

EMPHN Aged Care Collaborative Sessions

5th May 2026 | East Region – East Ringwood

phn
EASTERN MELBOURNE

An Australian Government Initiative



Eastern Melbourne PHN is primarily funded by the Australian Government through the Department of Health, Disability and Ageing.



Welcome

Raylea Sola

Program Manager General
Practice Improvement Digital
Enablement

Working Together

We foster partnerships
by being inclusive and
interacting as one
team to achieve
shared outcomes



Acknowledgement of Country

Eastern Melbourne PHN acknowledges the Wurundjeri people and other peoples of the Kulin Nation on whose unceded lands our work in the community takes place. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past and present. EMPHN is committed to the healing of Country, working towards equity in health outcomes, and the ongoing journey of reconciliation.

Recognition of lived experience

We recognise and value the knowledge and wisdom of people with lived experience, their supporters and the practitioners who work with them and celebrate their strength and resilience in facing the challenges associated with recovery. We acknowledge the important contribution that they make to the development and delivery of health and community services in our catchment.



Housekeeping



Coffee & Morning Tea

Coffee station; morning tea at 10:15



Bathrooms

Directly outside function room entry doors



Emergency Exits

Please await directions from Karralyka staff



No smoking or vaping



Wi-Fi

Password on card on table



Phones

Please keep your phones on silent



Time

We'll keep things on track, so we finish by 11.30am



Photos

We will be taking photos throughout the day - if you do not want your image shared, please let us know

Welcome

Opening Address

Narelle Quinn

Executive Director Primary
Care Innovation and
Development



Working Together

We foster partnerships
by being inclusive and
interacting as one
team to achieve
shared outcomes

The role of Primary Health Networks

The Australian Government established Primary Health Networks (PHNs) to increase the efficiency of medical services, reduce fragmentation of care and improve health outcomes for everyone, especially for the most vulnerable. There are 31 Primary Health Networks in Australia and six in Victoria.

Key objectives:

- increase the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes
- improve coordination of care to ensure patients receive the right care in the right place at the right time.



Our role as coordinator, commissioner and capacity builder

As a PHN, there are three core areas of activity and priority:

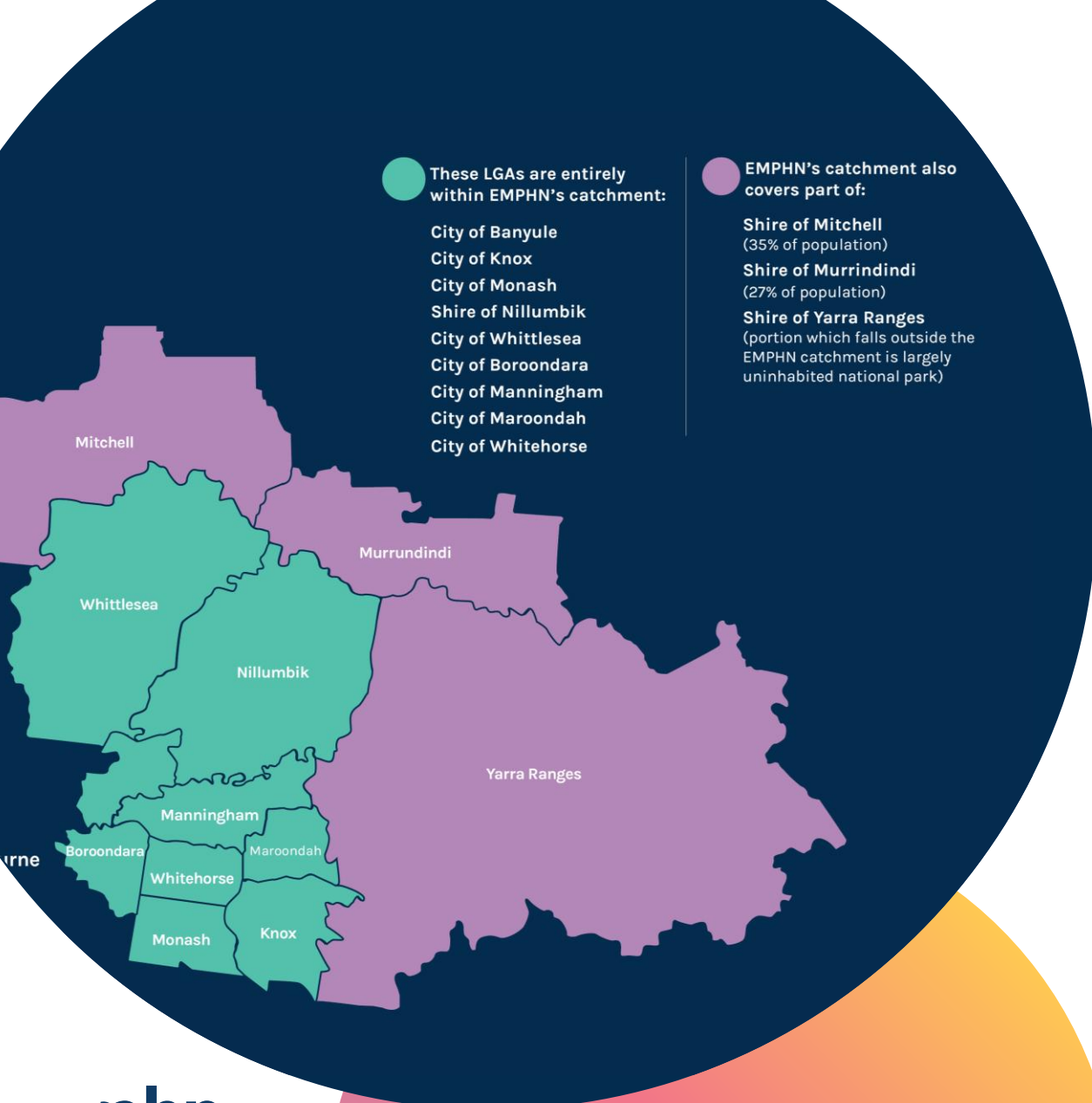
1. Coordination
2. Commission
3. Capacity-build

We work to achieve our vision of:

- Better health outcomes
- Better health experiences
- An integrated health care system

Through our five strategic priorities:

1. Addressing health gaps and inequalities
2. Enhancing primary care
3. Leveraging digital health, data and technology
4. Partners working as a single service system
5. A high performing organisation



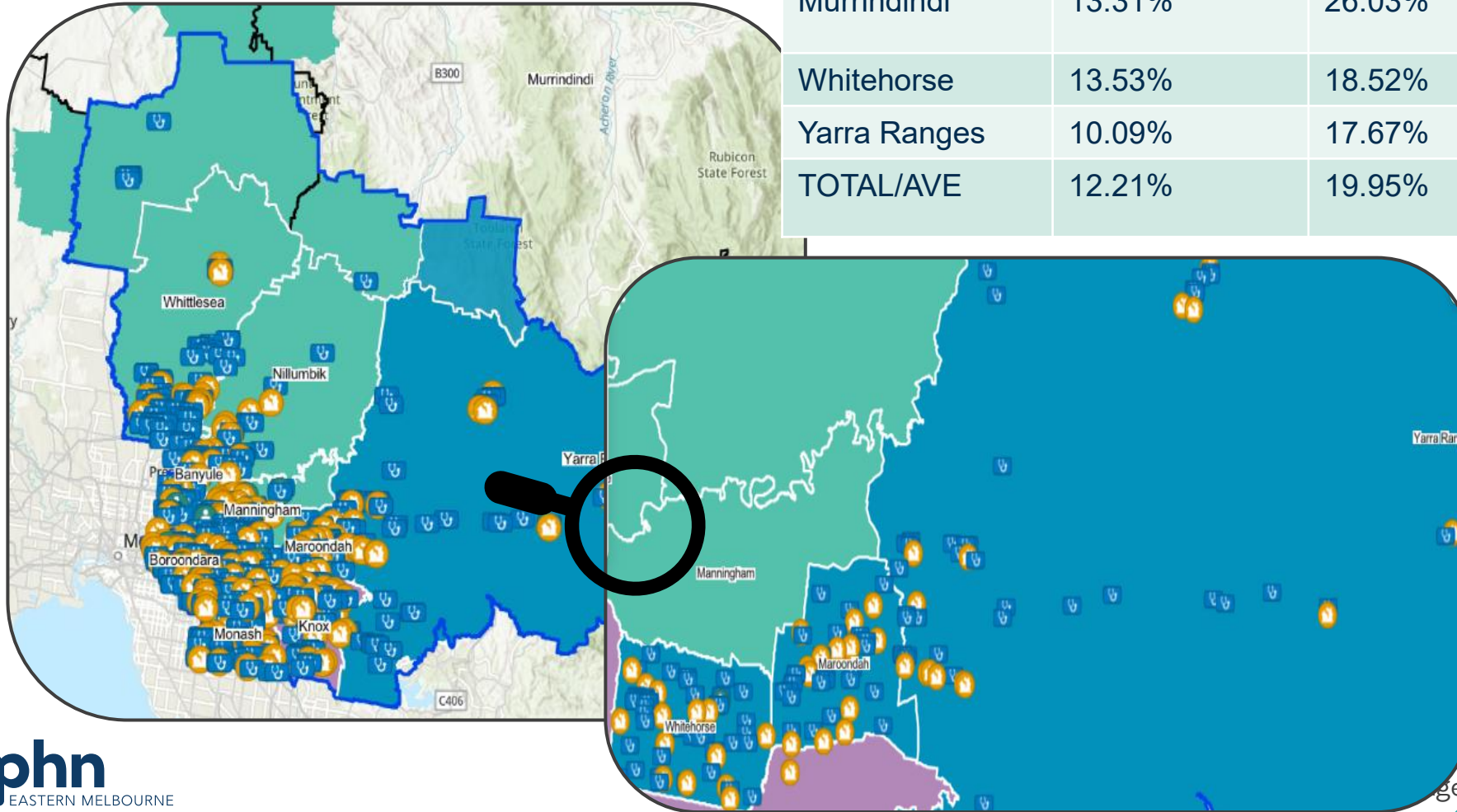
Our community snapshot

EMPHN's catchment ranges across the east and north-east of Melbourne and includes 12 local government areas - with three of those shared between EMPHN and other PHNs.

The people who live in EMPHN's catchment are from a diverse mix of ethnicities and socio-economic backgrounds with a wide range of health needs that require a targeted primary health response.

The local picture

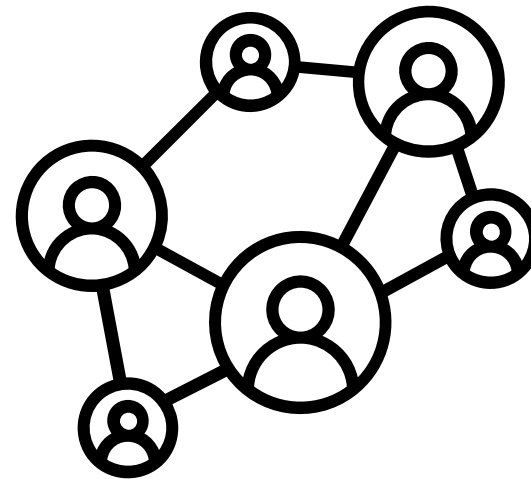
LGA	Projected population increase by 2030 (%)	Older People (65+)	Residential Aged Care Homes	General Practices
Maroondah	11.90%	17.58%	12	25
Murrindindi	13.31%	26.03%	0	1
Whitehorse	13.53%	18.52%	12	49
Yarra Ranges	10.09%	17.67%	14	49
TOTAL/AVE	12.21%	19.95%	38	124



What does EMPHN do?

How EMPHN supports you

- Connects residential aged care homes, general practices and health services
- Strengthens collaboration and coordination
- Uses insights to drive practical system improvements
- Supports more integrated, resident-centred care



Working together



Your Facilitator

Founder and Director of **MediCoach** and a nationally recognised leader in primary care. With more than 35 years of experience spanning nursing, coaching, innovation and system redesign, Kim has shaped workforce development and quality improvement across Australia and internationally.

Kim is known for her work in change management, chronic disease care and team-based practice transformation.



Today's Journey

- Why are we here and what is the problem we are working on?
- What will success look like?
- What will we do with what we learn today?
- What is most important?
- What is next?

EMPHN Aged Care / GP Collaborative Sessions Eastern Health and St Vincent's Hospital

Date 5 May 2026 | Region East Metro

phn
EASTERN MELBOURNE

An Australian Government Initiative



Eastern Melbourne PHN is primarily funded by the Australian Government through the Department of Health, Disability and Ageing.



Aim:

Emergency Department diversion for acutely unwell aged care residents when **care-in-place** can be safely delivered and aligns with the preferences of the resident (or medical decision-maker)

Approach:

- Timely clinical support
- Empower aged care homes and GPs to provide care-in-place
- Also provide short term follow-up at transitions of care (post-hospital discharge)

	St Vincent's InReach	Eastern Health InReach
Catchment	<ul style="list-style-type: none"> • Boroondara • Darebin (Southern) • Yarra <p>No. of RACH beds - 3121</p>	<ul style="list-style-type: none"> • Boroondara • Knox • Manningham • Maroondah • Monash • Whitehorse • Yarra Ranges <p>No. of RACH beds - 10465</p>
Hours	<p>Monday to Sunday 8am – 4pm</p> <p>Public Holidays 8am – 4pm</p>	<p>Monday to Friday 8am – 8pm (medical till 4.30pm)</p> <p>Weekends 8am – 4pm</p> <p>Public Holidays 8am – 4pm</p>
Staffing	<p>3-5 nurses + Nurse practitioner</p> <p>3 doctors – Registrar, Geriatrician, HMO</p> <p>Reduced staffing on weekends and public holidays</p>	<p>2 - 3 nurses</p> <p>2 doctors – Registrar, Geriatrician</p> <p>Reduced staffing on weekends and public holidays</p>
How to refer	Ph: 1800 891 300	Ph: 9955 7474
Mode of contact	<ul style="list-style-type: none"> • In-person visits • Video-telehealth • Phone calls and advice 	

Services:

- ✓ Medical and Nursing acute assessments and management including:
 - Acute illness
 - Post-falls (+/- Wound closure)
 - Urinary catheter troubleshooting
 - PEG tube changes and troubleshooting
 - End-of-life care
- ✓ Post-hospital discharge follow-up (phone follow-up +/- visit)
- ✓ Phone advice with RACH nurses and General Practitioners
- ✓ Linkages with hospital-based specialties and unit
- ✓ Education - onsite and Education days

What's working well (to support care-in-place)



The people

RACH staff and GP who know the residents and their families well

Good relationships between GPs and InReach



The medication systems

Imprest medication system

Electronic medication systems



The technology

Video-telehealth



The other services available

VVED

Palliative Care Advisory Service

Mobile imaging services (M.R.A. and E.M.R.G.)

Pathology services



Continuing education for RACH staff – arranged by RACH, done online or attend sessions by InReach

Challenges

- ❖ Increasingly complex and frail residents
- ❖ Lack of imprest medication system in RACH
- ❖ Access to GP
 - Afterhours – locum GP service capacity, Outer metro areas
 - Regular GP on extended leave without covering GP

Wish list

- Imprest medication system in all RACHs
- Aged care nurses supported to provide best care
e.g. Upskilling : catheter care, palliative care, dementia (BPSD)
- Goals of care discussions captured and regularly reviewed

EMPHN Aged Care / GP Collaborative Sessions Ambulance Victoria

5th May 2026 | REGION East Metro

phn
EASTERN MELBOURNE

An Australian Government Initiative



Eastern Melbourne PHN is primarily funded
by the Australian Government through the
Department of Health, Disability and Ageing.



Nicole Petzierides:
Paramedic
Triage Practitioner
Alternate Service Lead

What's Working Well

- Improved access to medical history
- Increased uptake of VVED and Residential In-Reach



Barriers to Care

- Information at point of call
- Our system
- Expectation setting with residents and families



A Collaborative Path Forward

- Encourage strong communication and information sharing at the earliest point of contact
- Continue building confidence in early discussion with residents and families about goals of care and available pathways.
- Ongoing uptake and early consideration of services such as the Victorian Virtual Emergency Department and Residential In-Reach as part of routine clinical decision-making.

Contact

E: Alternateservices.lead@ambulance.vic.gov.au

phn
EASTERN MELBOURNE

An Australian Government Initiative

EMPHN - RACH Collaborative Session - VVED May 2026 -
YouTube

Victorian Virtual Emergency Department

Dr Raja Devanathan
VVED GEDI Clinician
May 2026

phn
EASTERN MELBOURNE

An Australian Government Initiative



Eastern Melbourne PHN is primarily funded
by the Australian Government through the
Department of Health, Disability and Ageing.



What's Working Well

- Strong, experienced, multi-disciplinary team
- Shared vision
- Capability to manage complex presentations (e.g.: Palliative care)
- Ability to run family meetings in real time
- Diverse workforce bring in various expertise in the one place
- Strong workforce morale / collegiality



Panel Q&A

Break

Back at 10:25

Today's Journey

- What did we learn today?
 - Education needs
- Where to from here?
 - Online Community of Practice

Thank you!

What we achieved:

- Had open and honest conversations about what is working and where we need to focus improvements
- Identified practical steps we can take together

Next steps:

- Turn today's insights into clear, actionable priorities
- Share outcomes and keep you posted
- Establish virtual communities of practice to ensure the work keeps momentum



Useful Resources

- **Round 2 of the Residential Aged Care Equipment Grants Program** (Department of Health) is now open for Victorian residential aged care providers. Applications opened on **23 April** and close 4pm **21 May 2026**. Find more information here [Residential Aged Care Equipment Grants Program](#).
- [Residential aged care - EMPHN](#)
- [Aged Care GP Matching - EMPHN](#)
- [Residential Aged Care Resource Navigator - EMPHN](#)
- [Subscribe to our publications - EMPHN](#) (Subscribe to our RACH bulletin)



Please
Provide
Feedback

Contact

E: rachsupport@emphn.org.au

W: <https://emphn.org.au/>

phn
EASTERN MELBOURNE

An Australian Government Initiative