WESTERN NSW PHN
AFTER HOURS SERVICE
INNOVATION GRANT
GUIDELINES
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OVERVIEW

The Western Health Alliance Limited operating the Western NSW PHN (WPHN) invites eligible organisations to apply for funding to improve access to high quality effective and efficient after hours primary health care services in Western NSW.

The purpose of these guidelines is to provide prospective applicants with information to support application for this funding.

Applications will be accepted from 25 November to 5pm 11 December 2015 with successful applicants expected to commence delivery of services in January 2016.

About WPHN

Western NSW Primary Health Network (WPHN) is one of 31 new PHNs that have been tasked with reshaping primary healthcare across the nation. PHNs are outcome focused organisations working to improve frontline services whilst ensuring better integration of care between primary and acute care services.

The WPHN covers both Far West and Western NSW Local Health Districts. It contains 107 General Practices and is 441,609kms in size with 309,447 residents 11.4% Aboriginal & Torres Strait Islander population.
About the After Hours Program

The WPHN is funded by the Commonwealth Department of Health to work to address gaps in after hours service arrangements and improve service integration within the region.

Definition of After Hours Primary Health Care

After hours primary health care (AHPHC) is defined as accessible and effective care for people whose health condition is urgent and cannot wait for treatment until regular services are next available.

There are a clear set of principles on which after hours services should be based:
Accessible care – appropriate, timely, available, affordable and equitable.
Effective care – coordinated, high quality, safe, efficient, sustainable and supports continuity of care.

The after hours period is defined as:
- before 8:00am and after 6:00pm weekdays;
- before 8:00am and after 12:00pm Saturdays; and,
- all day Sundays and public holidays.

The after hours period can be further categorised into the following periods:
- sociable after hours period – 6 pm to 11 pm weeknights; and,
- unsociable after hours period – 11 pm to 8 am weekdays, hours outside of 8 am and 12 noon Saturdays, and all day Sundays and public holidays.

Key Program Objectives

The key program objectives for the After Hours program are to:

- Increase the efficiency and effectiveness of AHPHC for patients, particularly those with limited access to health services.
- Improve access to AHPHC through effective planning, coordination and support for population based AHPHC.

Other Program Objectives

a. Develop innovative solutions to address service gaps and improve access to after hours primary health care, ensuring consideration is ongoing for vulnerable populations and those who have not been well served by previous after hours arrangements, such as rural and remote populations.
b. Address the lack of, or inequity of access to, after hours primary health care through targeted (and collaborative) programs.
c. Improve patient outcomes through working collaboratively with health professionals and services to integrate and facilitate a seamless patient experience.
d. Address fragmentation, increase efficiency and effectiveness and implement systems to support effective communication and continuity of care across after hours service providers and patient's regular General Practitioner (GP).
e. Work with key local after hours stakeholders, including state and territory governments to plan, coordinate and support population based after hours primary health care.
f. Foster local level solutions and enable a greater focus of specific target groups, particularly where the Practice Incentive Program (PIP) incentive may not reach.
g. Increase consumer awareness of after hours primary health care available in their community and improve patient health literacy on the appropriate health services to access in the after hours period.
Grant Funding Guidelines

Funding Outline
In 2015-16 WPHN will provide a number of After Hours Primary Care Innovation Grants (the Grants Program) to successful organisations which meet the criteria outlined below.

Services or projects funded under the grants scheme will be considered ‘pilot’ projects with a view to further developing or expanding successful projects in 2016-17.

Two grant streams have been established for this purpose:

Service Delivery Stream: primary health care providers will be funded to deliver services immediately and are expected to be established organisations delivering services with capacity to implement a new project or extend an existing service.

Submissions should be for $100,000 or less.

Service Development Stream: primary health care providers will be funded to develop their organisational capacity in order to establish a robust service model which can be implemented following the grant cessation.

Submissions should be for $50,000 or less.

Aims

The aim of the Grants Program is to ensure efficient and sustainable delivery of high quality accessible after hours primary health care services across the region, particularly for those with limited access to services.

Key Priorities

WPHN has undertaken a review and consolidation of relevant Medicare Local needs assessments, which has identified a number of priority areas that relate to the provision of after hours primary health care. The following priorities are the focus of the Grants Program.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Reason for Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pharmacy</strong> - Access to pharmacy co-located or closely located to general practice during the after hours period to meet the needs of the local community.</td>
<td>There is limited access to pharmacy particularly during the unsociable hours in specific locations in the region, making it difficult to access medication during this time.</td>
</tr>
<tr>
<td><strong>Aged Care Facility</strong> - To improve capacity of Aged Care Facilities to work collaboratively with General Practice and Primary Health Care Organisations to foster innovative models of care to improve patient access to after hours services.</td>
<td>Aged Care facilities reported difficulty accessing coordinated primary health care, especially during the after hours period.</td>
</tr>
<tr>
<td><strong>Aboriginal Health</strong> - Improving access to after hours services for Aboriginal people.</td>
<td>High rates of presentations to hospital emergency departments, including during the after hours period.</td>
</tr>
<tr>
<td><strong>Disadvantaged Groups</strong> - Improved access for disadvantaged groups including Palliative care &amp; housebound aged patients with complex needs.</td>
<td>Limited services available during the after hours period for palliative care and aged patients</td>
</tr>
</tbody>
</table>
### Mental Health

Limited services available during the after hours period for people with mental health and behavioural problems.

### Communication and coordination of health care services

Services report difficulty communicating with other services and fragmentation across systems.

### Young Children (0-5 years old)

High rates of primary care type presentations to hospital emergency departments, including during the after hours period.

### Diagnostic Services

Limited access to diagnostic services such as radiology and pathology during the after hours period (particularly co-located with general practice).

### Transport – Improve access to after hours services

Evidence shows that a lack of transport is a barrier in remote communities to after hours services.

### Eligibility

Applicants considered eligible for funding are those that can demonstrate they meet the following criteria:

1. Are located within and provide services in Western NSW PHN boundaries.
2. Provide a service/project during the after hours period or can demonstrate how the service/project will impact on the after hours period if not delivered directly during the after hours period.
3. Are able to complete the service/project from 1 January – 30 June 2016.
4. If a General Practice, must be accredited and demonstrate an innovative approach that is not within the scope of the Practice Incentive Program (PIP).
5. Can provide evidence of appropriate insurance and credentials to deliver the service (e.g. public liability to cover a minimum of $20 million).
6. Have an Australian Business Number (ABN).

Applicant organisations may form partnerships or a consortium with other organisations located outside the WPHN region where relevant to the application. Collaborative applications are encouraged.

### Ineligible Expenditure

WPHN after hours grants program will not fund:

- Services/ Projects located or delivering service outside the region.
- Services/ Projects that do not meet the eligibility criteria.
- Services/ Projects that are core activities or services of the applicant organisation.
- Services/ Projects or initiatives that duplicate those that are already being offered within the same community.
- Services/ Projects or activities that are the primary responsibility of other funding agencies or Government departments.
- Services/ Projects where the applicants are in a position to self-fund or where a more appropriate funding source is available.
- Capital resource or equipment unless demonstrated that it is a vital part of the project and benefits the wider community.
- Administration costs, including ongoing operating costs of the organisation, in excess of 10% of requested grant funds.
- Events or conference sponsorship, prizes or award ceremonies.
- Debt repayments for an organisation.
- Unreasonable incentives for participants of proposed services/projects.

**Conditions of Funding**

After Hours grant funding will be provided through a formal funding agreement for the period of 1 January 2016 – 30 June 2016. The agreement will set out the terms and conditions of the funding in detail.

WPHN will provide details of successful funding recipients on its website following formalisation of the funding agreement.

**Monitoring**

The funding recipient will be required to actively manage the delivery of the service/ project. WPHN will monitor progress against the Services Agreement through assessment of deliverables and regular communication. Failure to provide information about the provision of services/ activities funded for, or failure to provide the services/complete activities as outlined in the Agreement will result in the withdrawal or withholding of funding until contractual obligations are fulfilled.

**Reporting Requirements**

Recipients of funding will be required to provide the following reports.

<table>
<thead>
<tr>
<th>Report</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery Plan/ Project Plan (including evaluation plan)</td>
<td>Upon successful receipt of funding (approximately 2 weeks following official notice)</td>
</tr>
<tr>
<td>Progress Report</td>
<td>Mid-way through the Agreement period (approximately 3 months following commencement of service/ project)</td>
</tr>
<tr>
<td>Final Evaluation Report</td>
<td>On completion of the service/ project (approximately one month following cessation of the service/project)</td>
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</table>

Reports are expected to include service delivery/ outcomes data and expenditure records. Funding recipients are expected to conduct their own evaluation or engage appropriate resources to do so.

Information contained in reports will contribute to a regional after hours service delivery database and may be used to measure the effectiveness of improving access to after hours services within the region. This data will form part of WPHN After Hours program reporting to the Commonwealth government.

**Conflict of Interest**

A conflict of interest may exist if the applicants or any personnel within the applicant organisation applying for funding have a relationship (professional, commercial, personal) with a party who is able to influence the application assessment process. Applicants should declare as part of the application process any existing (perceived or real) conflicts of interest.
Taxation Implications

Applicants are advised to seek independent professional advice regarding the treatment of this funding in relation to taxation implications for the recipient.

Application and Assessment Process

Lodgement of Applications

An Application Form for WPHN After Hours Grant funding is available via the WPHN website. The template must be used and applicants should ensure that all sections of the template are completed.

Applicants must complete all relevant sections of the application form, including the checklist and declaration.

- Applications must be received no later than **COB 5pm, Friday 11 December 2015**
- Applications must be marked **CONFIDENTIAL – After Hours Innovation Fund** and submitted:
  - By email to [tenders@wnswphn.org.au](mailto:tenders@wnswphn.org.au), or
  - By post to **Western NSW PHN, PO Box 890, Dubbo NSW 2830**
- Applications received after the closing date and time will not be accepted.
- All requested fields must be completed and supporting documentation supplied
- Please note we will not accept ‘draft’ applications for review prior to submission.
- Requests for extensions to submit an application will not be accepted.

All enquiries relating to this ITA should be made to: **Janine Dennis, Commissioning and Relationships Manager** via [tenders@wnswphn.org.au](mailto:tenders@wnswphn.org.au)

Receipt of applications will be acknowledged by email shortly after the application closing date.

Assessment and Selection Criteria

Applications will be assessed by a panel of members against the selection criteria (outlined below) with preference given to those that:

- Are innovative and evidence-based;
- Have an ongoing benefit for the community;
- Target disadvantaged members of the community;
- Have clear objectives and evaluation measures; and,
- Have an appropriately qualified and skilled workforce.

Applications will be assessed against the following selection criteria and applicants are encouraged to develop innovative solutions to address these.

1. **Appropriate** – meet the needs of the local population.
2. **Available** – services must be accessible to all patients/clients living within, or visiting, the region regardless of the person’s usual residency or health care arrangements.
3. **Timely** – consider patient/client travel time and service delivery timing.
4. **Affordable** – be affordable and have a transparent fee structure (where relevant) in place to disclose costs to the consumer prior to delivery of service.
5. **Equitable** – ensure processes are in place to meet the needs of vulnerable population groups.
6. **Coordinated** - services should build upon existing arrangements that meet community needs and complement other (after hours) services within the region.
7. **Quality** – services must provide a safe environment for consumers and staff and demonstrate compliance with all relevant Australian standards and legislation.
8. **Sustainable** – the service/ project should be sustainable following cessation of grant funding.
9. **Financial** services must demonstrate value for money. (Note: Applicants should consider quality of service as well as financial cost, as applications with the lowest level of funding will not automatically be approved).

**Assessment**

Applications for grant funding will be deemed competitive and assessed based on the applicant's demonstration of how they meet the selection criteria, including consideration for the key priorities and populations.

The assessment panel will rank applications based on their full assessment of the application and endorse high ranking applications to the WPHN executive management for approval of funding. The assessment panel may decide that a proposal be partially funded.

**Timeline**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
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<tbody>
<tr>
<td>Applications Open</td>
<td>25 November 2015</td>
</tr>
<tr>
<td>Applications Close</td>
<td>11 December 2015</td>
</tr>
<tr>
<td>Applications short-listed</td>
<td>14 December 2015</td>
</tr>
<tr>
<td>Request for Further Information</td>
<td>15 December 2015</td>
</tr>
<tr>
<td>Applications endorsed</td>
<td>17 December 2015</td>
</tr>
<tr>
<td>Applicants advised of outcomes</td>
<td>18 December 2015</td>
</tr>
<tr>
<td>Applicant negotiations</td>
<td>21 December 2015</td>
</tr>
<tr>
<td>Project negotiations conclude and contracts offered</td>
<td>22 December 2015</td>
</tr>
<tr>
<td>Contracts commence</td>
<td>11 January 2016</td>
</tr>
<tr>
<td>Contracts conclude</td>
<td>30 June 2016</td>
</tr>
</tbody>
</table>

**Contact**

Please ensure you have familiarised yourself with this document and the Application Form before contacting WPHN. For enquiries that have not been answered within this document please email tenders@wnswphn.org.au with your query and a representative from the organisation will endeavour to respond within one business day.

**Acknowledgement**

We acknowledge and pay our respects to Aboriginal and Torres Strait Islander peoples past, present and future as custodians of all country in Australia.

We also acknowledge Melbourne Primary Care Network (MPCN) for their development of this resource.