

Gippsland PHN Activity Summary 2023-2024

AFTER HOURS

AIM

Gippsland PHNs After Hours Primary Health Care Program addresses gaps in after-hours service arrangements and seeks to improve service integration. The priority is to maintain existing after-hours primary care services that are not within the scope of the PIP After Hours Incentive and to facilitate access to after-hours medical services through innovation and collaboration with regional stakeholders.

CONSULTATION AND COLLABORATION

Gippsland PHN consults with General Practices in Gippsland, clinical councils, community advisory groups, State Department of Health, Latrobe Health Advocate, Latrobe Community Health Services, Ambulance Victoria, Rural Workforce Agency of Victoria, six Shire Councils and ten regional hospitals to provide intelligence and evidential information to assist with locally planned and effective after-hours service models.

Promotion of afterhours service access to mental health commissioned services is inclusive of headspace centres, HeadtoHealth hubs and more broadly on the Gippsland PHN website where access to Gippsland Pathways can be accessed for referral options.

AREAS SERVICED

Gunaikurnai lands
Baw Baw
East Gippsland
Latrobe
South Gippsland
Wellington
Bunurong lands
Bass Coast

ACTIVITY AT A GLANCE

Maintain consumer access to after-hours primary care.

- Sale Medical Centre contracted as a lead provider in a partnership approach with three 3 other practices to provide onsite after-hours service following an initial telephone triage.
- Health Access provides telehealth care to supplement and support existing after-hours services in General Practice regions that may not have ready access to onsite after hours clinics.

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Access to care that meets people's needs
- Digital Health
- Healthy and safe environment (climate change, pandemics, natural disasters)
- Factors affecting health (social determinants, housing, income, social connectedness)
- Mental Health and Wellbeing, including suicide prevention

RESOURCING

Term: 30th June 2024

2023/24 Investment: \$622,023



AGED CARE

AIM

The aim of the Aged Care program is to improve access to primary care and other health services measures for Residents of Aged Care Homes (RACH's) as part of the Aged Care Reform Package.

CONSULTATION AND COLLABORATION

Gippsland PHN engages with key stakeholders in the aged care sector to ensure there is awareness of this program and to ensure vulnerable members of the Gippsland community are actively supported to access services.

Gippsland PHN consult and collaborate with:

- Gippsland community members
- Gippsland PHN Clinical Councils
- Gippsland PHN Community Advisory Committee
- The Victorian and Tasmanian Primary Health Alliance
- Residential Aged Care Homes
- General Practices
- General Practitioners
- Health professionals,
- Training providers such as ACRRM, RACGP, AGPAL
- Australian Digital Health Agency
- Victorian Virtual Emergency Department (VVED)
- Ambulance Victoria's Residential Aged Care Enhanced Response (RACER) program
- Health Direct Australia
- Council on the Ageing (COTA)
- Gippsland Community Care Alliance

AREAS SERVICED

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ACTIVITIES AT A GLANCE

Gippsland PHN works with all 53 RACH's across the Gippsland region.

Support for RACHs to increase availability and use of telehealth care for aged care residents

Support RACH's to have the appropriate virtual consultation facilities and technology so their residents can access clinically appropriate telehealth care with primary health care professionals.

Care Finder Program

Establish and maintain a network of care finders to help people in the target population to understand and access aged care and connect with other relevant supports in the community.

Enhanced out of hours support for residential aged care

Support RACH's to address awareness or utilisation of available local out of hours services to help reduce unnecessary hospital presentations among RACH residents.

Commissioning early intervention initiatives to support healthy ageing and ongoing management of chronic conditions

Support senior Australians to live at home for as long as possible through commissioning early intervention activities and models of care for chronic disease management that supports healthy ageing and reduces pressure on local health services.

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- People 65 years and over
- Chronic disease
- Dementia
- Digital health
- Access to care that meets people's needs
- Healthy and safe environment (climate change, pandemics, natural disasters)

RESOURCING

Term: 30th June 2024

2023/24 Investment: \$1,994,157

ALCOHOL AND OTHER DRUGS

AIM

This activity aims to increase the service availability of the drug and alcohol treatment sector through improved regional coordination and by commissioning additional drug and alcohol treatment services targeting areas of need. It also aims to improve the effectiveness of drug and alcohol treatment services for individuals requiring support and treatment by increasing coordination between various sectors and improving sector efficiency including ensuring Aboriginal and/or Torres Strait Island communities have access to appropriate drug and alcohol and mental health services (dual diagnosis).

CONSULTATION AND COLLABORATION

Consultation and collaboration were undertaken with:

- Community members
- People who have lived and are living with drug and alcohol dependency
- Alcohol and Other Drug Service providers
- General Practice
- Health professionals and organisations
- Gippsland PHN Community Advisory Committee
- Gippsland PHN Clinical Councils
- Department of Health and Aged Care
- Local Hospital Networks
- Aboriginal Community Controlled Health Organisations.

The Gippsland Alcohol and Drug Service Providers Alliance (GADSPA) is convened by the Victorian Department of Health as a regional partnership, working in collaboration to improve access to the alcohol and other drug service system. This is a key external network used as a consultation and collaboration mechanism by Gippsland PHN.

AREAS SERVICED

Gunaikurnai lands
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Bass Coast

ACTIVITIES AT A GLANCE

NIAS Operational and Mainstream Funding

- Reduce the impact of substance misuse on individuals, families, carers and communities via individual and group sessions.
- Improve access to Alcohol and Other Drug (AOD) services by Indigenous people, youth, older Australians and people with low socio-economic status.
- Support prevention and early intervention activities and promote evidence-based information about alcohol and other drugs through education.

Core and Operational Funding

Service delivery across these areas include individual and group sessions covering brief intervention; and single sessions and support groups/education sessions for affected family/loved ones of clients. This is in addition to providing brief interventions, single sessions and education sessions specifically to the youth cohort.

NIAS Aboriginal and Torres Strait Islander People Funding

Improve care planning for people with co-morbid mental health and AOD issues via Aboriginal Community Controlled Organisations and mainstream services under the Indigenous Dual Diagnosis Program.

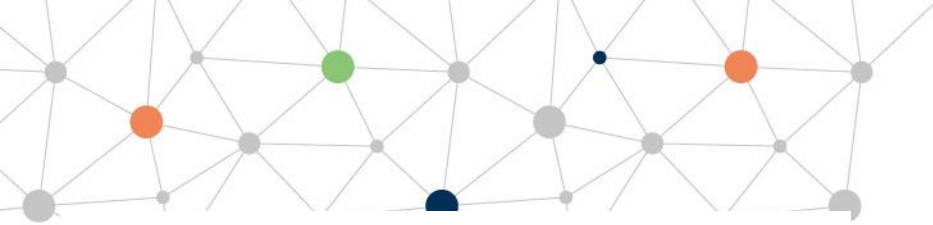
GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Aboriginal and Torres Strait Islander health and wellbeing
- Access to care that meets people's needs
- Alcohol and Other Drugs
- Children and young people (0-25 years)
- Factors affecting health (social determinants; housing, income, social connections)
- Mental health and wellbeing, including suicide prevention
- People 65 years and over

RESOURCING

Term: 31st December 2024

2023/24 Investment: \$1,298,734



CORE - Flexible

AIM

To respond to specific national health priorities determined by the Australian Government, and to local health priorities identified in the Gippsland PHN Population Health Needs Assessment. Healthcare providers and consumers in Gippsland recognise that the current healthcare system is not adequately addressing all needs for health services in the community. Therefore, a future-focused primary health care system in Gippsland needs to include new models of healthcare to address access barriers and disparities in health outcomes, especially in rural settings.

CONSULTATION AND COLLABORATION

Consultation and collaboration are undertaken with a wide range of community, health providers and organisations, clinical councils and advisory groups and State and Federal Governments.

- Gippsland health services
- Community members
- Current Gippsland PHN commissioned service providers
- Gippsland General Practices
- Victoria Police
- Community Services
- Community members
- Local Hospital Services
- East Gippsland Youth Focus Network
- Schools
- Aboriginal Controlled Community Organisations;
- Mental Health Services
- Ambulance Victoria
- People who have lived and are living with drug and alcohol dependency
- Gippsland PHN Community Advisory Committee
- Gippsland PHN Clinical Councils
- Gippsland Pride

ACTIVITY AT A GLANCE

Community Led Integrated Health Care

- Commissioning of two health providers to work in partnership to deliver an integrated health and welfare service for vulnerable children and families in Latrobe.
- Commissioning of two health providers to work in partnership to deliver care coordination services to residents in the remote rural community of Deddick Valley as well as Bendoc, Tubbut and Goongerah.

Olivia's Place

- Family Support Program, supporting young families throughout pregnancy, birth and a baby's first 12 months of life to help them form loving caring relationships with their children.
- Olivia's Place support community across Gippsland via face-to-face appointments and telehealth supports.

Short Term Intervention Program

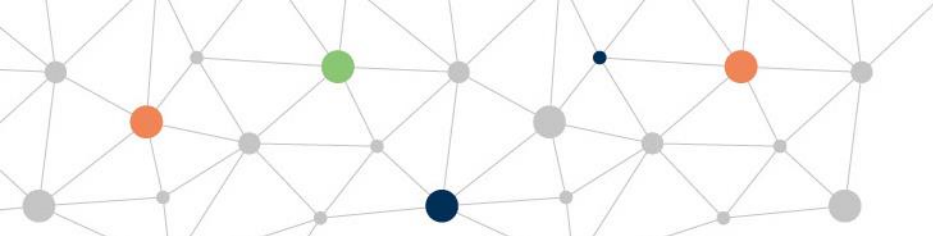
Provide short term supports including care coordination, brief intervention, relapse prevention, counselling, harm minimisation, education and referral to other services. This service relies on partnerships with State funded Alcohol and Other Drug services, community and health service providers.

Improving Inclusivity in General Practice for LBGTIQA+ people

- Commissioning a training provider to undertake LBGTIQA+ Training Needs Analysis and Training for Gippsland General Practices as a pilot program.

Remote Patient Monitoring

- Commission new and existing general practices as part of the Gippsland remote care coordination using Lifeguard program. Practices will implement a chronic disease remote patient monitoring model of care through funded practice nurse care coordination activities that supports recruitment and care coordination of patients with chronic disease using the Lifeguard mobile application.
- Develop and implement a model of care and templates
- Provision of education and training to health services



CORE - Flexible continued

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Aboriginal and Torres Strait Islander health and wellbeing
- Access to care that meets people's needs
- Alcohol and Other Drugs
- Children and young people (0-25 years)
- Chronic disease
- Digital health
- Factors affecting health (social determinants; housing, income, social connections)
- Health workforce
- Healthy and safe environment (climate change, pandemics, natural disasters)
- Mental health and wellbeing, including suicide prevention
- People 65 years and over

ACTIVITY AT A GLANCE

Gippsland Pathways

Working closely with the Clinical Council representatives, to identify, establish and update pathways, clinical guidelines and service directories as identified by the Gippsland PHN Health Needs Assessment.

Dementia Clinical Referral Pathways and Consumer Pathway Resources

- This activity will be undertaken in collaboration with Dementia Australia, once tools and supports become available, to ensure pathways developed for Gippsland Dementia services are both nationally consistent where possible, and reflective of individual services and supports within Gippsland PHN catchment.
- Review existing and develop dementia specific pathways for use by local GPs and other health professionals, supporting the assessment and referral to available services and supports.

Aged Care Clinical Referral Pathways

Review existing pathways, and develop where identified, additional and new Aged Care specific pathways for use by local GPs and other health professionals, supporting health professionals' access to evidence based guidelines and referral to available services and supports for the Gippsland Aged Care population.

GP Data Extraction Tool

A cloud based clinical General Practice data intelligence platform. It stores a range of health data and provides platform interfaces (for both Gippsland PHN staff undertaking population health planning and General Practices).

Primary Health Insights

A secure national storage and analytics platform that hosts de-identified General Practice and other primary health data.

Capacity Tracker

A web-based digital insight tool that allows primary care providers to enter their workforce information.

AREAS SERVICED

Gunaikurnai lands

Baw Baw

East Gippsland

Latrobe

South Gippsland

Wellington

Bunurong lands

Bass Coast

RESOURCING

Term: 30th June 2025

2023/24 Investment: \$2,286,404

ACTIVITY AT A GLANCE

FIXUS

The software purchased by Gippsland PHN under license agreement to enable the collection and reporting of Primary Mental Health Care Minimum Data Set (PMHC MDS) to the Commonwealth Department of Health for Commissioned Services from the Primary Mental Health Care Program.

Cyber Security

Commissioned Cyber Security services to ensure our systems, devices, networks and data programs are protected from cyber-attacks.

Access to COVID-19 Vaccination Services for Vulnerable Populations

- Partnership with the Gippsland Regional Public Health Unit (GRPHU) to vaccinate vulnerable populations. Pop up and in reach vaccination clinics have occurred at neighbourhood houses, caravan parks, shopping centres, within people's homes and Residential Aged Care Homes.

COVID-19 Primary Care Support

- Organisation and delivery of Personal Protective Equipment (PPE) to primary care
- Vaccine helpers to assist vulnerable people and people with low digital literacy to make COVID-19 vaccination appointments
- Providing support to Aboriginal and Torres Strait Islander communities to better access digital health both during COVID19 illness and for ongoing engagement with health care professionals.
- Liaise with local hospitals and the Gippsland Region Public Health Unit to provide support primary care with COVID-19 pathways.

Living with COVID-19

- Supports the management of COVID-positive cases in the community through access, compliance arrangements, and distribution of Personal Protective Equipment (PPE) and pulse oximeters from the National Medical Stockpile (NMS) to individual primary care practices within Gippsland and includes general practices, General Practice Respiratory Clinics (GPRCs) and Aboriginal Community Controlled Health Services (ACCHSs), pharmacies, and allied health.
- Engaged General Practice to conduct home visits to patients that are positive for COVID-19. These home visits are also provided to Residential Aged Care Homes with COVID + patients.

CORE – Health Systems Improvement

AIM

These activities aim to assist in the integration and coordination of health services in the Gippsland region through population health planning, system integration, stakeholder engagement and support to general practice.

CONSULTATION AND COLLABORATION

Consultation and collaboration are undertaken with a wide range of community, health providers and organisations, clinical councils and advisory groups and State and Federal Governments.

- Gippsland PHN Community Advisory Committee
- Gippsland PHN Clinical Councils
- Victorian & Tasmanian Primary Health Alliance
- General Practitioners
- Aboriginal Community Controlled Health Services
- Residential Aged Care Homes
- State and local peak bodies
- Local health services
- Health professionals and organisations
- Dementia Australia
- Software Vendors
- Software users
- Victorian State Department of Health and Department of Families, Fairness, Housing
- Gippsland Health Alliance
- Latrobe Health Advocate

ACTIVITY AT A GLANCE

Population Health and Commissioning Design

Provides a systematic and evidence-based approach to identifying the need for primary healthcare facilities, identifying funding, embedding an integrated service model and supporting health services including General Practices.

Digital Health and System Integration Program

- Support general practices through a range of activities including monthly General Practice quality reports, built in Plan, Do, Study, Act (PDSA) cycles into quality improvement projects.
- Deliver Australian Digital Health Agency (ADHA) initiatives that improve meaningful use of My Health Record, National Health Services Directory and Provider Connect Australia.
- Enhance integration and improvements in seamless care and communications between General Practice and other healthcare providers.

Regional Development Program

Proactive business and service program aimed at supporting continuous quality improvement with general practitioners and related primary healthcare providers and providing expertise in the development and delivery of placed based initiatives and quality improvement techniques to bring about small and large system changes and health improvements.

General Practice Support

Support General Practices to:

- Adopt best practice methods to improve quality of care
- Promote and improve uptake of practice accreditation
- Implement digital health solutions to streamline patient information across the local health provider community
- Develop systems to inform quality improvement activities



CORE – Health Systems Improvement continued

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Aboriginal and Torres Strait Islander health and wellbeing
- Access to care that meets people's needs
- Alcohol and other drugs
- Cancer
- Children and young people (0-25 years)
- Chronic Disease
- Dementia
- Digital health
- Factors affecting health (social determinants; housing, income, social connections)
- Family violence
- Health workforce
- Healthy and safe environment (climate change, pandemics, natural disasters)
- Mental health and wellbeing, including suicide prevention
- People 65 years and over
- People with a disability
- Reproductive and sexual health

AREAS SERVICED

Gunaikurnai lands
Baw Baw
East Gippsland
Latrobe
South Gippsland
Wellington
Bunurong lands
Bass Coast

RESOURCING

Term: 30th June 2025

2023/24 Investment: \$3,556,032

COMMONWEALTH PSYCHOSOCIAL SUPPORT

AIM

This activity aims to:

- increase functional capacity to live independently in the community;
- reduce the need for acute mental health services;
- increase connection and reduce isolation;
- increase knowledge and skills;
- increase engagement in daily activities, relationships and the community;
- improve or stabilise mental health and wellbeing;
- improve self-confidence and independence;
- move towards personal recovery goals;
- support access to appropriate supports, including the NDIS where appropriate;
- improve integration of local health services and promote multi-disciplinary care to make health systems more accessible to people with severe mental illness and associated psychosocial disorders; and
- support up to 30 percent of participants with NDIS eligibility testing/retesting by collating evidence to submit an access request.

CONSULTATION AND COLLABORATION

- Gippsland Psychosocial Support Service Consortium
- Local Adult and Older Adult Mental Health & Wellbeing Services
- Gippsland PRIDE
- Victorian Aboriginal Health Service
- Local mental health alliances and networks
- Gippsland General Practices
- Local hospital networks, inpatient units, community mental health teams and outreach teams
- Sporting groups and clubs, cafes and community groups
- Latrobe Health Assembly on a range of topics including employment and housing opportunities
- Gippsland Men's Sheds to assist participants with social and community acuties
- Gippsland Youth Groups
- Doorway Housing and Recovery Program
- Gippsland PHN Advisory Committees
- Victorian State Department of Health
- National Disability Insurance Scheme (NDIS) – Local Area Coordinators (LACs)

ACTIVITY AT A GLANCE

Service Delivery

- Integrated mental and physical wellbeing service that employs wellbeing workers, peer workers and service navigators who develop care plans with participants and coordinate the execution of the service plans, integrating community and health services.
- Services delivered via face-to-face, digital, telehealth and outreach mechanisms.
- Services available to support participants, their families and carers to access supports to promote mental and physical health and wellbeing, provide information and develop referral pathways with other mental health services.

Access Enablers

- Dedicated support worker to support participants to access secure and safe housing.
- Dedicated NDIS Transition Support Officer responsible for supporting hard to reach population groups to apply for the NDIS or access other psychosocial supports.
- Touchpoint phone system.
- IAR/Peer intake team to support participants.
- Trained lived experience workers.

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Aboriginal and Torres Strait Islander health and wellbeing
- Children and young people (0-25 years)
- People with a disability
- Alcohol and other drugs
- Mental health and wellbeing, including suicide prevention
- Health workforce
- Access to care that meets people's needs
- Family violence
- Factors affecting health (social determinants; housing, income, social connections)
- Healthy and safe environment (climate change, pandemics, natural disasters)



COMMONWEALTH PSYCHOSOCIAL SUPPORT continued

AREAS SERVICED

Gunaikurnai lands

Baw Baw

East Gippsland

Latrobe

South Gippsland

Wellington

Bunurong lands

Bass Coast

RESOURCING

Term: 30th June 2025

2023/24 Investment: \$2,072,959

INTEGRATED TEAM CARE

AIM

This activity contributes to improving health outcomes for Aboriginal and/or Torres Strait Islander people with chronic health conditions through better access to care coordination, multidisciplinary care, support for self-management and supplementary services funding. It also aims to build a health system that continually improves quality and is responsive to the health needs of Aboriginal and/or Torres Strait Islander people.

CONSULTATION AND COLLABORATION

- A local indigenous person is a member of Gippsland PHN East Gippsland and Wellington Clinical Council and actively represents the interests of Aboriginal people when advising Gippsland PHN
- Key Indigenous groups and elders, ACCO CEO G5 network and local government Aboriginal community groups
- Gippsland Aboriginal Health Advisory Committee
- Gippsland PHN commissioned service providers
- Gippsland general practices
- Gippsland Allied Health Services
- Aboriginal Liaison Officers and allied health services in Local Health Networks

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Aboriginal and Torres Strait Islander health and wellbeing
- Chronic disease
- Health workforce
- Access to care that meets people's needs

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ACTIVITY AT A GLANCE

Care coordination and Supplementary Services

- Four of the five Aboriginal Community Controlled Organisations (ACCO's) deliver Integrated Team Care (ITC) services.
- Care Coordinators support access to specialist and allied health professionals by arranging the services required, assisting the patient to attend appointments, ensuring medical records are complete and current, and ensuring regular reviews are undertaken by the patient's primary care providers.
- Access to Supplementary Service funding when services are not able to be funded through any other program in a clinically acceptable timeframe and where the need is documented in the client's care plan.
- Outreach Support workers recruited from local community to provide essential transport, advocacy, and support for the ITC clientele.
- Gippsland PHN Indigenous Health Project Officer supports coordination and promotion of the ITC Activities.
- General Practice in Baw Baw, South Gippsland and Bass Coast areas are delivering a nurse led care coordination and supplementary services program.

Culturally competent mainstream services

- Establishment and implementation of a culturally appropriate, regionally focused Reconciliation Action Plan (RAP).
- Assisting the wider mainstream primary care sector through the provision of information, training and resources encouraging the engagement of Indigenous patients.
- Increasing cultural awareness.
- Increase 715 assessments and awareness.
- Identifying and contributing to development of referral pathways and resources to support, including updating Black Pages directory.
- Promotion of mainstream primary care providers to the Indigenous community.
- Culturally specific short films and information sheets have been created and disseminated to increase mainstream primary care provider knowledge of Aboriginal and/or Torres Strait Islander MBS item numbers; and A short film titled 'Ask the Question' was developed and disseminated by Gippsland PHN and is available to view on the Gippsland PHN website.

RESOURCING

Term: 30th June 2024

2023/24 Investment: \$626,755

NATIONAL MENTAL HEALTH AND SUICIDE PREVENTION AGREEMENT AND BILATERAL PHN PROGRAM

AIM

The aim of this activity is to achieve systemic, whole-of-government reform to deliver a comprehensive, coordinated, consumer-focused mental health and suicide prevention system with joint accountability and clear funding arrangements across all governments.

CONSULTATION AND COLLABORATION

The Gippsland PHN Community Advisory Committee is the centre of the organisation's community engagement strategy and is a strategic community leadership group who drives community involvement through a range of mechanisms. Gippsland PHNs Clinical Councils comprise health professional representatives of each sub-region, enabling each group to recommend and advise on issues that are specific to their sub-region across many disciplines. Gippsland PHN utilises these key governance mechanisms as the first point for consultation regarding service development and implementation.

Key consultation and collaboration for this activity occurs with:

- Head to Health Adult Mental Health Centres
- headspace centres
- Victorian Tasmanian PHN Alliance (VTPHNA)
- General practitioners and primary care providers
- Gippsland PHN commissioned service providers
- Aboriginal Controlled Community Health Organisation
- Residential Aged Care Homes
- Secondary schools in the regions of the headspace centres
- Community
- Local Hospital Network and Area Mental Health Service provider
- Local Alcohol and other Drug provider/s
- Mental health and allied health professionals
- Consumers, their families and carers
- State Department of Health
- Northwestern Melbourne PHN
- PHN Cooperative

ACTIVITY AT A GLANCE

Head to Health

- Head to Health Clinics in Baw Baw and Wellington that offer multidisciplinary teams of mental health workers, including psychologists, mental health nurses, social workers, and alcohol and drug services workers and are co-located with General Practice (GP) providers.
- Provide outreach services to increase accessibility to Residential Aged Care Homes, Aboriginal Community Controlled Organisations, hard to reach and vulnerable populations.
- Clinicians are offered access to cultural safety and awareness training from Gippsland PHN.

headspace Enhancement – Bairnsdale, Sale, Latrobe & Wonthaggi

- Recruitment of additional clinical and non-clinical staff.
- Recruitment of identified positions reflective of community demographics, such as LGBTIQ+ and Aboriginal and/or Torres Strait Island people and communities.
- Enhancing GP remuneration for eligible headspace locations.
- Extended hours of operation.
- Professional development and upskilling, including upskilling in culturally appropriate care.
- Improving the implementation of appropriate and evidenced based approaches.
- Supplementing salaries for the existing multi-disciplinary workforce.
- Improving care coordination, referral pathways and service integration with state-funded and other PHN-commissioned services.
- Increasing community engagement and awareness activities, particularly with priority populations.
- Equipment costs to improve consumer care.



NATIONAL MENTAL HEALTH AND SUICIDE PREVENTION AGREEMENT AND BILATERAL PHN PROGRAM continued

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Access to care that meets people’s needs
- Aboriginal and/or Torres Strait Islander health and wellbeing
- Children and young people (0-25 years)
- People with a disability
- Alcohol and other drugs
- Mental health and wellbeing, including suicide prevention
- Reproductive and sexual health
- Health workforce
- Access to care that meets people’s needs
- Family violence
- Factors affecting health (social determinants; housing, income, social connections)
- Healthy and safe environment (climate change, pandemics, natural disasters)

AREAS SERVICED

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 South Gippsland
 Wellington
Bunurong lands
 Bass Coast

RESOURCING

Term: 30th June 2025

2023/24 Investment: \$2,801,848

ACTIVITY AT A GLANCE

Regional Planning, Commissioning & Governance

- Support the development, implementation and monitoring of a mental health and wellbeing capital plan for Gippsland, which in turn will: respond to priorities outlined in the inaugural statewide mental health and wellbeing service and capital plan developed by the Victorian Government.
- Be informed by the new national guidelines on joint regional planning and commissioning committed under the National Agreement.
- Consider opportunities for data sharing and identifying opportunities for system design responses to integration between Commonwealth and state-funded services.
- Address other requirements outlined in the National Agreement and Victorian bilateral schedule.
- Work with the Commonwealth and Victorian governments and Interim Regional Boards to consider and use opportunities to trial a co-commissioning approach designed to improve the integration between Commonwealth and state-funded services that builds on joined up planning approaches.
- Participate in regional commissioning and governance arrangements for initiatives under the Victorian Bilateral Agreement, including participation in communities of practice, working groups and other relevant governance mechanisms.
- Collaborate on joint capability building activities such as workforce training, secondary consultation, and communities of practice.
- Develop agreed referral pathways and shared care protocols.

PILOTS AND TARGETS PROGRAMS

AIM

The aim is to improve awareness, coordinate and facilitate access to in home palliative care and administer and manage the Strengthening Medicare – General Practice Grants

CONSULTATION AND COLLABORATION

- Gippsland Regional Palliative Care Consortium (GRPCC)
- Gippsland Palliative Care Consultancy (GPCC)
- Gippsland Primary Health professionals including General Practitioners
- Murray and Western Victoria Primary Health Networks
- Commonwealth Department of Health and Aged Care
- Gippsland Hospitals and Community Health Services
- Residential Aged Care Homes (RACHs)
- Pharmacy Guild of Australia
- Latrobe Health Advocate
- Gippsland PHN Community Advisory Committee and Clinical Councils
- People with a lived experience of aged care, dementia, palliative and end-life care and palliative care volunteers
- Co-design and collaborative activities over the life of the project and the localisation of the End of Life for Dementia Care Pathways being led by Gippsland PHN
- The Capacity Tracker and End Of Life Medications in Pharmacies project aims to improve communication between General Practices, community pharmacies and hospitals and support access to and awareness of end of life medication stock

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Health workforce
- Digital health
- Access to care that meets people’s needs

ACTIVITY AT A GLANCE

Greater Choice For At Home Palliative Care

Gippsland PHN Project Coordinator has commenced activities to improve awareness of palliative care options within Gippsland and to coordinate and facilitate access to in-home palliative care including residents of aged care homes as below:

- Scoping exercises to understand the current palliative care landscape and context across Gippsland to support the identification of barriers, enablers and system improvement opportunities.
- Developing and strengthening palliative care models of care for Gippsland.
- Building capacity of health professionals through communication, education and training activities.
- Stakeholder engagement to foster collaboration.

Strengthening Medicare – General Practice Grants Program

Gippsland PHN will provide one-off grants of either \$25,000, \$35,000 or \$50,000 (based on practice size) to support General Practices and eligible Aboriginal Community Controlled Health Services (ACCHs) to expand patient access and provide better, safe and accessible quality primary care to:

- Enhance digital health capability.
- Upgrade infection prevention and control arrangements.
- Maintain and/or achieve accreditation against the Royal Australian College of General Practitioners (RACGP) Standards for General Practice.

AREAS SERVICED

Gunaikurnai lands
 Baw Baw
 East Gippsland
 Latrobe
 South Gippsland
 Wellington
Bunurong lands
 Bass Coast

RESOURCING

Term: 31st October 2025
 2023/24 Investment: \$482,802

PRIMARY MENTAL HEALTH CARE

AIM

The aim of these activities is to increase the efficiency and effectiveness of primary mental health and suicide prevention services for people with or at risk of mental illness and/or suicide and to improve access to services. Integration of primary mental health care and suicide prevention services ensure people with mental illness receive the right care in the right place at the right time.

CONSULTATION AND COLLABORATION

Consultation and collaboration are undertaken with a wide range of community, health providers and organisations, Gippsland PHN Clinical Councils and Advisory Groups and State and Federal Governments.

Low Intensity, Psychological Therapies and Severe and Complex Services

In addition:

- Gippsland PHN commissioned service providers
- Department of Justice and Corrections
- Victoria Police
- Ambulance Victoria
- Community Services
- Save the Children
- Local Schools to complement existing resources within school environment, support parents and families, enable teachers and staff to access for advice and support
- Mental Health Wellbeing Network
- LifeLine
- East Gippsland Youth Focus Network
- Aboriginal Controlled Community Organisations for service promotion

Suicide Prevention – General Services

In addition:

- Standby Support After Suicide
- Postvention Coordination
- Mental Health services
- General Practices

ACTIVITY AT A GLANCE

Low Intensity

Two service providers deliver low intensity services via individual or group sessions using face to face and telehealth delivery modes:

- Relationships Australia Victoria - Child Mental Health services for children aged 4-11 living in Gippsland.
- South Gippsland Hospital – Community Social Worker supporting community living in South Gippsland.

Psychological Therapies

Five service providers deliver psychological therapies appropriate for individuals experiencing mild to moderate mental illness:

- Uniting Gippsland, providing services from South Gippsland and Latrobe.
- Erin Dolan and Associates, providing services from Baw Baw.
- Gippsland Lakes Complete Health, providing services from East Gippsland.
- South Gippsland Hospital, providing services from South Gippsland.
- Royal Flying Doctors Service, providing services in Far East Gippsland, Wellington and Bass Coast Shires.

Severe and Complex

Two service providers deliver high intensity mental health treatment services appropriate for individuals experiencing severe and complex mental illness across Gippsland:

- Foster Medical Centre servicing South Gippsland.
- Outcome Health servicing all of Gippsland.

Suicide Prevention – General Services

Jesuit Social Services deliver the Support After Suicide Program to people that are bereaved by suicide, including family, friends and peers of the person that has died by suicide by:

- Responding to referrals through the Victorian Police eReferral system, from the website (www.supportaftersuicide.org.au), coronial services and a wide range of other services.
- Providing support according to assessed need, such as: counselling with Support After Suicide, facilitation of local postvention support groups, sending information and resources and linking to local services.

PRIMARY MENTAL HEALTH CARE

continued

CONSULTATION AND COLLABORATION

Targeted Regional Initiatives for Suicide Prevention

In addition:

- Relevant Not-For-Profit organisations such as Lifeline Gippsland, Wellways and Roses in The Ocean
- Community groups such as Neighbourhood Houses and Rotary
- People with lived experience of suicide including those who have been bereaved
- Community members representing at risk groups such as LGBTIQ+ and Aboriginal and/or Torres Strait Islander people
- Youth Services such as Headspace
- Prevention and Health Promotion via the Gippsland Regional Public Health Unit (GRPHU)
- Family Violence services
- Mental Health Peer workers
- Sporting Clubs
- Local Media

Youth Enhanced Services

In addition:

- Other PHNs who have well established Youth Enhanced Services
- Orygen
- Victorian Child and Youth Mental Health Gippsland Unit – Latrobe Regional Hospital

headspace services

In addition:

- Youth Area Partnership
- Gippsland Mental Health Alliance
- Gippsland Drug and Alcohol Service Providers Alliance (GADSPA)
- State Department of Families, Fairness and Housing (DFFH)

Psychological Therapies for People Living in Residential Aged Care Homes

In addition:

- Residential Aged Care Homes
- Cognitive Dementia Memory Services
- older people living or caring for people living in Residential Aged Care Homes

ACTIVITY AT A GLANCE

Targeted Regional Initiatives for Suicide Prevention

Adopt a community-led and systems-based approach to suicide prevention, targeting populations identified as at risk of suicide or suicidal distress. Place-based community development initiatives collaboratively implemented in response to local needs across Gippsland including suicide response and postvention coordination.

Youth Enhanced Services

- In this coming year, Gippsland PHN are running a competitive limited procurement following a market sounding project to better understand the needs of youth enhanced services in Gippsland particularly for ages 12 to 25. This involved consultation and codesigns via workshops and surveys with (but not limited to) existing service providers, consumer, their carers and families, advocates, health sector professionals, Orygen, Gippsland PHN Community and Clinical Councils, other PHNs and other community members.
- The service is based on the Orygen Youth Enhanced Service Model and is expected to deliver outreach, home visits, telehealth, case management, care coordination, group and family support programs and work in partnership or network with other providers.

headspace services

Three headspace centres provide tailored and holistic mental health support to young people aged 12 - 25 years, with a focus on early intervention and with the young person at the centre of the service delivery and covering the Gippsland region.

Psychological Therapies for People Living in Residential Aged Care Homes

This activity delivers psychological therapies appropriate for individuals in Residential Aged Care Homes experiencing mild to moderate mental illness, to:

- Increase service access rates maximising the number of people receiving evidence-based intervention.
- Improve access to adequate level of primary mental health care intervention to maximise recovery and prevent escalation.

PRIMARY MENTAL HEALTH CARE continued

CONSULTATION AND COLLABORATION

Head To Health Intake And Assessment Phone Service

In addition:

- Head to Health Adult Mental Health Centres
- Victorian Tasmanian PHN Alliance (VTPHNA)
- State Department of Health
- The PHN Cooperative

Gippsland headspace Wait Time Reduction Program

- The lead agencies for Gippsland headspace services collaborate closely with their local service providers via their governance consortiums. Membership of these consortia may include Area Mental Health Service Child and Youth Mental Health (via Latrobe Regional Hospital); rural health services; community health services, welfare, and support organisations such as Quantum Support, Berry Street, and Anglicare; ACCOs; education, employment, and Local Learning Employment Networks; and alcohol and other drug service providers

Initial Assessment and Referral Training and Support Officers

- Kids Mental Health Centres
- Residential Aged Care Homes
- Local Health Networks
- General Practices
- Mental Health Service Providers

Supporting Recovery Pilot

- Gippsland Women's Health
- Gippsland Family Violence Alliance leads
- Quantum Support Services
- Victorian Department of Families, Fairness and Housing
- Establishment and ongoing support of the Expert Advisory Group for consultation with Gippsland-based service providers and consumers

ACTIVITY AT A GLANCE

Head To Health Intake and Assessment Phone Service

- Gippsland PHN has commissioned an external service provider to operate the Gippsland Head to Health Intake and Assessment Phone service.
- The intake team offers a range of supports and local knowledge, including offering information and advice about mental health and alcohol and other drug misuse to consumers, their carers, families and clinicians.

Gippsland headspace Wait Time Reduction Program

Reduce high wait times for clinical services, support long term sustainability of the headspace programs at Bairnsdale and Wonthaggi by improving access to services, increase access to clinical support through dedicated online support and enhance and modernise headspace premises through capital works.

Initial Assessment and Referral Training

Gippsland has recruited a full time Initial Assessment and Referral (IAR) Training and Support Officer (TSO) to support GPs and clinicians in learning and implementing the IAR tool into clinical practice and workflows.

Supporting Recovery Pilot

- Local Care Coordination - Quantum Support Services will work with victim-survivors in the Latrobe and Baw Baw Shires to help them develop their own integrated Recovery Plans which may include warm referrals to trauma-informed and trained service providers to deliver support specific to the needs of the victim-survivor. Services may include, but are not limited to, financial advice, legal services, housing support and trauma-informed mental health services for victim-survivors experiencing mental health challenges.
- Trauma Informed Mental Health Services - Gippsland PHN will conduct a public Request for Tender in February 2024, seeking one or more suitably qualified and experienced organisations to deliver trauma-informed mental health services for victim-survivors of family domestic and sexual violence in Latrobe and Baw Baw Shires who may be experiencing mental health challenges.



PRIMARY MENTAL HEALTH CARE continued

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Aboriginal and Torres Strait Islander health and wellbeing
- Access to care that meets people's needs
- Alcohol and other drugs
- Cancer
- Children and young people (0-25 years)
- Chronic Disease
- Digital Health
- Factors affecting health (social determinants; housing, income, social connections)
- Family violence
- Health workforce
- Healthy and safe environment (climate change, pandemics, natural disasters)
- Mental health and wellbeing, including suicide prevention
- People 65 years and over
- People with a disability
- Reproductive and sexual health

AREAS SERVICED

Gunaikurnai lands
Baw Baw
East Gippsland
Latrobe
South Gippsland
Wellington
Bunurong lands
Bass Coast

RESOURCING

Term: 30th June 2026

2023/24 Investment: \$12,671,363