

Community health – Strategic directions

Victoria's community health sector is a critical part of Victoria's healthcare system, providing locally-based, affordable health and social care to disadvantaged Victorians.

Community health services:

Are embedded in local communities

Are free for those unable to pay

Prioritise vulnerable and disadvantaged Victorians

Focus on prevention and early intervention

Provide integrated health and social care

Reduce demand for hospital services

PRIORITIES



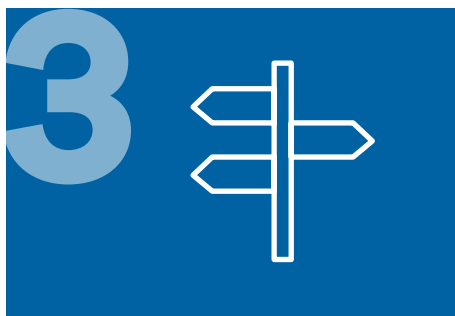
Community health services provide integrated health and social care to vulnerable cohorts.

- ✓ Providing priority access to people experiencing social and economic disadvantage. This includes Victorians who may have chronic conditions and complex health needs.
- ✓ Providing services at low or no cost for those unable to pay.
- ✓ Operating a flexible, social model of healthcare with a diverse professional workforce.



Community health services develop partnerships across primary, acute and social sectors in local settings.

- ✓ Leveraging multiple funding streams and services to meet the needs of clients and communities.
- ✓ Providing opportunities for early intervention and preventative care.
- ✓ Reducing the burden on acute services by providing lower acuity, place-based care.
- ✓ Serving as a platform for innovation and reform focussed on helping vulnerable and disadvantage Victorians.
- ✓ Strengthening the links between health and social services by providing more holistic, collaborative service responses to people with complex needs.



Community health services deliver services to people experiencing systemic access barriers.

- ✓ Acting as system navigators to vulnerable Victorians and those with chronic conditions and complex health needs.
- ✓ Helping Victorians in rural and regional areas who may have difficulty accessing services.
- ✓ Driving system reforms to address disadvantage and access barriers experienced by population groups experiencing vulnerability and/or stigma and discrimination.

Community health reform plan 2020–2024

Victoria’s community health sector is delivering high quality care for Victorians. However, opportunities exist to better position the sector to respond to today’s health challenges.

Plan for reform

Our community health reform plan will deliver a higher quality community health sector that provides targeted services and a stronger focus on governance, accountability, and sustainability to respond to future challenges.

Accountable community health services	High quality services for people who need it most	A strong network of sustainable services
<ul style="list-style-type: none"> Services have a clear, unifying vision for the delivery of community health services. The governance boards of registered community health are skills based and accountable to government. Services have better access to health information through the introduction of new data benchmarking. Services have strengthened cyber security capability. Outcomes of service delivery and performance are clear, measurable and reported on. Services have long-term financial sustainability plans and risk management frameworks that support quality, safety and accountability. 	<ul style="list-style-type: none"> Funding and services prioritise people who need them most including concession card holders / low income earners, Aboriginal and Torres Strait Islanders, refugee / asylum seekers and people who are homeless. Community health services remain accessible to those who cannot pay. Appropriate fee-for-service rates apply for people with capacity to pay for services. A revised funding model ensures people with complex health and social needs receive priority access to coordinated care. People are able to take greater control of their own health through the roll-out of My Health Record to Community Health agencies. 	<ul style="list-style-type: none"> More community health services will better leverage MBS to optimise other funding sources. More community health services will operate GP-led models of care to increase access to affordable primary care, particularly in rural and regional areas. A revised funding model will reduce duplication in the way in which services are funded and delivered. Partnerships with community health and hospitals will facilitate integrated models of care for shared patients, reducing/preventing unnecessary hospital visits. Improved governance to actively drive sustainability.

This will provide a platform for community health to better meet the needs of vulnerable and disadvantaged Victorians and contribute to addressing demands in the acute sector that could be better delivered in a community setting.

Roadmap

Below is the high-level list of activities that will take place to deliver on the community health reform agenda.

