After hours health care

Disadvantaged services—rural and remote communities: Frequently Asked Questions

What is the funding for?
This funding opportunity will allow healthcare providers to inform Northern Queensland Primary Health Network (NQPHN) of localised need in rural and remote communities, and propose innovative service models or propose enhancements to existing healthcare services.

What is the after hours period?
The after hours period is outside 8am to 6pm weekdays, outside 8am to 12noon on Saturdays, and all day Sundays and public holidays.

What focus does the funding have?
- services that are flexible, responsive, and tailored to regional circumstance and address health needs in the after hours period
- improved health outcomes and patient experience in rural and remote communities
- communication with patients and providers is key to success
- innovative service delivery is adopted and promoted
- impact on reducing avoidable hospital presentations.

Services will target the following priority groups:
- families with children
- Aboriginal and Torres Strait Islander people
- people with complex and chronic conditions
- people living in rural and remote regions
- older Australians.

Who can apply?
This funding is restricted to rural and remote communities. Services that provide after hours healthcare to disadvantaged groups are eligible to apply. Services that have an anticipatory care aspect, where actual healthcare is provided outside of the after hours period but will impact on healthcare in the after hours period, may still be considered for this funding.

How much can be applied for?
Applications for funding with a total value between $400,000 and $1,000,000 excluding GST will be available for 2017–19.

Are there minimum requirements for funding?
Application requirements are further detailed in the service requirements, however in brief, applications will need to address key areas below in relation to how their proposal will improve after hours services. Some service areas will need to be addressed in-hours, which will reduce the burden in the after hours period.

Key areas:
- increasing consumer awareness of after hours primary health care available in rural and remote communities
- improving delivery challenges for rural and remote communities to develop crucial linkages with local hospitals and other community health care providers
- increasing after hours services availability leading to a reduction in Emergency Category 4 and 5 presentations
- linkages with multiple key local organisations/healthcare providers
- integration of services for Aboriginal and Torres Strait Islander communities
- providing a high level of value on cultural safety and capabilities for staff who work in the after hours period.

How do we apply?
Register on eTENDERING, follow the instructions, and be sure to be thorough in your response. Check you have uploaded all the relevant documents to your submission. Applications are open from Monday 5 March 2018 to Thursday 5 April 2018. Applications will be accepted until 2pm on the final day of the round.

What if I have questions about the funding?
Your questions MUST be asked via the eTENDERING Portal.