

Gippsland PHN Activity Summary 2025-2026



AIM

Gippsland PHNs After Hours Primary Health Care Program addresses gaps in after-hours service arrangements; and support improved access to primary health care for multicultural people and those experiencing, or at risk of homelessness, whilst seeking 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

Consultation and collaboration in this program provides intelligence and evidential information to assist with locally planned and effective after-hours service models.

Promotion of after-hours 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.

Consultation with DFFH, specialist homeless support services, GP's, PHN advisory groups and the Gippsland Homelessness Network occurred under the Homelessness Access Program.

The Multicultural Access Program consultation occurred with community, carers and the health sector has supported Gippsland PHN's Health Needs Assessment.

ACTIVITY AT A GLANCE

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.

Homelessness Access Program

Introduced to support primary health care access for people experiencing homelessness, and includes training, support from neighborhood houses, Outreach and GP services.

Multicultural Access Program has been introduced to support primary health care access for people with a multicultural background.

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 connectedness)
- 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

2025/26 Investment:
\$994,281.58

AIM

The Aged Care program supports older Australians in Gippsland to live well and age in place. It improves access to and navigation of aged care services, facilitates healthy ageing through early intervention initiatives, supports aged care workforce and system integration, and enhances clinical care through virtual and pharmacy-based services in Residential Aged Care Homes (RACHs). The program also aims to reduce unnecessary hospital presentations and improve medication safety and continuity of care.

CONSULTATION AND COLLABORATION

- Ongoing engagement occurs with Residential Aged Care Homes, General Practices, local hospitals, Department of Health, Aboriginal services, and community health organisations across Gippsland.
- Clinical Councils and Community Advisory Committees provide input into program design and delivery.
- Co-design and collaboration occurs with Vic/Tas PHNs, South Eastern Melbourne PHN, Ambulance Victoria, and aged care providers to align initiatives and avoid duplication.
- Community of Practice (CoP) forums occur regularly involving Residential Aged Care Homes, General Practice clinics and stakeholders which enhance shared learning, integration, and coordination.
- Partnerships with the Gippsland Palliative Care Consortium and other health providers to improve education and care pathways.
- Broad engagement with community networks, libraries, senior groups, and culturally diverse service providers to promote aged care programs and gather referrals.

AREAS SERVICED

Gunaikurnai lands

Baw Baw
East Gippsland
Latrobe
South Gippsland
Wellington

Bunurong Lands

Bass Coast

RESOURCING

2025/26 Investment:
\$2,481,783.20

ACTIVITY AT A GLANCE

Care Finder Program

- Delivered by Latrobe Community Health Service and MiCare, providing intensive, personalised support for older people who need help accessing aged care services.
- Integration with Aboriginal Elder Support programs and active participation in regional CoPs.
- Outreach to marginalised populations and tailored support for people experiencing homelessness or housing insecurity.

Telehealth in Aged Care

- Support for 53 Residential Aged Care Homes to implement telehealth infrastructure and training.
- Grants distributed and equipment installed; participation rates exceeded 75%.
- Training delivered through online modules and National Telehealth Training Program, with uptake tracked via Learning Management System.
- Ongoing engagement with HealthDirect, Australian Digital Health Agency, and virtual care programs like VVED and RACER.

After-hours Support in RACHs

- Toolkit co-designed with local stakeholders and distributed to all Gippsland RACHs.
- Educational webinars and resources improve staff ability to identify and manage deteriorating residents after hours.
- Strong collaboration with Ambulance Victoria, GPs, and Residential In Reach programs to reduce avoidable ED transfers.

Early Intervention Programs

- Four providers commissioned to deliver physiotherapy, dietetics, chronic disease clinics, and healthy ageing programs across Gippsland.
- Evidence-based programs (e.g., Good Life with osteoArthritis: Denmark (GLAD)) support chronic disease management and functional health.
- Pre and post assessment tool standardised across all programs to monitor outcomes.

On-site Pharmacist Measure

- Supports uptake and integration of pharmacists in RACHs in alignment with recommendations from the Royal Commission into Aged Care.
- Environmental scans and matching of pharmacists to facilities underway.
- Focus on improving medication management, coordination with GPs, and implementation of the National Residential Medication Chart (eNRMC).

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Healthy ageing (65+)
- Aboriginal and/or Torres Strait Islander health and wellbeing
- Chronic conditions
- Health workforce
- Connected care
- Access to primary care for marginalised communities

AIM

The Drug and Alcohol Treatment Program aims to reduce the impact of substance misuse in Gippsland by improving access to Alcohol and Other Drug (AOD) services, including culturally appropriate services for Aboriginal and Torres Strait Islander people. It strengthens sector capacity through integrated models of care, supports prevention and early intervention, and enhances care planning for individuals with co-occurring AOD and mental health conditions. The program seeks to improve health outcomes for individuals, families, and communities while building workforce capability and sector efficiency.

CONSULTATION AND COLLABORATION

- Strong engagement with Aboriginal Community Controlled Organisations (ACCOs) including Moogji Aboriginal Council, Lake Tyers Health & Children's Services, Lakes Entrance Aboriginal Health Association (LEAHA), Gippsland and East Gippsland Aboriginal Cooperative (GEGAC), and Ramahyuck District Aboriginal Corporation (RDAC).
- Membership on the Gippsland Aboriginal Health Advisory Committee and participation in local Yarn Groups with Elders and Aboriginal Community Controlled Organisation (ACCO) CEOs to ensure self-determination and culturally safe services.
- Collaboration with the Gippsland Alcohol and Drug Service Provider Alliance (GADSPA), Victorian Department of Health, Local Hospital Networks, Victorian Alcohol and Drug Association (VAADA), and other AOD providers.
- Active partnerships with Australian Community Support Organisation (ACSO), Youth Support and Advocacy Service (YSAS), Gippsland Lakes Complete Health (GLCH), Latrobe Community Health Service, Wellways, and other community health services to strengthen integrated care pathways.
- Ongoing engagement with Victorian and Tasmanian PHN Alliance (VTPHNA) AOD Community of Practice to share data insights and promote best practice in treatment and reporting.

AREAS SERVICED

Gunaikurnai lands

Baw Baw
East Gippsland
Latrobe
South Gippsland
Wellington

Bunurong Lands

Bass Coast

RESOURCING

2025/26 Investment:
\$1,458,592.52

ACTIVITY AT A GLANCE

Core and Operational AOD Services

- Commissioned through ACSO and YSAS in partnership with GLCH to deliver individual and group therapy, counselling, day rehabilitation, family support sessions, and telehealth.
- Workforce strengthened through senior worker roles, professional development, and secondary consultations.
- Services operate within a stepped care framework, with case studies demonstrating improved outcomes including reduced substance use, reconnection with family, and increased engagement in work or study.

Indigenous Dual Diagnosis Service (IDDS)

- Culturally safe, co-designed service for Aboriginal and Torres Strait Islander clients with co-occurring AOD and mental health needs.
- Delivered by the collective "G3" ACCOs, providing psychosocial therapies, brief interventions, and group programs, face-to-face and via telehealth.
- Supported by family and community engagement to ensure culturally appropriate, holistic care.

National Ice Action Strategy (NIAS) Operational and Mainstream funding

- Funds are pooled with core AOD activities to increase regional service availability and workforce capacity.
- Focuses on early intervention, harm minimisation, and reducing the community impact of methamphetamine and other illicit substances.
- Supports prevention programs, integration of AOD and mental health services, and data-driven quality improvements through regular KPI monitoring.

Integration and future planning

- Preparing for an integrated mental health and AOD service model from July 2026, combining flexible service delivery across face-to-face, telehealth, and outreach.
- Consumer experience is central, monitored via YES PHN surveys and qualitative case studies which show improved outcomes including reduced substance use, reconnection with family and community, and increased engagement in education or employment.
- Quality improvement is embedded, with providers required to maintain accreditation and implement enhancements based on consumer and community feedback.

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Alcohol and Other Drugs
- Aboriginal and/or Torres Strait Islander health and wellbeing
- Mental health and wellbeing, including suicide prevention
- Healthy ageing (65+)
- Growing up healthy (0–25 years)
- Access to primary care for marginalised communities
- Connected care
- Health workforce

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 and 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 a service to deliver an integrated health and welfare service for vulnerable children and families in Latrobe.
- Commissioning a service to deliver care coordination and primary health services to residents in the remote rural community of Deddick Valley as well as Bendoc, Tubbut and Goongerah.
- Commissioning of a service to early intervention, allied health and care coordination services to enhance chronic disease management in Latrobe

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.
- Supports community across Gippsland via face-to-face appointments and telehealth supports.

Short Term Intervention Program

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.

Commissioning Multidisciplinary Teams in Primary Care

Commissioning of two small General Practices (defined as having 2 or fewer FTE GPs) within the Latrobe region to commission allied health within their clinic, supporting patients who have or are at risk of, heart failure.

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.

Dementia Clinical Referral Pathways

- Gippsland PHN has published a suite of Dementia pathways with input from Dementia Australia, through attendance at the proposed PHN drop-in sessions. Gippsland PHN continues to collaborate with Dementia Australia.

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ACTIVITY AT A GLANCE (continued)

Aged Care Clinical Referral Pathways

The aged care pathways identified align with the Gippsland PHN needs assessment to ensure pathways developed support the needs of the Gippsland region and aged care population. Activity continues to review and update clinical and referral pathways for Aged Care.

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.

Covid-19 Primary Care Support

Capacity Building, education and training and continuous improvement within the primary care workforce to support the COVID-19 Response.

Multidisciplinary Care in Aboriginal Community Controlled Organisations (ACCOs)

Utilising the service delivery model developed by the organisation/s during a non-clinical mapping activity, commission clinical services and access to allied health team to provide advice and early interventions to prevent chronic conditions and/or better manage existing conditions.

Falls, Strength and Balance Clinic

Commissioning of a service provider to deliver programs in Baw Baw, Wellington, East Gippsland, South Gippsland and Bass Coast to provide falls prevention, strength and balance and social connection to persons aged 65yrs or older.

Health Systems

FIXUS - 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.

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 and general practices) to access and analyse data and support general practice quality improvement activities.

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

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

AREAS SERVICED

Gunaikurnai lands

Baw Baw
East Gippsland
Latrobe
South Gippsland
Wellington

Bunurong Lands

Bass Coast

RESOURCING

2025/26 Investment:
\$2,065,172.87

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 connectedness)
- 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

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 and 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

AREAS SERVICED

Gunaikurnai lands

Baw Baw
East Gippsland
Latrobe
South Gippsland
Wellington

Bunurong Lands

Bass Coast

RESOURCING

2025/26 Investment:
\$3,487,202.04

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.
- Provide informed education and training to support Gippsland primary health workforce including GPs, Practice Nurses, Nurse Practitioners, Practice Managers, Allied Health and other general practice workforce.
- Support for General Practice in implementing MyMedicare and General Practice in Aged Care.

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

AIM

To commission psychosocial support services for eligible consumers, complementing existing services with a recovery and person-centred approach. These services aim to enhance independent living, reduce acute mental health interventions, strengthen social connection, build knowledge and life skills, and support personal recovery goals, including transitions into the NDIS where appropriate.

CONSULTATION AND COLLABORATION

Ongoing engagement with the Gippsland Mental Health Alliance, Gippsland Drug and Alcohol Service Providers Alliance, consumer representatives, ACCOs, local hospitals, and the Victorian Department of Families, Fairness and Housing.

Collaboration with:

- Local Adult and Older Adult Mental Health and Wellbeing Services
- Gippsland PRIDE and the Victorian Aboriginal Health Service
- General Practices and local hospital networks
- Sporting clubs, cafes, Men's Sheds, youth groups
- Latrobe Health Assembly
- Doorway Housing Program
- NDIS Local Area Coordinators

ACTIVITY AT A GLANCE

Services are delivered by Wellways through an integrated mental and physical health model using peer and wellbeing workers. Supports are matched to need, lasting up to 12 months and incorporating tools such as the IAR, K5, and RAS-DS.

Delivery includes:

- One-to-one support
- Tailored care planning and review
- Peer support
- Group education programs
- Outreach and digital access options
- Access and referral support

A contract extension to 31 Dec 2025 supports service continuity while a broader open tender is prepared for services from 1 January 2026 to 30 June 2027.

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Mental Health and Wellbeing, including Suicide Prevention
- Aboriginal and Torres Strait Islander health and wellbeing
- Alcohol and other drugs
- Health workforce
- Growing up healthy (0–25 years)
- Family violence

AREAS SERVICED

Gunaikurnai lands

Baw Baw
East Gippsland
Latrobe
South Gippsland
Wellington

Bunurong Lands

Bass Coast

RESOURCING

2025/26 Investment:

\$2,225,726.95

AIM

This activity aims to improve health outcomes for Aboriginal and/or Torres Strait Islander people with chronic health conditions through access to culturally safe care coordination, multidisciplinary support, self-management assistance, and supplementary services funding.

It also supports a self-determination approach, workforce development, and culturally competent mainstream services, contributing to a health system that is responsive, inclusive, and continually improving for Aboriginal and/or Torres Strait Islander communities.

CONSULTATION AND COLLABORATION

- Aboriginal representation continues through membership on Clinical Councils and Gippsland PHN's Reconciliation Action Plan Working Group, which includes Indigenous members from Gunaikurnai and Bunurong Country.
- Ongoing engagement with key Indigenous groups and Elders, the ACCO CEO G5 network, and local government Aboriginal community groups across Gippsland.
- Active participation in the Gippsland Aboriginal Health Advisory Committee (convened by the Victorian Department of Health), with involvement from ACCOs, the Department, and local health services.
- Regular consultation with commissioned service providers, including ACCOs and mainstream health services, through quarterly meetings and direct communication.
- Continued engagement with Gippsland General Practices and allied health services to support culturally competent care and access to supplementary services.
- Ongoing collaboration with Aboriginal Liaison Officers and health professionals within Local Hospital Networks, including through Clinical Council meetings, commissioned services gatherings, and region-specific working groups (e.g. NADAC, Aboriginal Eye Health Working Group).

ACTIVITY AT A GLANCE

Care coordination and Supplementary Services

- Four Aboriginal Community Controlled Organisations (ACCOs) in Gippsland are commissioned to deliver Integrated Team Care (ITC) services.
- Care Coordinators assist Aboriginal and/or Torres Strait Islander clients to access specialist and allied health services, support attendance at appointments, manage care plans, and ensure regular reviews by primary care providers.
- Supplementary Services funding is accessed when no other program can fund necessary care within a clinically acceptable timeframe, as documented in the client's care plan.
- Outreach Workers recruited from local communities provide culturally safe support, transport, and advocacy to ITC clients.
- The Gippsland PHN Indigenous Health Project Officer continues to promote, coordinate and support ITC activities, including workforce mentoring and systems collaboration.

Culturally Competent Mainstream Services

- Ongoing implementation of a locally developed Reconciliation Action Plan (RAP), shaped in partnership with Aboriginal Land Councils.
- Continued delivery of face-to-face and online cultural awareness/safety training, tailored to the needs of mainstream services across Gippsland.
- Resources developed to support culturally safe practice, including information sheets and education packs for new GPs and Registrars.
- Ongoing updates to the Black Pages directory to improve referral pathways and ensure cultural appropriateness of listed services.
- Promotion of Aboriginal-specific MBS items through education campaigns, including the 'Ask the Question' short film and GP-targeted communications
- Strengthened engagement with general practices to improve uptake of 715 health assessments and other Aboriginal-specific care items.

AREAS SERVICED

Gunaikurnai lands

Baw Baw
East Gippsland
Latrobe
South Gippsland
Wellington

Bunurong Lands

Bass Coast

RESOURCING

2025/26 Investment:
\$767,833.47

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Aboriginal and Torres Strait Islander health and wellbeing
- Access to care that meets peoples needs
- Alcohol and other drugs
- Chronic disease
- Connected Care
- Family Violence
- Health workforce

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 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.
- 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, Morwell & Wonthaggi

- Recruitment of additional clinical and non-clinical staff.
- Recruitment of identified positions reflective of community demographics, such as LGBTQIA+ 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.

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GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Aboriginal and/or 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)
- Family violence
- Health workforce
- Healthy and safe environment (climate change, pandemics, natural disasters)
- Mental health and wellbeing, including suicide prevention
- 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

2025/26 Investment:
\$1,886,990.84

ACTIVITY AT A GLANCE (continued)

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; and
- 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.
- Continue to imbed lived experience expertise across the commissioning cycle.

AIM

The Pilots and Targeted Programs portfolio supports innovative models of care that address priority health issues across Gippsland. It aims to enhance access to safe, equitable, and person-centred care through locally responsive pilot initiatives. These include strengthening general practice infrastructure, improving palliative care awareness and coordination, and providing outreach healthcare for victim-survivors of family, domestic and sexual violence (FDSV).

CONSULTATION AND COLLABORATION

- Consultation and collaboration with General Practices, community health services, Aboriginal organisations, Victorian Government departments, and sector peak bodies.
- Participation in Vic/Tas PHN Alliance Communities of Practice for both Palliative Care and FDSV pilot initiatives.
- Engagement with Latrobe Palliative Care Advancement Group, Gippsland Regional Palliative Care Consortium, and Palliative Care Consultancy Gippsland.
- Community collaboration with Ambulance Victoria, Bush Nursing Centres, and local service clubs.
- Strong partnerships with Gippsland Women's Health and the Gippsland Family Violence Alliance to shape and support FDSV outreach healthcare.

AREAS SERVICED

Gunaikurnai lands

Baw Baw
East Gippsland
Latrobe
South Gippsland
Wellington

Bunurong Lands

Bass Coast

RESOURCING

2025/26 Investment:

\$808,624.15

ACTIVITY AT A GLANCE

Endometriosis and Pelvic Pain Clinic

- Improved access for patients to diagnostic, treatment and referral services for endometriosis and pelvic pain; and care, treatment and management for perimenopause and menopause.
- Clinic will commence from January 2026 in Latrobe Valley.

Greater Choice for at Home Palliative Care

- Delivered education for general practices and remote nurses; supported training grants and community awareness events.
- Developed a QI Toolkit for GPs and improved community engagement via roadshows and microgrants.
- A dedicated web page consolidates resources for clinicians and the public.
- A consultant is engaging Aboriginal communities to inform culturally safe palliative care resources and activities for 2025–26.

Outreach Healthcare for Victim-Survivors of FDSV

- An open tender will commission a lead agency to deliver a multidisciplinary outreach service in East Gippsland.
- Services will include care coordination, primary and mental health care, maternal and paediatric support, and access to TraumaConnect (a 24/7 digital trauma resource).
- Designed with trauma-informed and culturally safe principles, with outreach to Aboriginal communities via ACCOs.
- Includes brokerage funding to overcome barriers to access.

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Aboriginal and/or Torres Strait Islander health and wellbeing
- Healthy ageing (65+)
- Health workforce
- Family violence
- Connected care
- Chronic conditions
- Access to primary care for marginalised communities

AIM

Medicare Urgent Care Clinics (UCCs) aim to provide free, walk-in care for urgent, non-life-threatening conditions, helping people access treatment without going to hospital emergency departments. Fully bulk-billed under Medicare, they operate with extended hours and are staffed by doctors and nurses.

ACTIVITY AT A GLANCE

Medicare Urgent Care Clinics (UCCs) aim to provide free, walk-in care for urgent, non-life-threatening conditions, helping people access treatment without going to hospital emergency departments. Fully bulk-billed under Medicare, they operate with extended hours and are staffed by doctors and nurses.

CONSULTATION AND COLLABORATION

Warragul Medicare UCC engages in regular consultation through internal weekly management meetings, quarterly contract meetings with Gippsland PHN, and the National Medicare UCC Community of Practice. These consultations provide an opportunity to review service delivery, share insights, and identify emerging risks, ensuring the clinic remains responsive to patient needs and focused on continuous quality improvement.

Warragul Medicare UCC collaborates closely with key stakeholders, including Ambulance Victoria, local Emergency Departments, and Gippsland PHN, through dedicated Working Group meetings. This collaborative approach supports coordinated care pathways, strengthens local service integration, and helps deliver safer, more effective urgent care to the Gippsland community.

GIPPSLAND PRIORITY AREAS ADDRESSED WITH THIS PROGRAM

- Mental Health and Wellbeing, including Suicide Prevention
- Healthy Ageing (people aged 65+)
- Growing Up Healthy (0-25 years)
- Access to Primary Care for Marginalised Communities

AREAS SERVICED

Gunaikurnai lands
South Gippsland

RESOURCING

2025/26 Investment:
\$5,231,560.00

AIM

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 and 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 using a stepped care approach for individuals experiencing mild to moderate mental illness:

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

Suicide Prevention – General Services

Gippsland PHN intend to undertake an open competitive tender to seek a provider to deliver the Support After Suicide Program to all people living in Gippsland that are bereaved by suicide, including family, friends, and peers of the person that has died by suicide. The service sought is to operate from 15 August 2025 to 30 June 2026. This service must have a face-to-face component, adding to the telehealth/digital support that has been provided to date. As the new contract is due to commence 15 August 2025, Gippsland PHN intend to issue a Deed of Variation to our current provider, Jesuit Social Services (JSS), until 30 August 2025 to allow transitioning from JSS to the new provider/s.

Targeted Regional Initiatives for Suicide Prevention

Gippsland PHN will continue to deliver sustainable community led suicide prevention initiatives and capacity building across the mental health and primary care service sector, including lived experience. Gippsland PHN take responsibility for engagement, coordination and integration of early intervention and suicide prevention activities across regional stakeholders and service providers.

Severe and Complex

Also using the stepped care model, two service providers deliver high intensity mental health treatment services for individuals experiencing severe and complex mental illness across Gippsland:

- Foster Medical Centre servicing South Gippsland.
- Melbourne East General Practice Network

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CONSULTATION AND COLLABORATION (continued)

Targeted Regional Initiatives for Suicide Prevention

- 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

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

Head To Health Intake And Assessment Phone Service

- 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.

ACTIVITY AT A GLANCE (continued)

Youth Enhanced Services

- Provides enhanced access to medical care, care coordination and evidence based psychological interventions. Promotes youth service integration through local partnerships. contributes to a quality, innovative, and effective mental health and suicide prevention service system.
- Based on the Orygen Youth Enhanced Service Model and delivers outreach, home visits, telehealth, case management, care coordination, group and family support programs and works 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 provided by Wellways 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.

Medicare Mental 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.

Supporting Recovery Pilot

- Local Care Coordination - Quantum Support Services work with victim-survivors in Latrobe and Baw Baw to help them develop 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 are connected to the Orange Door and 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 has commissioned Latrobe Community Health Service to deliver trauma-informed mental health services for victim-survivors of family domestic and sexual violence who may be experiencing mental health challenges in Latrobe and Baw Baw Shires. An Expert Advisory Group was also established to ensure smooth delivery of integrated services.

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CONSULTATION AND COLLABORATION (continued)

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 (continued)

Aboriginal Dual Diagnosis Program

- By pooling funding from the Indigenous Drug and Alcohol Program and Indigenous Mental Health Program, Gippsland PHN have established the Indigenous Dual Diagnosis Services (IDDS) Program.
- Gippsland and East Gippsland Aboriginal Corporation are contracted to deliver mental health services within the Stepped Care approach, supported by the Primary Mental Health and Suicide Prevention Stepped Care Program Guidelines.

AREAS SERVICED

Gunaikurnai lands

Baw Baw
East Gippsland
Latrobe
South Gippsland
Wellington

Bunurong Lands

Bass Coast

RESOURCING

2025/26 Investment:
\$13,489,646.04

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)
- 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