

Northern Territory - After Hours Primary Health Care 2023/24 - 2026/27 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 *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

The program aims to enhance access to primary health care for individuals experiencing homelessness or at risk of homelessness. It seeks to achieve this by improving the efficiency and effectiveness of primary health care services tailored to this population. Additionally, the program aims to enhance planning, coordination, integration and support for these services, ensuring better outcomes for individuals whilst transient.

Description of Activity *

The commissioned services within the Homelessness Access Program utilises a multi-disciplinary team approach to assess and stabilize the immediate primary health care needs of transient and displaced (homeless) clients. A multidisciplinary team will provide a holistic approach to assessing and coordinating the needs of people who are experiencing homelessness. As in the case

of the KISP program, this may include: multidisciplinary shared care, case management, and outreach services to vulnerable individuals who are homeless or at risk of homelessness within the Katherine community. Within the shared care team, access to legal services that support individuals to address legal challenges that significantly impact short- and long-term health outcomes, will be available. Specifically, these supports may include:

Culturally safe and appropriate legal advice and support within the health care setting, with optional support and participation of key members of the regular shared care team (e.g.: Aboriginal Health Practitioners).

Support to address health-harming legal challenges. E.g. domestic violence interventions, access to housing and diversion from the justice system into mental health and alcohol and other drug treatment programs.

For FY2023/24, funding of the KISP program has been moved to the Homelessness Access Program, from the Core activity. The program has been modified to ensure activities delivered are aligned with the Homelessness Access Program specifications.

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_ November 2021

Priorities

Priority	Page reference
Pop Health - Social determinants of health are addressed through high level collaboration and advocacy outside the health system	32
Pop Health - Local capacity, viability and sustainability of place-based services achieved through shared resources, coordination across primary and social care sectors	30
Pop Health - Coordination and integration of service responses between health, housing, homelessness, domestic violence, justice, and other sectors to address health outcomes	33
ATSI Health - Access for Aboriginal people to both mainstream and Aboriginal specific health services	29



Activity Demographics

Target Population Cohort

Northern Territorians at-risk of or experiencing homelessness and in need of primary care.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

This activity will be delivered through a local ACCHO

Coverage

Whole Region

No

SA3 Name	SA3 Code
Katherine	70205
Darwin City	70101
Darwin Suburbs	70102
Palmerston	70104



Activity Consultation and Collaboration

Consultation

Comprehensive consultation and engagement was conducted with the Darwin-based Aboriginal Community Controlled Health Organisation Danila Dilba Health Service and St John's.

In the Big Rivers Region, the 'KISP consortium' enables consultation and collaboration across all involved stakeholders and community

Collaboration

Danila Dilba- lead agency

Menzies School of Health Research – data collection & evaluation partner

Governance Group: NT Health, Larrakia Nation, AMSANT, NTPHN and other key service providers

Members of the 'KISP consortium'



Activity Milestone Details/Duration

Activity Start Date

31/12/2023

Activity End Date

29/06/2025

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: Yes

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?

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

Decommissioning details?

Co-design or co-commissioning comments

The KISP Consortium was established from the onset of the program; bringing together all key stakeholders to ensure there was an opportunity to discuss and plan the service with all relevant voices at the table. The Health Justice Partnership Objectives which inform the approach of the program were co-designed by this group.



AH-HAP-Ops - 1 - Homelessness Access Program-Operational



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP-Ops

Activity Number *

1

Activity Title *

Homelessness Access Program- Operational

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



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 - 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 *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

The Programs aims to:

Increase access to primary health care for multicultural communities in the NT, through the implementation of a model of support and by identifying and addressing systemic barriers currently faced by multicultural communities

Increase the efficiency, effectiveness and navigability of primary health care services for multicultural communities

Increase confidence of primary health care service providers in providing effective, comprehensive, appropriate, timely and sustainable primary health care to multicultural communities.

Description of Activity *

NT PHN will commission the The Multicultural Access Program supports primary health care access by people in the NT from multicultural backgrounds. The program will do this by:

Identifying and supporting services for people from culturally and linguistically diverse backgrounds where it is demonstrated that there are challenges and barriers to accessing and navigating primary care services.

Promoting coordination between services at a local level and supporting local service providers in having the skills and systems to provide effective care.

Partnering with stakeholders to identify and address systemic barriers faced by multicultural communities in accessing primary healthcare.

NT PHN will consult with local providers to commission culturally appropriate providers to support members of the CALD community to access primary health care and social support services.

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Pop Health - Access to specialised supports and services for vulnerable groups including LGBTQI, CALD, refugee, veterans and victims of domestic violence	31



Activity Demographics

Target Population Cohort

Northern Territorians from multicultural backgrounds and primary care providers servicing these communities.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

NTPHN commissioned an assessment of health needs for multicultural communities in the Northern Territory. Consultation and

engagement with local providers and community was undertaken to inform commissioning decision making.

Collaboration

Melaleuca Australia – lead agency

Members of the CALD community



Activity Milestone Details/Duration

Activity Start Date

30/11/2023

Activity End Date

29/06/2024

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: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

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 - 1 - Multicultural Access Program-Operational



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-MAP-Ops

Activity Number *

1

Activity Title *

Multicultural Access Program- Operational

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



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 - 1 - AH 1: After-hours in Regional Hubs



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1

Activity Title *

AH 1: After-hours in Regional Hubs

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

This activity aims to:

- Maintain continuity of after-hours services in 2019 – 23 in regional centres of the Northern Territory (NT).
- Trial and commission new services and/or expand existing services to increase the availability and accessibility of after-hours primary health care services.

Description of Activity *

This activity involves commissioning primary health care after-hours services in regional locations across the Northern Territory.

NT PHN will continue to support and work with existing providers to commission after-hours services that address need in regional communities. Activities includes mobile after hours services in the Greater Darwin and Katherine regions, delivered by local ACCHS. Additional commissioning decisions will be informed by the results highlighted in the NT PHN After Hours Needs Assessment. NT PHN will explore opportunities for joint planning for social and unsociable after-hours services with NT Health in a regional approach to co-design, co-development and co-commissioning. This ensures a strategic approach and the opportunity to review service delivery and identify areas for quality improvement in collaboration with providers.

Priority areas identified in the NT PHN After Hours Needs Assessment include:

- Increasing After-hours access to primary health care services in urban, rural, and remote areas
- Increasing After-hours access to Aboriginal Health Workforce
- Increasing After-hours support for front-line health professionals, including nursing and allied health practitioners
- Increasing After-hours support for residential aged care facilities.
- Increasing After-hours access to Pharmacy services

Localised after-hours activities will be identified in collaboration with appropriate stakeholders throughout the commissioning process. Key stakeholders include, but are not limited to, Aboriginal community members, Aboriginal Community Controlled Health Organisations, NT PHN commissioned providers including providers, mainstream community health services, general practices, local hospital networks, pharmacy, allied health providers, NGOs, and NT Health.

Service usage and demographic data will continue to be reported quarterly to NT PHN. The intended outcome for this program is the continued provision of appropriate primary care in the after-hours period for people living in the Northern Territory's regional centres.

Workforce access, capacity and capability are critical areas of need to support the delivery of commissioned programs by NT PHN. Where required this activity could include workforce development initiatives to improve access, quality and sustainability of services to the communities in the Northern Territory.

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Pop Health - Health literacy, particularly in relation to alcohol and other drugs, mental health, oral health, chronic conditions and health behaviours	32
Pop Health - Equity of access to services for Territorians who are socially disadvantaged or living in rural and remote locations	32
Pop Health - Access to after-hours primary care	30
ATSI Health - Local decision making, community control and regionalisation	29



Activity Demographics

Target Population Cohort

Northern Territorians who experience barriers to accessing urgent primary health care in the after-hours period.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Daly - Tiwi - West Arnhem	70203
East Arnhem	70204
Litchfield	70103
Barkly	70202
Katherine	70205
Darwin City	70101
Darwin Suburbs	70102
Alice Springs	70201
Palmerston	70104



Activity Consultation and Collaboration

Consultation

These services are ongoing. After hours services are planned with awareness of services delivered by local ACCHO's, Urgent Care Centres and Local Hospital Networks.

Collaboration



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2026

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

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

No

Decommissioning

Yes

Decommissioning details?

NT PHN will decommission activities that do not meet the Service Guidelines

Where possible and if required, alternate funding sources will be explored

Co-design or co-commissioning comments



AH - 2 - AH 2: Digital and Telehealth After hours project in Remote Communities



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

2

Activity Title *

AH 2: Digital and Telehealth After hours project in Remote Communities

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Workforce

Other Program Key Priority Area Description**Aim of Activity ***

This activity aims to:

- Maintain service continuity in 2024-25 for existing commissioned after-hours services in remote communities.
- Maintain existing and identify new professional development and training opportunities for remote Aboriginal Health Workers to support after-hours access to primary health care.
- Commission new services and expand existing services to increase the availability and accessibility of after-hours primary health care services in remote communities.

Description of Activity *

This activity involves commissioning primary health care organisations to deliver culturally appropriate after-hours services in remote Aboriginal communities across the Northern Territory.

NT PHN will address the need for primary care in remote Aboriginal communities through commissioning new and/or expanding existing after-hours services that are fit for purpose, that are complementary to current service provision and culturally appropriate. Commissioning decisions will be informed by the needs and priorities highlighted in the NT PHN After Hours Needs Assessment and through community and sector engagement.

This activity is informed by extensive collaboration with key health partners including Aboriginal Community Controlled Health services and the Northern Territory Government Department of Health. Third party organisations such as Health Direct have also been included in the consultation process.

The project steering committee has determined the greatest need for after-hours services in remote Aboriginal communities to be culturally appropriate digital or telehealth services that are complementary to existing onsite after-hours services. NT PHN will continue to commission lead agencies in 3-5 regions to pilot a remote after-hours telehealth service model that supports existing on the ground services that meet the unique needs of that region. These lead agencies will develop a service delivery model that includes utilising remote/interstate telehealth services to provide comprehensive phone triage. The remote triage service aims to relieve onsite staff from on call duties which will reduce fatigue and improve the ability for services to conduct business the following day with a full complement of staff. Community members will be able to access the after-hours phone triage service and receive the appropriate advice and follow up from a practitioner who has had remote NT experience and has experience working with Aboriginal people. An evaluation of the pilots will be completed in collaboration with each lead agency. A successful pilot would showcase best practice and identify opportunities to scale the service model and in doing so address the workforce shortage currently experienced in the health system across not only rural and remote NT but nation-wide.

Workforce access, capacity and capability are critical areas of need to support the delivery of commissioned programs by NT PHN. Where required this activity may include workforce development initiatives that improve access, quality and sustainability of services to communities in the Northern Territory. The initial milestone for each of the pilots is to have moved from design to implementation within the first couple of months. The expected outcome is implementation of effective telehealth triage service models that meets the unique needs of each remote area by the end of the funding period. Evaluation and associated reporting data will be co-designed as part of the contract development process. Evaluation reporting will be the final milestone for 24/25 financial year.

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Pop Health - Health literacy, particularly in relation to alcohol and other drugs, mental health, oral health, chronic conditions and health behaviours	32
Pop Health - Equity of access to services for Territorians who are socially disadvantaged or living in rural and remote locations	32
Pop Health - Access to after-hours primary care	30
ATSI Health - Local decision making, community control and regionalisation	29



Activity Demographics

Target Population Cohort

Remote Aboriginal communities

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments**Coverage****Whole Region**

Yes

SA3 Name	SA3 Code
Daly - Tiwi - West Arnhem	70203
East Arnhem	70204
Litchfield	70103
Barkly	70202
Katherine	70205
Darwin City	70101
Darwin Suburbs	70102
Alice Springs	70201
Palmerston	70104

**Activity Consultation and Collaboration****Consultation**

Continued consultation and collaboration with ACCHS, NT Government Dept of Health and communities.

Collaboration

Continued consultation and collaboration with ACCHS, NT Government Dept of Health and communities.

**Activity Milestone Details/Duration****Activity Start Date**

30/06/2019

Activity End Date

29/06/2025

Service Delivery Start Date**Service Delivery End Date**

Other Relevant Milestones



Activity Commissioning

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

Not Yet Known: No
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: Yes
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

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

Decommissioning details?

Co-design or co-commissioning comments



AH - 3 - AH 3: After-hours hospital into primary health care pathways



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3

Activity Title *

AH 3: After-hours hospital into primary health care pathways

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

This activity aims to:

- Maintain delivery of multidisciplinary allied health services in the after-hours period.
- Improve continuity of care through after-hours services that facilitate pathways into primary health care.

Description of Activity *

This activity involves commissioning activities which increase awareness of the availability of and access pathways to both in hour and after hour primary healthcare services across the Northern Territory.

NT PHN will commission new and/or expand existing after-hours services and professional development opportunities that increase access to allied health services and improve hospital into primary health care pathways during the after-hours period. Any/all new after-hours in-reach hospital-based services will not duplicate nor subsidise services funded by the NT Government. Hospital-based after-hours services may be funded in circumstances where primary health care services lack capacity to operate during the after-hours period (e.g. workforce shortages) and/or other external barriers (e.g. legislative provisions limiting supply of S100 medications).

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Pop Health - Health literacy, particularly in relation to alcohol and other drugs, mental health, oral health, chronic conditions and health behaviours	32
Pop Health - Equity of access to services for Territorians who are socially disadvantaged or living in rural and remote locations	32
Pop Health - Access to after-hours primary care	30
ATSI Health - Local decision making, community control and regionalisation	29



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Daly - Tiwi - West Arnhem	70203
East Arnhem	70204
Litchfield	70103
Barkly	70202
Katherine	70205
Darwin City	70101
Darwin Suburbs	70102
Alice Springs	70201

Palmerston	70104
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Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2025

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?

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

Decommissioning details?

Co-design or co-commissioning comments



AH-Op - 1 - AH-Op 1: After Hours Operational



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-Op

Activity Number *

1

Activity Title *

AH-Op 1: After Hours Operational

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