University, University Centre for Rural health, Social Futures, Bulgarr Ngaru Aboriginal Medical Service, CHESS Employment, Allied Health Association, and other affiliated bodies.

Activity Milestone Details/Duration

Activity Start Date	30/06/2019
Activity End Date	30/06/2023
Service Delivery Start Date	July 2019
Service Delivery End Date	June 2023

Procurement approach

Continuing Service Provider/Contract Extension

Is this activity being co-designed?	Yes
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?	Yes
Has this activity previously been co-commissioned or joint-commissioned?	No

Decommissioning	No
-----------------	----

CF - 6 - High Risk Populations

Program Key Priority Area

Population Health

Aim of Activity

Reduce the impact of Chronic Disease on the population

Description of Activity

Continuing activities

- Commission a Healthy Kidneys program, targeting early detection and proactive management of kidney disease in Aboriginal Patients (2019 – 2021 activity).
- Commission appropriate providers to deliver Healthy Self-Management initiatives, focussing on building protective behaviours and providing self-management skills and capabilities for people with, or at risk of, long term conditions (continuing activity).

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority

Promote prevention and management of chronic disease to reduce hospitalisations and death

Reduce rates of chronic conditions in Aboriginal and Torres Strait Islander people

Target Population Cohort

Patients with long term and health conditions

- The placed based ear, nose and throat Aboriginal children's initiative has been identified as a high priority due to the high occurrence of low urgency ED presentations (triage 4 and 5 without admission) for targeted cohorts – young people and Aboriginal people particularly in low socio-economic areas such as Kempsey and Grafton.
- HNC has identified through consultation with community and providers that transport is not available for Aboriginal and Torres Strait Islander people in the Hastings Macleay region.

Indigenous Specific

No

Coverage

Whole Region

Consultation

Consumers, first nations elders, Aboriginal community-controlled organisations (AMSs, land councils, children's services etc) general practitioners, practice nurses, MNC and NNSW LHDs, Clinical Councils, community advisory structures, peak bodies, Clinical Councils, NGOs.

Collaboration

Aboriginal Health Services and General Practices with high aboriginal population, Local Health District Specialist teams, Lung Foundation of Australia; Allied Health Association, Consumers, and Digital Health providers.

Activity Milestone Details/Duration

Activity Start Date	30/06/2019
Activity End Date	30/06/2023
Service Delivery Start Date	July 2019
Service Delivery End Date	June 2023

Procurement approach

Continuing Service Provider/Contract Extension, Not Yet Known

Is this activity being co-designed?	Yes
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?	Yes
Has this activity previously been co-commissioned or joint-commissioned?	No
Decommissioning	No

CF - 9 - Dementia Clinical HealthPathways

Program Key Priority Area

Aged Care

Aim of Activity

Ensure Mid and North Coast dementia HealthPathways are nationally consistent and reflective of individual services and supports available locally.

Description of Activity

- Engage with Dementia Australia.
- Consult with local primary care clinicians, other health, allied health, aged care providers and consumers about the current gaps and opportunities in the model of care for people living with dementia.
- Review and enhance the dementia HealthPathways to ensure they are comprehensive and reflect contemporary best practice dementia care.
- Develop, review, maintain and enhance localised consumer resources that support older people and their carers and families to understand and make informed choices about health and aged care services that may be of benefit to them.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority

Prevention of dementia-related hospitalisations in older people

Improve access to aged care services, care packages and RACFs in a region with a large proportion of older people

Target Population Cohort

People aged 65 years and older

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

Consumers, primary health care services and clinicians, RACFs, community aged care providers, aged care peak bodies, MNC and NNSW LHDs, NSW Department of Communities and Justice, Booroogen Djugun, local government, HNC Councils (Clinical, Community and Aboriginal Health).

Collaboration

Consumers, primary health care services and clinicians, RACFs, community aged care providers, aged care peak bodies, MNC and NNSW LHDs, NSW Department of Communities and Justice, Booroogen Djugun, local government, HNC Councils (Clinical, Community and Aboriginal Health).

Activity Milestone Details/Duration

Activity Start Date	30/06/2022
Activity End Date	30/06/2024
Service Delivery Start Date	01/01/2023
Service Delivery End Date	30/06/2024

Procurement approach

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

CF - 10 - Aged Care Clinical HealthPathways

Program Key Priority Area

Aged Care

Aim of Activity

Ensure the currency, accuracy, and consistency of aged care HealthPathways so that they are consistent with medical best practice and local services.

Description of Activity

- Monitor review and improve the aged care HealthPathways pathway to ensure currency, accuracy, and consistency with medical best practice and local services.
- Consult with local primary care clinicians, other health, allied health, aged care providers and consumers about the current gaps and opportunities in aged care clinical pathways.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority

Improve access to primary care services (GPs)

Improve access to aged care services, care packages and RACFs in a region with a large proportion of older people

Target Population Cohort

People aged 65 years and older

Indigenous Specific

No

Coverage

Whole Region

Consultation

Consumers, primary health care services and clinicians, RACFs, community aged care providers, aged care peak bodies, MNC and NNSW LHDs, NSW Department of Communities and Justice, Booroogen Djugun, local government, HNC Councils (Clinical, Community and Aboriginal Health).

Collaboration

Consumers, primary health care services and clinicians, RACFs, community aged care providers, aged care peak bodies, MNC and NNSW LHDs, NSW Department of Communities and Justice, Booroogen Djugun, local government, HNC Councils (Clinical, Community and Aboriginal Health).

Activity Milestone Details/Duration

Activity Start Date	30/06/2022
Activity End Date	30/06/2024
Service Delivery Start Date	01/01/2023
Service Delivery End Date	30/06/2024

Procurement approach

Direct Engagement

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

CF - 11 - Dementia - Consumer pathway resource

Program Key Priority Area

Aged Care

Aim of Activity

Ensure consumer pathway resources for dementia are nationally consistent.

Description of Activity

Develop consumer-focused dementia support pathway resources detailing the support available for people living with dementia, their carers, and families in that area, including local, state and federal government, private sector, and community-driven support.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority

Promote prevention and management of chronic disease to reduce hospitalisations and death

Prevention of dementia-related hospitalisations in older people

Target Population Cohort

People aged 65 years and older

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

Consumers, primary health care services and clinicians, RACFs, community aged care providers, aged care peak bodies, MNC and NNSW LHDs, NSW Department of Communities and Justice, Booroogen Djugun, local government, HNC Councils (Clinical, Community and Aboriginal Health).

Collaboration

Consumers, primary health care services and clinicians, RACFs, community aged care providers, aged care peak bodies, MNC and NNSW LHDs, NSW Department of Communities and Justice, Booroogen Djugun, local government, HNC Councils (Clinical, Community and Aboriginal Health).

Activity Milestone Details/Duration

Activity Start Date	30/06/2021
Activity End Date	30/06/2024
Service Delivery Start Date	01/01/2023

Procurement approach

Not yet known

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

HSI - 121 - Population Health Planning

Program Key Priority Area

Population Health

Aim of Activity

To identify through an expanding evidence-base, the health needs and service gaps experienced by residents across the North Coast NSW region with the aim of improving the quality of care, patient experience and health outcomes through the provision of a range of support activities.

HNC will implement a comprehensive commissioning program to ensure services, projects and programs meet the needs of the community, are high quality, efficient, effective and respond to identified population health needs.

Description of Activity

This will involve the following activities:

- Data analysis
- Population health monitoring
- Analysis of health needs and services gaps
- Service planning
- Preparing and updating needs assessments.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority	
Promote prevention and management of chronic disease to reduce hospitalisations and death	
Smoking prevention and cessation	
Prevention and management of Melanoma	
Reduce the rate of potentially preventable hospitalisations	
Increasing the rate of childhood immunisation	
Indigenous Specific	No

Coverage

Whole Region

Consultation

General Practices, Aboriginal Medical Services, Local Health Districts, Clinical Council members, Community Advisory Committee members, NGOs, Health Professionals, Social sector organisations, Data custodians, Epidemiologists, NSW Ministry of Health, and consumers.

Collaboration

Providing data and information for the purpose of population health monitoring:

- General Practices
- Aboriginal Medical Services
- Local Health Districts.

Providing advice and input when preparing and updating needs assessment:

- Clinical Council members
- Community Advisory Committee members
- NGOs
- Health Professionals
- Social sector organisations.

Providing statistical expertise, information and guidance when preparing and updating needs assessments:

- Data custodians
- Epidemiologists
- NSW Ministry of Health
- Consumers
- Clinical Council members
- Community Advisory Committee members
- Aboriginal Medical Services
- Local Health Districts.

Activity Milestone Details/Duration

Activity Start Date	30/06/2019
Activity End Date	30/06/2023
Service Delivery Start Date	July 2019
Service Delivery End Date	June 2023

Procurement approach

N/A

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

HSI - 122 - System Integration and Stakeholder Engagement

Program Key Priority Area

HSI, Population Health, System Integration, Support to General Practice

Aim of Activity

Work with our consumers and clinical community to set the strategy for HNC to ensure decisions are patient centred and locally relevant.

Drive system improvements to deliver improved health outcomes for targeted populations.

Description of Activity

- Maintain community advisory structures
- Involve Clinical advisors and Clinical Councils in strategy direction
- Utilise community and clinician members in planning for commissioned activities
- Work with the Mid North Coast and Northern NSW LHD's
- Collaborate with partners to implement system enablers including
 - Improving communication between the health care home, hospitals, Aboriginal Health Services, and the wider health care neighbourhood
 - Addressing barriers to safe transfer of care, including for Aboriginal people
 - Increasing the uptake of shared care planning
 - Improving care pathways and referral processes, to make navigation easier
 - Empowering patients to engage with the health care team (including advanced care planning)
 - Engage with GPs, practice nurses, Aboriginal health workers, home based care providers, RACFs, NGOs and other stakeholders to identify and address barriers to coordinated care.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority

Enhancing care navigation to improve delivery of health and social care services

Improve access to primary care services (GPs)

Support sustainable workforce supply across GPs, medical specialists, nurses, midwives, Allied health, and Aboriginal and Torres Strait Islander workforce

Target Population Cohort

N/A

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

Regular Clinical Council, Community Advisory and Joint LHD Board and executive meetings s.

Collaboration

Community Advisory Groups:

- Community Engagement Advisory Council (with NNSW LHD)
- Community Reference Group (with MNC LHD – Coffs Clinical Network)
- Community Reference Group (with MNC LHD – Hastings Macleay Network)
- Ngayundi Aboriginal Health Council (with NNSW LHD) - Peak Aboriginal Advisory Group
- Mid North Coast Aboriginal Health Council.

Clinical Councils:

- Northern NSW
- Mid North Coast
- Hastings Macleay.

Activity Milestone Details/Duration

Activity Start Date	30/06/2019
Activity End Date	30/06/2023
Service Delivery Start Date	July 2019
Service Delivery End Date	June 2023

Procurement approach

Other

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	Yes
-----------------	-----

HSI - 124 - Workforce Development

Program Key Priority Area

Workforce

Aim of Activity

To improve the quality of care, patient experience and health outcomes through the provision of education and capacity building activities.

Description of Activity

HNC will deliver a range of initiatives to support the continued development of an accessible high-quality primary health care workforce through education, training, and the development of high-quality referral pathways.

Initiatives include:

- Developing an outcome focussed education and workforce development framework, inclusive of community and consumer perspectives.
- Developing, implementing, and evaluating innovative, high quality, inter-professional development activities for general practitioners, nurses and allied health professionals working in primary care.
- Supporting the establishment and maintenance of 8 clinical societies and 4 communities of practice that deliver high quality education, locally relevant content, and foster integration between local services.
- Funding the development and regular medical review of over 500 high quality HealthPathways accessed by over 1,500 users monthly.
- Commissioning the provision of data driven, evidence-based recommendations to address identified local workforce and capability gaps, including strategies that improve the ability of clinicians to respond appropriately and confidently to local health needs and promote the provision of integrated care across the local health system.
- Commission education to improve the cultural safety of primary health care services to Aboriginal and Torres Strait Islander people.
- Use a service planning approach to scope, co-design and commission care coordination and triage capacity building activities in primary care services as part of the Primary Care Access program.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority

Enhancing care navigation to improve delivery of health and social care services

Improve access to primary care services (GPs)

Target Population Cohort

Primary Health Care Professionals

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

Community and clinician advisory structures, Divisions of General Practice, Aboriginal Community Controlled Health Services, Rural Doctors Network, GP Synergy, local rural training hubs, universities, and the MNC and NSW LHDs.

Collaboration

To be guided by the consultation process.

Activity Milestone Details/Duration

Activity Start Date	30/06/2020
---------------------	------------

Activity End Date	30/06/2023
-------------------	------------

Service Delivery Start Date	01/07/2020
-----------------------------	------------

Service Delivery End Date	30/06/2023
---------------------------	------------

Procurement approach

N/A

Is this activity being co-designed?	Yes
-------------------------------------	-----

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	Yes
-----------------	-----

Decommissioning Details

Commensurate with recent direction from the department of health regarding adherence to the PHN Grant Program Guidelines, North Coast PHN has de-commissioned the existing workforce education provider to appropriately manage issues with conflict of interest and related party transactions.

Co-design or co-commissioning comments

HNC's clinical and community advisory structures will be engaged in the development of the new workforce development framework, as well as local clinicians, general practices, Aboriginal Community Controlled Health Organisations, Rural Doctors Network, GP Synergy, local rural training hubs, universities, and local health districts.

COVID-GPLRC - 1 - COVID - Respiratory Clinics

Program Key Priority Area

Population Health

Aim of Activity

To support the Commonwealth Department of Health to establish GP-led Respiratory Clinics (GPRCs) for assessment, testing and diagnosis of COVID-19. To support the operations of GPRCs including liaison, support, provision of PPE and expansion of services to incorporate vaccine delivery.

Description of Activity

- Consultation and modelling to identify appropriate locations for GPRCs in North Coast NSW.
- Expression of Interest and identification of GPRC providers
- Liaison with GPRCs, Department of Health, Aspen and third parties to support the establishment, contracting and ongoing operation of clinics
- Distribution of personal protective equipment and vaccine consumables to primary care providers and GPRCs as directed by Department issued guidance
- Communications, information sharing and promotion of clinics through Healthy North Coast communications channels and networks
- Liaison and support for transition to vaccine delivery Facilitating participation of GPRCs in full range of Healthy North Coast COVID-19 Infection Control and Primary Care Support Activities
- Provision of face-to-face facilitation support by Primary Health Care Coordinators to support GPRCs in the management of COVID19.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority	
Develop responses to the impact of COVID-19 on health-related services	
Improve access to primary care services (GPs)	

Target Population Cohort

Whole of population

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

Consultation has been undertaken at regular intervals to support effective planning, implementation, expansion and ongoing support of GPRCs with general practice, Local Health Districts, Public Health Unit, external contracted providers including Aspen, and Department of Health. Consultation mechanisms have included:

- Consultation and joint planning meetings with LHDs and GPs
- Expression of Interest process
- Regular webinars, education sessions, meetings, and information sharing - Combined NSW North Coast Clinical Council meetings and clinical reference groups
- Vaccine providers forums and LHD / PHN vaccination work groups
- COVID 19 external partners meetings with AMS, GPRC's LHD, Public Health unit, NSW Ambulance Service.

Collaboration

Commonwealth Department of Health

Coordination and partnership to support the implementation GPRC testing and assessment centres and vaccination rollout in GPRC.

Aspen Medical

Liaison and logistical support inspect and prepare sites, undertake training, site preparedness and infection preparation and control.

GP Respiratory Clinics, Aboriginal Medical Services and General Practice

Consultation, shared planning, and joint communications to establish 7 GPRCs and mobile clinic across NSW North Coast and assist in role expansion to provide mass vaccination services.

Northern NSW and Mid North Coast Local Health Districts

Consultation to identify GPRC locations, data and information sharing as appropriate, joint promotion of testing clinics, collaboration to scale-up and down operations in response to demand, regular meetings and updates and PPE management.

Vaccine Operations Centre

Implementation and primary care support to assist COVID19 Vaccine rollout strategy across in general practice, GPRC and AMSS including logistics and consumables, vaccine clinic finder setup and establishment, ordering portal access and commencement of multiple phases of rollout strategy.

Aboriginal Medical Services and Aboriginal Controlled Community Health Organisations

Joint communication strategies to increase awareness of GPRCs, COVID-19 testing and assessment.

Activity Milestone Details/Duration

Activity Start Date	31/03/2020
Activity End Date	30/06/2022
Service Delivery Start Date	01/04/2020
Service Delivery End Date	30/06/2022

Other Relevant Milestones
Service establishment: April – May 2020. Commencement of vaccine delivery April 2021. Current contract end date December 2021

Procurement approach

Expressions of Interest

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	Yes

Decommissioning Details

GPRCs are currently scheduled to be decommissioned by Department of Health on 31 December 2021, pending an assessment of ongoing need. Healthy North Coast plans to support this process in

line with Commonwealth directions. Expected activities include service transition planning, communications, and ongoing surge workforce planning and support.

CF-COVID-PCS - 3 - COVID-19 Primary Care Support

Program Key Priority Area

Workforce

Aim of Activity

Provide support to North Coast primary, aged care, and disability sectors to implement and support Australia's COVID-19 Vaccine and Treatment Strategy

Description of Activity

COVID-19 response and treatment

- Provide guidance and expert advice to GPRCs, general practices, Aboriginal Community Controlled Health Services (ACCHSs), residential aged care facilities (RACF), disability accommodation facilities and governments on local needs and issues.
- Develop and implement frameworks to support a comprehensive and integrated response to COVID-19 outbreaks; with a particular focus on Aboriginal and Torres Strait Islander communities, residents living in RACFs and general practices managing mild cases of COVID-19.
- Work collaboratively with the Mid North Coast (MNC) and Northern NSW (NNSW) Local Health Districts (LHDs), the Public Health Unit (PHU), general practices, ACCHSs and NSW Ambulance to undertake scenario planning for COVID-19 outbreaks and implement plans if and when required.
- Develop and update health pathways, quality improvement activities and education to support the primary health care workforce in their COVID-19 planning inclusive of localised responses, such as increasing the capacity of frontline staff to manage anxious or demanding patients during the COVID-19 and influenza vaccine rollouts, and the adoption of national initiatives such as telehealth and e-prescribing.

COVID-19 vaccine roll out

- Coordinate the COVID-19 vaccine rollout with primary, aged care and disability sectors and vaccine providers.
- Conduct a needs assessment and expression of interest to identify suitable general practices and GPRCs to participate in the COVID-19 vaccine program.
- Support vaccine delivery sites in their establishment and operation of the vaccine program such as:
 - Face to face support by HNC Primary Health Coordinators.
 - Cold chain management capacity building.
 - Ensuring vaccines and consumables supply chain between Commonwealth contractors and local providers is effective and smooth.

- Improving the recording and updating of immunisation data to the Australian Immunisation Register (AIR).
- Utilising the National Booking System.
- Support with understanding the process for reporting and following up on adverse events.
- Support vaccine delivery to integration within local health pathways.
- Support positive vaccine messaging in the community and undertake community consultation to inform effective, localised COVID-19 vaccine health messages.
- Undertake other activities as required, dependant on COVID-19 outbreaks and updates to the vaccine program.

Needs Assessment Priority

NCPHN Needs Assessment 2021/22-2023/24

Needs Assessment Priority

Develop responses to the impact of COVID-19 on health-related services

Target Population Cohort

North Coast population and primary health care workforce

Indigenous Specific	No
---------------------	----

Coverage

Whole Region

Consultation

- Public community consultation in 2021 with over 1,000 local residents.
- Scenario planning on COVID-19 responses.
- Involvement in targeted focus groups to road test new initiatives and resources.
- Participation in HNC's Immunisation Community of Practice.
- Discussion and consultation at HNC and ACCHSs CEOs forum, joint Board and Executive meetings between HNC and LHDs, sector network meetings.
- Vaccine providers forums and LHD / PHN vaccination work groups
- RACF and disability care facility support and information webinars
- COVID 19 external partners meetings with AMS, GPRC's LHD, Public Health unit, NSW Ambulance Service
- Combined NSW North Coast Clinical Council meetings and clinical reference groups.

Collaboration

Commonwealth Department of Health

Coordination and partnership to support the implementation of the frontline response to the COVID-19 pandemic across all stages.

North Coast population

Public community consultation in 2021 with over 1,000 local residents. Media commentary and participation. Community newsletter.

General practice

Regular contact via HNC's Primary Health Coordinators. Input from Clinical Councils. Involvement in targeted focus groups to road test new initiatives and resources. Participation in HNC's Immunisation Community of Practice. Practitioner Newsletter.

ACCHSs

Regular contact via HNC's Aboriginal Health Coordinators. HNC and ACCHs CEOs forum. Participation in HNC's COVID-19 vaccine forum. Input from Clinical Councils. Involvement in targeted focus groups to road test new initiatives and resources. Participation in HNC's Immunisation Community of Practice. Practitioner Newsletter.

Northern NSW and Mid North Coast Local Health Districts

Joint Board and Executive meetings. HNC and ACCHs CEOs forum. Participation in HNC's COVID-19 vaccine forum. Involvement in targeted focus groups to road test new initiatives and resources. Participation in HNC's Immunisation Community of Practice. Practitioner Newsletter.

RACFs

Extensive contact via the Healthy Ageing Team. Participation in HNC's and LHD's RACF and community aged care sector fortnightly network meetings. Email bulletins and newsletters.

Residential Disability Services

Contact via HNC's Primary Health Coordinators. Participation in the LHD's residential disability sector fortnightly network meetings. Email bulletins and newsletters.

NSW Ambulance

Participation in HNC's COVID-19 vaccine forum. Participation in HNC's Immunisation Community of Practice. Practitioner Newsletter updates.

Pharmacy

Participation in HNC's COVID-19 vaccine forum. Involvement in targeted focus groups to road test new initiatives and resources. Participation in HNC's Immunisation Community of Practice. Practitioner Newsletter.

Activity Milestone Details/Duration

Activity Start Date	30/06/2021
Activity End Date	30/06/2022
Service Delivery Start Date	01/07/2020
Service Delivery End Date	30/06/2022

Procurement approach

Direct Engagement and Open Tender

Is this activity being co-designed?	Yes
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

Co-design or co-commissioning comments

Commissioned activities will be co-designed in collaboration with local service providers such as general practices, Aboriginal Community Controlled Health Services, Local Health Districts, the Public Health Unit and NSW Ambulance. Focus groups are held with target audiences to test assumptions and service models with providers to ensure alignment with service delivery realities and to support integrated service delivery.