Country SA - After Hours Primary Health Care
2025/26 - 2028/29
Activity Summary View

AH-HAP - 01 - Homelessness Access

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH-HAP

Activity Number *

01

Activity Title *

Homelessness Access

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

The aim of this activity is to support primary health care access for people experiencing homelessness and those at risk of homelessness. This includes reducing barriers to accessing services, promoting coordination between services at the local level and improving service integration.

Description of Activity *

The activity will see Country SA PHN build on the learnings of the comprehensive needs analysis and region wide consultation that was undertaken to inform our understanding of access, needs and challenges of people experiencing homelessness in relation to primary health care.

We will be commissioning a pilot to support individuals experiencing homelessness with low intensity mental health support and care coordination in collaboration with the specialist homelessness service.

Work will also continue to support general practices and relevant Homelessness service providers to improve primary health care access for people experiencing homelessness with improved integration and increased referral pathways (including Health Pathways), combined with increased community awareness, education and access to information on services that are available.

Country SA PHN will commission services that provide primary care outreach for people experiencing homelessness to increase the access to nursing and care coordination support. These services will particularly target individuals who are living in remote locations and have limited access to care and support.

Needs Assessment Priorities *

Needs Assessment

Country SA PHN_Needs Assessment 2025-2028_Nov 2025

Priorities

Priority	Page reference
Support integrated and coordinated systems that connect providers and consumers across health, social, community and aged care services	216
Health services which prioritise equity and access for vulnerable population groups	224
Integrated mental health services and systems for coordinated care across the health and social sector	221

Activity Demographics

Target Population Cohort

The proposed activity will be targeted to support people experiencing or at-risk of homelessness, including unique health and/or service needs and equity barriers by region and high-risk/vulnerable groups.

Indigenous Specific *

No

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Engagement with appropriate stakeholders across country SA regions has been imbedded in the activity of the PHN. It is complemented by consultation with Clinical Council/s and Community Advisory Committee/s. Further, commissioned service providers are required to demonstrate their consultation activities and how service delivery is based on need, feedback and evaluation.

Collaboration

Country SA PHN will work with the service providers and the relevant Homelessness Alliances funded by the Department of Human Services to inform and support shared knowledge and utilisation of resources to impact AH Homelessness services across regional and rural SA.

Activity Milestone Details/Duration

Activity Start Date

01/07/2023

Activity End Date

30/06/2026

Service Delivery Start Date

13/02/2024

Service Delivery End Date

30/06/2026

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): Yes

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

AH - 1 - After Hours Access to Primary Health Care Support

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

1

Activity Title *

After Hours Access to Primary Health Care Support

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

The aim of this activity is to provide a regional response to address the after-hours primary health care needs of local communities and to support the after hours primary health care workforce. The activity will provide support to, or coordination of, the management, continuity of care and support of people who have complex health needs and may be frequent users of the health system. This service is available across a 24/7 model of care with clear nursing and medical support in a hospital avoidance and integrated model. This model is an avenue for people to self-manage and receive integrated care in their community from a primary care provider, avoiding any unnecessary hospitalisations.

This activity will also work with Local Health Networks and services to identify options for improvements in after-hours primary health services to redirect or improve access for people in the after hours.

Description of Activity *

This activity will support primary health care providers in delivering care in the afterhours period by focusing on after hours primary health care frontline service delivery designed to meet the needs of people as identified in CSAPHN health needs assessment. This activity will be for people whose health condition cannot wait for treatment until regular primary health care services are next available. It will not be a substitute for primary health care that could otherwise occur 'in hours'.

Projects supported under the After-Hours Access to Primary Care Support will:
- Increase access to after-hours primary health care where there are identified gaps in services, encouraging service providers to explore innovative and sustainable service delivery models.
- Provide support to client groups who are at risk of poor health outcomes, particularly those who experience one or more vulnerabilities. Focus on rural and remote locations as priority.
- Commissioned services will be orientated around non-urgent care and reduction of potentially preventable hospitalisations.
- Afterhours helplines / telehealth and education to health professionals for dental related health information, advice and treatment

Needs Assessment Priorities *

Needs Assessment

Country SA PHN_Needs Assessment 2025-2028_Nov 2025

Priorities

Priority	Page reference
Support integrated and coordinated systems that connect providers and consumers across health, social, community and aged care services	216
Health services which prioritise equity and access for vulnerable population groups	224
Access to afterhours primary health care services	225

Activity Demographics

Target Population Cohort

All country South Australians

Indigenous Specific *

No

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Country SA PHN commissioned an extensive needs assessment on the after-hours gaps in delivery which informs activity.

Country SA PHN will continue to undertake consultation, data collection and planning with regional Local Health Networks (LHN's), primary health care clinicians and community to develop an approach for increasing access and quality of care provided in after-hours.

Collaboration

Country SA PHN will continue to build on established relationships with a wide range of stakeholders in supporting the provision of after-hours services, including;

- Developing strong working relationships with LHNs to ensure efficient and effective referrals into available services.
- Working closely with GP Practices, Local Government Areas (LGAs)
- Collaboration with Adelaide and other PHNs to support and share key learnings

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Activity Milestone Details/Duration

Activity Start Date

01/07/2023

Activity End Date

30/06/2026

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): 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

AH - 3 - After Hours Innovation Activity

Activity Metadata

Applicable Schedule *

After Hours Primary Health Care

Activity Prefix *

AH

Activity Number *

3

Activity Title *

After Hours Innovation Activity

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

After Hours

Aim of Activity *

The aim of this activity is to increase the efficiency and effectiveness of health services for people, particularly vulnerable populations, and those at risk of poor health outcomes by providing innovative local approaches and increased access to after-hours primary health care, particularly dental services. This is achieved via broad consultation with community, stakeholders, and reference to the Country SA PHN Needs Assessment.

This ensures priority setting and strategies that align with After Hours Primary health care service needs.

Description of Activity *

Country SA PHN will target after hours gaps in services within the region and commission organisations who are eligible and competent to deliver services that meet the needs of people in the community.

This is achieved by commissioning organisations to deliver activities that demonstrate meeting needs of individuals and the broader community, whilst working towards sustainability post-CSAPHN funding. Projects supported under the After-Hours Innovation will:
- Be directed by broad consultation and the Country SA PHN Needs Assessment to ensure evidence based After Hours Primary Health care planning.

- Increase access to after-hours primary health care where there are identified gaps in services, encouraging service providers to explore innovative and sustainable service delivery models.
- Enable improved oral health outcomes for people with acute, complex and chronic conditions, especially those at risk of an after-hours hospital presentation.
- Provide support to client groups who are at risk of poor oral health outcomes, particularly those who experience one or more vulnerabilities.
- Afterhours helplines / telehealth and education to health professionals for dental and gender diverse related health information, advice and treatment
- Expansion of dental outreach services to rural, remote and very remote communities
- Increase AH access to necessary dental services for rural and remote consumers, to support prevention of avoidable emergency presentations and improve oral health outcomes for consumers

Needs Assessment Priorities *

Needs Assessment

Country SA PHN_Needs Assessment 2025-2028_Nov 2025

Priorities

Priority	Page reference
Support integrated and coordinated systems that connect providers and consumers across health, social, community and aged care services	216
Health services which prioritise equity and access for vulnerable population groups	224
Access to afterhours primary health care services	225

Activity Demographics

Target Population Cohort

All country South Australians

Indigenous Specific *

No

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Engagement with appropriate stakeholders across country SA regions has been imbedded in the activity of the PHN. It is complemented by consultation with Clinical Council/s and Community Advisory Committee/s. Consultation also occurs at the strategic and peak body level across the State and elsewhere as appropriate. Further, commissioned service providers are required to demonstrate their consultation activities and how service delivery is based on need, feedback and evaluation.

Collaboration

CSAPHN will work with the service providers and SA Dental to inform and support shared knowledge and utilisation of resources to impact after hours dental services across regional and rural SA.

Activity Milestone Details/Duration

Activity Start Date

01/07/2023

Activity End Date

30/06/2026

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): 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?

Yes

Decommissioning

No