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AC-OSP-1.0-Aged Care On-site Pharmacist Measure – Residential Aged Care Home Support Grant Program

Funding Schedule

Aged Care

New Activity

Program Key Priority Area

Aged care

Activity Aim

Assist residential aged care homes (RACHs) to engage aged care on-site pharmacists to work in a clinical role to improve medication management for residents. The activity aims to

1. Increase the uptake of aged care on-site pharmacists by RACHs and
2. Improve access to aged care on-site pharmacists in RACHs

Description of Activity

Grant activities include:

1. Identifying eligible pharmacists who are available to work on-site in RACHs as part of the ACOP Measure.
2. Ensure that pharmacists seeking to participate in the ACOP Measure meet the eligibility requirements.
3. Coordinating provision of information to RACHs in the PHN's region about the ACOP Measure.
4. Managing requests for support from RACHs seeking to engage eligible pharmacists to work on-site.
5. Providing participating RACHs with information about eligible pharmacists seeking to be employed by RACHs under the ACOP Measure.
6. Supporting participating RACHs to engage eligible pharmacists to work on-site.
7. Supporting engagement between RACHs, their pharmacists employed under the ACOP Measure, their residents' general practitioners and other relevant health professionals utilising the connections of the PHN.
8. Supporting communication and collaboration between pharmacists employed by RACHs under the ACOP Measure within the PHN's region.

Needs Assessment Priorities

Priority	Page reference
Older individuals' health and wellbeing	37
Access to primary health care	42
Coordinated care	

Activity Demographics

Target Population

RACHs and Community pharmacists in the CESP HN region

Activity Consultation and Collaboration

All RACHs, and community pharmacists in the CESP HN region, GPs working in RACHs, ACOP registered training providers

Activity Milestone Details/Duration

Activity Start Date	31/12/2024
Activity End Date	29/06/2027
Service Delivery Start Date	01/03/2025
Service Delivery End Date	30/06/2027
Other Relevant Milestones	

Activity Commissioning

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
Decommissioning details	N/A
Co-design or co-commissioning comments	Discussions occurring with all RACHs, and community pharmacists in the CESP HN region, GPs working in RACHs, ACOP registered training providers

AC-CF-1.0-Care Finder Program

Funding Schedule

Aged Care

Existing Activity

Program Key Priority Area

Aged care

Activity Aim

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

Description of Activity

1. Commissioning of 10 local care finder services based on local needs in relation to care finder support.
2. Support Transition of the Assistance with Care and Housing (ACH) program to the care finder program.
3. Develop, implement and maintain processes to support data collection and reporting requirements of care finder organisations.
4. Support continuous improvement of the care finder program.
5. Identify and progress suitable opportunities to enhance the integration of the Care Finder program between the health, aged care and other systems at the local level.
6. Enhance supply of CALD care finders to meet unmet needs.

Needs Assessment Priorities

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Coordinated care	

Activity Demographics

Target Population

The care finder target population are people who are eligible for aged care services and have one or more reasons for requiring intensive support to:

- Interact with My Aged Care and access aged care services and/or
- Access other relevant supports in the community

Reasons for requiring intensive support may include:

- isolation or no support person (e.g. carer, family or representative) who they are comfortable to act on their behalf and/or who is willing and able to support them to access aged care services via My Aged Care
- communication barriers, including limited literacy skills
- difficulty processing information to make decisions
- resistance to engage with aged care for any reason and their safety is at immediate risk or they may end up in a crisis situation within (approximately) the next year
- past experiences that mean they are hesitant to engage with aged care, institutions or government.

Specific sub-group(s) of the care finder target population being prioritised for care finder support include:

- Multicultural population groups
- People experiencing homelessness or at risk of homelessness
- LGBTIQ+ communities

Activity Consultation and Collaboration

ACH providers, existing CHSP providers, local ACAT providers EnCOMPASS multi-cultural aged care connector program organisations, local LGBTIQ+ organisations, local dementia organisations, forgotten Australians organisations. LHDs, LHNs, specialist housing providers, homelessness services, aged care advocacy groups and local councils

Activity Milestone Details/Duration

Activity Start Date	30/06/2022
Activity End Date	29/06/2029
Service Delivery Start Date	01/01/2023
Service Delivery End Date	30/06/2029
Other Relevant Milestones	

Activity Commissioning

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
Decommissioning details	N/A
Co-design or co-commissioning comments	The service delivery model will be co-designed with selected commissioned providers.

AC-CF-2.0-Care Finder Operational Activities

Funding Schedule

Aged Care

Existing Activity

Program Key Priority Area

Aged care

Activity Aim

The aim of this activity is to provide operational support in the delivery of the care finder program.

Description of Activity

1. Undertake additional needs assessment activities to identify local needs in relation to care finder supports required.
2. Develop, implement and maintain processes to meet data collection and reporting requirements
3. Support the integration of the care finder network into the local aged care system; including identifying and addressing opportunities to enhance integration between the health, aged care and other systems at the local level within the context of the Care Finder Program
4. Establish communication and marketing plan to raise awareness of the program across the local community and aged care and health care sectors including primary care providers
5. Establish 1800 central intake number
6. Establish a central web referral form
7. Build the program into local Clinical Referral Pathways
8. Support continuous improvement of the care finder program (Community of Practice, training, sharing of lessons learned and innovations).
9. Development of a local service directory to assist care finder organisations navigate and link participants to other supports
10. Discussions with Specialist Housing Services around improving and enhancing integration and availability of service integrated housing people who are homeless or at risk of homelessness.

Needs Assessment Priorities

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Activity Demographics

Target Population

Care finders, care finder organisations referrers and intermediaries for the care finder program.

Activity Consultation and Collaboration

ACH providers, EnCOMPASS program organisations, LGBTQI+ organisations, dementia specific organisations, forgotten Australians organisations. LHDs, LHNs, aged care advocacy and local councils.

Activity Milestone Details/Duration

Activity Start Date	30/06/2022
Activity End Date	29/06/2029
Service Delivery Start Date	01/01/2023
Service Delivery End Date	
Other Relevant Milestones	

Activity Commissioning

Other Approach (please provide details)

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

AC-CF-3.0-Care Finder Program - ACH Transition

Funding Schedule

Aged Care

Existing Activity

Program Key Priority Area

Aged care

Activity Aim

The aim of this activity is to support transition of the Assistance with Care and Housing (ACH) program to the care finder program ACH providers transitioning to the care finder program will provide intensive assistance to help people within the care finder target population to access stable housing and connect with aged care services and other relevant supports in the community.

Description of Activity

1. Offer existing ACH providers a contract as care finders from 2022-23 to 2024-25
2. Educate ACH providers on transition to the care finder model.
3. Assist planning and development of ACH services in with particular emphasis on gaps in local services, building capacity, and improving access to ACH services for diverse and vulnerable populations.
4. Assist on boarding of ACH providers to the care finder program (Marketing and Comms, MAC listing changes, MAC training, Data collection processes)
5. Assist integration of existing ACH services with local aged and primary care sectors
6. Ensure service continuity for existing ACH clients.

NOTE: All ACH providers have now been transitioned across to the Care Finder program

Needs Assessment Priorities

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Coordinated care	

Activity Demographics

Target Population

The target population for ACH care finders is people who are homeless or at risk of homelessness. Some ACH providers may broaden their focus within their existing funding to include other care finder target population sub-groups.

Activity Consultation and Collaboration

Individual meetings with existing ACH providers
Industry briefing
ACH provider Workshop

Activity Milestone Details/Duration

Activity Start Date	29/06/2022
Activity End Date	29/06/2029
Service Delivery Start Date	01/01/2023
Service Delivery End Date	
Other Relevant Milestones	

Activity Commissioning

Open Tender

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
Decommissioning details	N/A
Co-design or co-commissioning comments	The service delivery model will be co-designed with selected commissioned providers.

AC-EI-3.0-Commissioning early intervention initiatives

Funding Schedule

Aged Care

Existing Activity

Program Key Priority Area

Aged care

Activity Aim

To support older people to live healthily for as long as possible.

Description of Activity

This activity includes:

- commissioning early intervention initiatives that promote healthy ageing, increased health literacy and the ongoing management of chronic conditions (Implementation of healthy ageing hubs and a program to provide improved access for older people to seniors physical and social activity programs).
- raising awareness within the local primary health care workforce of the availability of these initiatives.
- empowering GPs and other primary health care workers through training, tools and resources which will contribute to improved health and care outcomes for older people (QI toolkits).

Needs Assessment Priorities

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Coordinated care	

Activity Demographics

Target Population

Older people (65 years+) in the CESPHE region.

Activity Consultation and Collaboration

Services will be designed in consultation with key stakeholders and experts in related areas.

Activity Milestone Details/Duration

Activity Start Date	30/06/2021
Activity End Date	29/06/2025
Service Delivery Start Date	01/03/2022
Service Delivery End Date	30/06/2025
Other Relevant Milestones	

Activity Commissioning

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
Decommissioning details	N/A
Co-design or co-commissioning comments	Services will be designed in consultation and collaboration with key stakeholders and experts in related areas.

AC-VARACF-1.0-Support RACHs to increase availability and use of telehealth care for aged care residents

Funding Schedule

Aged Care

Existing Activity

Program Key Priority Area

Aged care

Activity Aim

To support participating Residential Aged Care Homes (RACHs) in the CESP HN region to have appropriate virtual consultation facilities and technology so their residents can access clinically appropriate telehealth care with primary health care professionals.

Description of Activity

Activities include:

- assisting participating RACHs to have appropriate telehealth facilities and equipment to enable their residents to virtually consult with their primary health care professionals.
 - providing training to participating RACH staff to support them to assist their residents in accessing virtual consultation services.
 - promoting the use of enablers of digital health (such as My Health Record).
- consulting with primary care providers and local health districts to ensure the initiative complements, but does not duplicate, efforts underway by state and territory governments to improve technological interoperability between the aged care and health and primary care systems.

Needs Assessment Priorities

Priority	Page reference
Older individuals' health and wellbeing	37

Activity Demographics

Target Population

Older Australians in RACHs, RACH staff and primary health care providers.

Activity Consultation and Collaboration

RACHs, GPs, Allied Health, Private Specialists, LHDs/LHNs.

Activity Milestone Details/Duration

Activity Start Date	14/04/2022
Activity End Date	29/06/2025
Service Delivery Start Date	
Service Delivery End Date	
Other Relevant Milestones	

Activity Commissioning

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
Decommissioning details	N/A
Co-design or co-commissioning comments	Extensive consultation with RACHs, GPs, Allied Health, Private Specialists, LHDs/LHNs will be undertaken to support seamless clinician and user experiences and to ensure aged care initiatives complement, and do not duplicate, existing efforts of primary health care providers in the region.

AC-AHARACF-2.0-Enhanced after-hours support for residential aged care

Funding Schedule

Aged Care

Existing Activity

Program Key Priority Area

Aged care

Activity Aim

The aim of this activity is to enhance after hours supports for residential aged care homes.

Description of Activity

This activity will assist RACHs to:

- develop and implement after-hours action plans which will support their residents to access the most appropriate medical services out-of-hours
- access a greater range of out-of-hours health care options and assist implementation for procedures aimed at keeping residents' digital medical records up to date, particularly following an episode where after-hours care was required, and
- engage with their residents' GPs (and other relevant health professionals), as part of after-hours action plan development.
- train their staff in early warning signs of clinical deterioration to identify residents at risk of deterioration

Needs Assessment Priorities

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Older individuals' health and wellbeing	37
Access to primary health care	42

Activity Demographics

Target Population

Residents in RACHs

Activity Consultation and Collaboration

This activity will involve planning with GPs and other primary care professionals for contact and/or services to call after-hours when their RACH resident(s) health is deteriorating, or medical advice is required.

Activity Milestone Details/Duration

Activity Start Date	30/06/2021
Activity End Date	29/06/2025
Service Delivery Start Date	01/03/2022
Service Delivery End Date	30/06/2025
Other Relevant Milestones	

Activity Commissioning

Direct Engagement

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	Services will be designed in consultation and collaboration with key stakeholders and relevant experts.