

Gold Coast - After Hours Primary Health Care 2021/22 - 2024/25 Activity Summary View

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AH - 2 - Mental Health After Hours - Safe Space



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

2

Activity Title *

Mental Health After Hours - Safe Space

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description

Aim of Activity *

The After-Hours Safe Space service provides low to medium level community based mental health supports as an alternative to attending the emergency department for those who experience mental health concerns, seeking support outside of usual business hours when their primary care provider/usual supports are unavailable.

Specific objective(s): (1) To provide a safe alternative to hospital presentations;(2) To provide clinical and peer support after hours to support people presenting with needs (3) To provide a connection point to appropriate services.

Description of Activity *

Community After Hours Safe Space

The initial service model commenced 1 September 2018 to support people with a welcoming 'no wrong door' option to accessing support, advice, referrals to other services and care planning. Since commencing operations the safe space facility has matured and is now responding to on average over 580 presentations a quarter. A number of these presentations self-identify using the safe space facility as an alternative to the Emergency Department.

In 20/21 Queensland Health provided funding across the State to implement After Hours Safe Spaces, Gold Coast Health secured funding for a community based safe space (as opposed to a hospital based safe space) within the Gold Coast. Gold Coast Health and GCPHN agreed to co-design a regional model building on the existing services that will have service components provided by both the non-government agency and Gold Coast Health with the Service being Co-commissioned by GCH and GC PHN. The co-design has been completed and a new service model developed and implemented. Key outcomes of the "revised" model is to implement a second service in Southport with some refinement in operating hours, performance reporting, workforce make-up and operational procedures. This service commenced in October 2021. Formal launch of the new service in Southport was completed in January 2022. The existing service in Mermaid Beach has remained operational, with some changes made to their operating hours, workforce, and operational procedures to ensure alignment with the new service in Southport.

Qld Health are currently working on an evaluation of their Safe Spaces to which the Southport site will be a part of.

The After-hours service is operational 7 days a week (6pm to 9pm Mon-Fri; 12midday to 8pm Sat-Sun).

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2021

Priorities

Priority	Page reference
After Hours	67
Severe and Complex mental illness	315



Activity Demographics

Target Population Cohort

- Individuals who identify that their mental health symptoms are escalating or are in mental distress and their primary care provider is unavailable or inaccessible.
- Individuals that require mental health support that do not have a primary care provider and cannot access clinical support at the time they require it.
- Individuals that have experienced or are experiencing barriers to accessing primary mental health care or other mental health supports
- Individuals identified as hard to reach as specified in the 2019 GCPHN Mental Health Needs Assessment
- Individuals who contract the GCH Mental Health line and can be diverted to attend the After-Hours safe space.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Gold Coast Hinterland	30904
Beaudesert	31101
Southport	30909
Surfers Paradise	30910
Ormeau - Oxenford	30907
Robina	30908
Mudgeeraba - Tallebudgera	30905
Nerang	30906
Coolangatta	30902
Gold Coast - North	30903
Broadbeach - Burleigh	30901



Activity Consultation and Collaboration

Consultation

GCPHN led a targeted consultation process between September and October 2017 to build on findings from the broad consultation undertaken in 2016. The 2017 workshops were conducted, with representatives from Queensland Government agencies, consumers, carers and community service providers from the non-government sector and clinical service providers, with over 120 people participating.

GCPHN/GCHHS/Queensland Health and key community stakeholders have been engaged with the current provider in co-designing the new regional integrated Services. Major outcomes of co-design activities in 2020/21 led to refinement in service workforce design, operating hours, and operational procedures. Further to this, a second site in Southport was determined as suitable.

Significant consultation was conducted between Gold Coast Hospital and GC PHN to successfully co-commission the new service at Southport. Co-commissioned elements in place to support the service in 2022/23 include: revised service model, change in workforce make-up, leadership/governance meetings, reporting measures, and data sharing.

Ongoing bi-monthly governance Steering Committee meetings are attended by the provider, GCPHN, and GCHHS.

Collaboration

1. GCH – Co-design and Co-commissioning
2. General Practice including after - hours services – Co-design, Service information and advice service will target general

- practitioners and psychiatrists first to assist in the management of people with mental health across the stepped care model.
3. GCH Mental Health Specialist Services, GCH Mental Health Triage Line and GCH Emergency Department
 4. Queensland Ambulance and Police.
 5. Other Mental health Providers and Community including indigenous and CALD communities



Activity Milestone Details/Duration

Activity Start Date

30/06/2018

Activity End Date

29/06/2023

Service Delivery Start Date

Mermaid Site – 1 July 2018 Southport Site – 1 Oct 2021

Service Delivery End Date

Mermaid Site – 30 June 2023 Southport Site – 30 June 2023

Other Relevant Milestones

During the term of this activity plan the following milestones are anticipated:

- Jan – June 21 – ongoing service delivery with collaborative co-design
- Jan 22-June 23 – Evaluation of service model



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): Yes

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

Decommissioning details?

N/A

Co-design or co-commissioning comments

GCPHN are very pleased with ongoing funding for 2023 as this will provide both support to community mental health consumers (in turn reduce traffic to ED services) and for the provision of essential data for the evaluation across both sites (Mermaid Beach, Southport) to determine the value of this Service model.

GCPHN would like to be able to continue co-commissioning this service through 2024, alongside co-commissioners Gold Coast Health and Queensland Health who together have contributed many resources to the implementation, establishment, marketing, and ongoing management of the program. GCPHN is concerned that with the current After-Hours Deed only going till 30 June 2023, there will be limited opportunity to utilise learnings from the service evaluation (planned for completion in 2022/23).

**Summary of activity changes for Department****Activity Status**

Ready for Submission



AH - 3 - Alcohol and Other Drugs After Hours – Treatment



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3

Activity Title *

Alcohol and Other Drugs After Hours – Treatment

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Alcohol and Other Drugs

Other Program Key Priority Area Description

Aim of Activity *

The community-based alcohol and other drugs after hours service aims to support people requiring specialist treatment who can't access this treatment during traditional business hours.

This activity aims to:

- Increase availability of AOD treatment services in the community
- Increase timely access to specialist AOD treatment services for individuals and their families
- Improve AOD treatment outcomes for clients
- Reduce harm associated with drugs and alcohol use, with a focus on methamphetamine use

Description of Activity *

After Hours Alcohol and Other Drugs Treatment

Continue to commission providers QuIHN and Lives Lived Well to deliver after hours alcohol and other drugs treatment services for the period of 2022/23. GC PHN evaluation of these services (completed in November 2021) provided information on value and effectiveness of these services, with particular value seen in its ability to meet a previous unmet need outside traditional business hours. Service delivery in the evenings and on Saturdays is now supporting access for individuals who had previously been unable to attend individual or group support during business hours due to work or family commitments.

Services will leverage the existing infrastructure of the programs commissioned through Activity AOD - 2 - NIAS Mainstream AOD Treatment Service Delivery.

Outcomes:

- Improved access for individuals requiring alcohol and other drugs treatment that is flexible and responsive to their needs
- Improved referral pathways from AOD and other service providers to ensure utilisation of service
- Reduced problematic substance use or safer substance use

Service Model:

- Afterhours brief intervention, counselling and case management for people seeking treatment for drug and alcohol related issues
- Individuals must be 18+ to access the service
- Individual and group treatment will be provided (group delivered based depending on demand)
- Referral sources to include:
 - o Individuals that come via QuIHN and Lives Lived Well intake
 - o Gold Coast Health AODs team
 - o GCPHN commissioned services
 - o Mental health, AOD and other local service providers
- Services settings:
 - o QuIHN and Lives Lived Well service sites
 - o Negotiated sites including GCPHN commissioned Safe Space

After hours service delivery has been defined as:

- 5pm to 8pm weeknights
- Saturdays

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2021

Priorities

Priority	Page reference
Alcohol and Other Drugs	461



Activity Demographics

Target Population Cohort

Individuals 18+ requiring after hours treatment support for alcohol and/or other drug use, including individuals experiencing co-occurring mental health and substance related disorders.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Gold Coast Hinterland	30904
Beaudesert	31101
Southport	30909
Surfers Paradise	30910
Ormeau - Oxenford	30907
Robina	30908
Mudgeeraba - Tallebudgera	30905
Nerang	30906
Coolangatta	30902
Gold Coast - North	30903
Broadbeach - Burleigh	30901



Activity Consultation and Collaboration

Consultation

This activity has been informed by consultation that has occurred over several years throughout various co-design processes for AOD and mental health services, during AOD specific working groups and the development of needs assessments. Recently building on this, the Joint Regional Plan consultation has highlighted the absence and need for community-based after-hours treatment, as there is currently no dedicated service in the region.

Gold Coast Health Alcohol and Other Drugs branch has regularly reported the need for after-hours support for clients they cannot service. Consumers, community members and other service providers have reported this as a need and an important addition to the current treatment delivery landscape, not only to increase the overall availability of treatment in the region. It will also provide an option to individuals who cannot attend appointments during business hours because they work full-time or are full-time carers, for example.

Collaboration

Stakeholder/Partnerships

1. Gold Coast Health (Collaborative working relationship)

Referrals

2. Aboriginal and Torres Strait Islander services, mental health services referrals

3. AOD and mental health services (Collaborative working relationships)

Referrals

4. General Practice including after- hours services, service information and referrals



Activity Milestone Details/Duration

Activity Start Date

31/03/2020

Activity End Date

29/06/2023

Service Delivery Start Date

July 2021

Service Delivery End Date

June 2023

Other Relevant Milestones

During the term of this activity plan the following milestones are anticipated:

- 1. June 2021 – July 2023 – Service delivery and business as usual, quarterly performance meetings and regular relationship manager engagement
- 2. October 2021 – December 2021 – Evaluation of Service Model aligned with broader AOD QLD State-wide Review
- 3. June 2021 – June 2023 – Contract management and performance monitoring



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?

No

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

No

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

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



Summary of activity changes for Department

Activity Status

Ready for Submission



AH - 4 - Information and resources



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

4

Activity Title *

Information and resources

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Digital Health

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

This activity aims to ensure a locally curated suite of information and resources in a modern and intuitive interface to support consumer and sector awareness of afterhours primary care services and other primary care services more broadly available in community. With access to readily available, evidence-based information, resources, service and referral options, tailored specifically to Gold Coast region through an range of communications and engagement channels particularly the GCPHN website:

- patient health literacy regarding afterhours primary care services and other primary care services more broadly available in community increases
- general practice and other primary care services have increased access to information and resources regarding afterhours primary care services and other primary care services more broadly available in community through promotion of Streamliners Health Pathways
- health issues in the afterhours period may be avoided
- health issues in the afterhours period may be more appropriately managed through primary care services, reducing the need for presentations to emergency departments

Description of Activity *

The activity continues to addresses the needs as GCPHN will continue to continue to host, develop and refine the IT infrastructure, online architecture and content of the GCPHN website featuring:

- localised Afterhours primary care services (as an alternative to hospital services) information and where relevant, referral guidelines and templates for services
- Links to and promotion of Gold Coast Streamliners Health Pathways and Smart Referrals pages
- maintain library of referral templates including GCPHN funded services, private specialists and Gold Coast Health templates as

required, promote these to general practice and provide support for use to ensure effective uptake of secure electronic messaging

- suite of professional resources linked to appropriate clinical and educational material for priority health areas
- patient facing resources to increase health literacy of available Afterhours primary care services (as an alternative to hospital services)
- embedding of links to National Health Service Directory.

Information is provided about Afterhours and other primary care services available in community through a stable, reliable, accurate, localised digital platform for general practice, primary care service providers and the broader community to access the necessary curated, up-to-date information and resources that support access to service options, referral and optimal care management.

This activity includes linking and liaison with the National Health Service Directory and other related directories to ensure most effective information sharing.

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2021

Priorities

Priority	Page reference
General Practice and Primary Care	41
Crisis Support and Suicide Prevention	443
Child, youth and families mental health	345
Severe and Complex mental illness	315
People at risk of developing mild and moderate mental illness	294
Palliative Care	272
Chronic Disease	170
Alcohol and Other Drugs	461



Activity Demographics

Target Population Cohort

Community of the Gold Coast PHN Region (Gold Coast SA4)

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Gold Coast Hinterland	30904
Beaudesert	31101
Southport	30909
Surfers Paradise	30910
Ormeau - Oxenford	30907
Robina	30908
Mudgeeraba - Tallebudgera	30905
Nerang	30906
Coolangatta	30902
Gold Coast - North	30903
Broadbeach - Burleigh	30901



Activity Consultation and Collaboration

Consultation

Extensive consultation and co-design was undertaken to inform the website redesign including general practitioners, practice staff, consumers, Gold Coast Health local and RACF staff.

Collaboration

General practitioners, practice staff, consumers, Gold Coast Health, local and RACF staff and website users will be engaged to continue to develop and refine the IT infrastructure, online architecture, and content of the website. In addition, GCPHN will actively collaborate with Gold Coast Health and National Health Service Directory to ensure an effective approach to integration of information across respective websites.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2023

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

Is this activity being co-designed?

No

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

Yes

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

No

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

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



Summary of activity changes for Department

Activity Status

Ready for Submission



AH - 5 - Health Service Access for Hard to Reach Populations – (Community Connectors)



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

5

Activity Title *

Health Service Access for Hard to Reach Populations – (Community Connectors)

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aboriginal and Torres Strait Islander Health

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

To increase and improve the access and referral pathways to health and related services for people from culturally and linguistically diverse backgrounds, and/or who identify as Aboriginal or Torres Strait Islander. To highlight well-established, trusted, and respected service providers already specialising in engaging with hard-to-reach groups, and to provide an integrated approach to navigating services and enhancing cultural awareness and understanding across the Gold Coast region.

For example:

- Primary and secondary health care services including mental health, Alcohol and drug treatment and suicide prevention services as well as other chronic disease services.
- Child and Family services
- Homelessness services
- Legal services
- Financial support services
- Housing services
- Employment services
- NDIS

Description of Activity *

Based on the co-designed model of service, continued quality improvement towards the service delivery will be monitored and reported against, with a continued focus to improving health and social outcomes for hard-to-reach groups in the Gold Coast region.

This is being achieved through:

- Increasing awareness of and maximising links between services for Aboriginal and Torres Strait Islander people and culturally and linguistically diverse communities, including those provided by Commonwealth and state/territory governments, AMSs, and other specialist organisations.
- Continue to support services across the health and social sectors in educating, developing and implementing strategies to improve access to primary care for Aboriginal and Torres Strait Islander people and culturally and linguistically diverse communities, i.e. supporting self-identification, providing coaching support to mainstream health provider, providing advocacy on behalf of people accessing services.
- Collaborating with local Indigenous health services and mainstream health services in a partnership approach for the delivery of primary care services.

The Health Services for Hard-to-Reach Populations – Community Pathway Connectors service has been implemented, and within the first 6 months (2019) demonstrated success with achieving the aims above and has since continued to do so. Work undertaken by the services and an evaluation of the model will continue to be monitored as the program develops through continuous quality improvement.

Due to the design of the program, a component of service delivery is conducted outside of normal business hours to support participants to engage with relevant services. This component of the activity is funded under this deed.

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2021

Priorities

Priority	Page reference
General Practice and Primary Care	41
Child, youth and families mental health	345
Underserved population groups	387
People at risk of developing mild and moderate mental illness	294
Alcohol and Other Drugs	461



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people and Culturally and Linguistically Diverse groups

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

The activity is commissioned through a local ACHO. The services are directly targeted at local First Nations people who access the organisation for support. The program aims to support people in the local area to engage effectively with mainstream services.

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Co-design and consultations with community, providers (health and social Service), clients with lived experience and other funders/Commissioners
Ongoing feedback mechanisms once service is established to ensure effective implementations.

Collaboration

GCPHN works in collaboration with the following stakeholders to complete and inform the needs assessment and determine locally appropriate and integrated service solution:

- local indigenous community members
- Kalwun (AMS),
- Krurungal (ATSI Provider)
- CURA – CALD providers
- Institute of Urban Indigenous Health (IUIH)
- Gold Coast Health – Aboriginal & Torres Strait Islander Services other health and social service providers.



Activity Milestone Details/Duration

Activity Start Date

31/05/2019

Activity End Date

29/06/2023

Service Delivery Start Date

October 2019

Service Delivery End Date

June 2023

Other Relevant Milestones

1. Consultation and Co-design: May – August 2019- Completed
2. Procurement of Services: August – September 2019- Completed
3. Service Delivery Commenced: 1 October 2019-Completed
4. Ongoing implementation and model development through business as usual – quarterly performance meetings and regular relationship manager engagement – Oct 2020
5. Review program-Oct to Dec 2020
6. Determine future commissioning approach Dec 2022
7. Commissioning of services till June 23

During the term of this activity plan the following milestones are anticipated:

- July 22 – June 23 – ongoing service delivery and development of service model, contract management and performance monitoring.



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?

No

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

Yes

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

No

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

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A



Summary of activity changes for Department

Activity Status

Ready for Submission



AH - 6 - Palliative Care



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

6

Activity Title *

Palliative Care

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Workforce

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

To build the capacity and skills of Residential Aged Care Facility staff to provide evidenced based, person centred palliative care to residents with a life-limiting illness and reducing the likelihood of need for emergency palliative care after hours.

This will be achieved through a contribution of additional funds to the Gold Coast Health Specialist Palliative Care in Aged Care project (SPACE) to enable increased capacity of the SPACE team to provide training and support to the majority of the facilities on the Gold Coast.

By increasing the capacity of RACF staff and improving palliative outcomes for residents, the expected benefits are:

- Reduced hospitalisations in residents approaching end-of-life (especially in the afterhours period)
- Improved residents' ability to die in their preferred place through better anticipatory planning
- Improved RACF care staff confidence, skills and understanding of death and dying
- Improved communication with residents and their family

Description of Activity *

The key activities are:

The SPACE project commenced in 2020 and has been providing support to approximately 35 Gold Coast facilities.

This support includes:

- Proactive needs rounds on-site for residents identified as requiring palliative care with RACF staff and specialist palliative care clinicians
- Mentoring and training for RACF staff to build capacity and confidence to appropriately identify and manage residents with palliative care needs and develop appropriate management plans to support best practice care

- Increasing engagement with family and carers to support the residents preferred place of death, with well supported symptom control measure in place
- Following the recent Omicron outbreak in QLD in early 2022, the SPACE team has commenced a reactive response to palliative care needs, further reducing the need to transfer residents to hospital for symptom management

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2021

Priorities

Priority	Page reference
Older People	241
After Hours	67
Palliative Care	272



Activity Demographics

Target Population Cohort

Residents in RACFs requiring palliative care, Staff at RACFs

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

QLD Health
 Gold Coast Health SPACE team
 RACF staff and residents on the Gold Coast
 General Practitioners that provide services to RACFs
 GCPHN Aged and Palliative Care Leadership Group

Collaboration

All of the above listed in stakeholder engagement consultation



Activity Milestone Details/Duration

Activity Start Date

30/06/2020

Activity End Date

28/06/2023

Service Delivery Start Date

November 2020

Service Delivery End Date

June 2023

Other Relevant Milestones

NIL



Activity Commissioning

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

Not Yet Known: Yes

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?

Yes

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

Yes

Decommissioning

No

Decommissioning details?

nil

Co-design or co-commissioning comments

Activity was undertaken as a Joint development project between Gold Coast Health (HHS) and GCPHN



Summary of activity changes for Department

Activity Status

Ready for Submission



AH - 7 - After Hours Needs Assessment and Development of a Regional Response



Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

7

Activity Title *

After Hours Needs Assessment and Development of a Regional Response

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 *

To identify health needs and service issues in the after hours and develop appropriate responses to address them.

Description of Activity *

This activity is to undertake a needs analysis through collection and analysis of relevant data, sector service mapping and stakeholder engagement and consultation. This analysis will identify health need and service issue key priorities as well as work with stakeholders to develop evidence based responses towards addressing them.

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2021

Priorities

Priority	Page reference
After Hours	67



Activity Demographics

Target Population Cohort

Gold Coast residents

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Gold Coast Health, community and primary care in and after hours providers will be consulted in relation to the development of the needs assessment and service response plan.

Collaboration

Gold Coast Health is a key collaboration partner in relation to the development of the Needs Assessment. Work will be undertaken to ensure alignment to the Gold Coast HHS Local Area Needs Assessment (LANA). Key stakeholders will be included in the assessment and development of services response planning as appropriate.



Activity Milestone Details/Duration

Activity Start Date

30/06/2022

Activity End Date

29/06/2023

Service Delivery Start Date

July 2022

Service Delivery End Date

June 2023

Other Relevant Milestones

Needs Assessment and Service Issues Report completed by October 2022
Regional Service Response Plan completed by January 2023



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?

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

Decommissioning details?

Services may be decommissioned depending on outcomes of the needs assessment and service issues analysis and prioritisation.

Co-design or co-commissioning comments

Co-design and co-commissioning is to be determined based on identified health needs and service issues. It is likely the development of appropriate services will include co-design, but this will be determined following the outcomes of the needs assessment and service issues analysis.



Summary of activity changes for Department

Activity Status

Ready for Submission