

VICOUTREACH HEALTHY EARS

Service Application Form

The Rural Workforce Agency Victoria (RWAV) is the Victorian fundholder for the Australian Government's Healthy Ears – Better Hearing, Better Listening Fund. In Victoria, this program is known as VicOutreach Healthy Ears.

VicOutreach Healthy Ears aims to improve health outcomes for people living in regional, rural and remote locations by supporting the delivery of outreach health activities.

RWAV is seeking applications from specialists, general practitioners, allied health providers and other health professionals to provide services through VicOutreach Healthy Ears.

The aim of the Healthy Ears – Better Hearing, Better Listening Program is to increase access to a range of health services including expanded primary health for Aboriginal and Torres Strait children and youth (0–21 years) for the diagnosis, treatment and management of ear and hearing health.

The objectives of the program are to increase:

- Aboriginal and Torres Strait Islander children's access to multidisciplinary care in primary health care settings
- The range of services offered by visiting health professionals to prevent, detect and manage ear diseases more effectively, as well as promote ear and hearing health in Aboriginal and Torres Strait Islander children.

VicOutreach Healthy Ears supports outreach services provided by the following:

- Medical specialists
- Allied Health professionals
- Nursing services
- Combinations of eligible services (i.e. multidisciplinary team)
- General Practitioners; and
- Aboriginal Health Workers.

Funding is also available for:

- Coordination and administration of these services;
- Cultural awareness and safety training for participating service providers;
- Upskilling/ training;
- Professional support associated with outreach services; and
- Program administration costs for the successful Applicant/s.

APPLICATION REQUIREMENTS

An application is required for all services seeking VicOutreach Healthy Ears funding. An application can be submitted at any time by either a provider or host of a proposed service.

This application form comprises the following parts, which must **all** be completed:

- Business contact details
- Service proposal
- Service model
- Qualifications and declarations

COMPLETING THE APPLICATION FORM

To complete a VicOutreach Healthy Ears application form:

1. Read the Service Delivery Standards, developed by the Australian Government Department of Health, and other background information found at:
<https://www.rwav.com.au/wp-content/uploads/Healthy-Ears-Delivery-Standards.pdf>
2. Refer to pages 10-11 of this document for information about eligible services and available payments.
3. Either print the application form to complete, or type directly into the PDF document.
4. Ensure you have completed all parts of the application form for each proposed service, including a budget for each team member in each location visited.
5. Submit the form and any accompanying paperwork (as requested in the application form) to RWAV. Incomplete applications will not be considered.
6. Applications must posted, emailed or faxed to:

Post:	Email (with attachment):	Fax:
Rural Workforce Agency Victoria Level 6, Tower 4, World Trade Centre 18–38 Siddeley Street Melbourne VIC 3005	HE@rwav.com.au	03 9820 0401

NEXT STEPS

Applications for proposed services funded through VicOutreach Healthy Ears will be assessed and prioritised by RWAV according to the following assessment criteria.

1. **Service is in line with VicOutreach Healthy Ears objectives**
2. **Identified as of high need within the community**
3. **Local workforce and facilities can support any treatment performed / provided** (e.g. confirmed availability of a local facility to provide service)
4. **Increases access to health professionals for local and regional residents** (e.g. appropriate mix of services across the regions)
5. **Has linkages with other health service programs in the region** (e.g. evidence of multiple linkages)
6. **Supported from health professionals in the region** (e.g. can provide referees as requested)
7. **Value for money** (e.g. compared with other potential services)

The VicOutreach Victorian Advisory Forum (VAF) will evaluate all proposals presented by RWAV and endorse those proposals that meet both the VicOutreach Healthy Ears objectives and the needs of proposed locations. The VAF comprises a broad range of stakeholders with relevant knowledge and expertise about health delivery arrangements in regional, rural and Aboriginal and Torres Strait Islander communities in Victoria.

All endorsed proposals must be approved by the Australian Government Department of Health. Applicants will be notified in writing of the outcome of proposals as soon as RWAV receives confirmation.

Successful applicants will be required to enter into a funding agreement with RWAV.

1. BUSINESS AND CONTACT DETAILS

Full legal trading name of the organisation / business

This is the organisation that will hold the Service Provider Agreement with RWAV

Organisation legal name:			
Trading as (if applicable):			
ABN:		GST registered:	Yes No
Phone:		Fax:	
Email:			
Physical address:			
Postal address:			

Authorised representative of the organisation

This is the representative responsible for signing the Service Provider Agreement with RWAV (e.g. Director or CEO)

First name:		Surname:	
Title:		Position:	
Phone:		Fax:	
Email:			
Postal address:			

Contact person

This is the person who will provide RWAV with activity reports and invoices. These must come from the organisation with which RWAV has the Service Provider Agreement

As above			
First name:		Surname:	
Title:		Position:	
Phone:		Fax:	
Email:			
Postal address:			

CONSENT AND CONFIDENTIALITY

Information provided in this service application form will be used to assess applications for funding and/or support from VicOutreach Healthy Ears and to undertake RWAV's duties in the administration of VicOutreach Healthy Ears.

Information provided will be disclosed to the Commonwealth Department of Health, the Victorian Advisory Forum and other individuals, agencies or organisations (e.g. local health providers) as required by law or as deemed necessary by RWAV to fulfil its obligations in the administration of VicOutreach Healthy Ears.

By completing this form and selecting the box below, you are indicating your permission for RWAV to use the information provided as described above.

I have read the above and give consent for the information provided to be used in accordance with these terms.

Name:

Position:

Organisation:

Date:

PLEASE NOTE: In order to process your proposal, RWAV requires all information requested in this form to be provided.

Procedures relating to privacy are set out in a policy statement that can be obtained from the RWAV website:

www.rwav.com.au.

If you have any concerns or would like to verify information held about you, please contact the [RWAV Privacy Officer](#).

2. SERVICE PROPOSAL

Proposed service (select the area most relevant to your proposed service)

	Medical Specialist service (please specify)		General Practitioner service
	Nursing service		Allied Health service (please specify)
	Aboriginal Health Worker service		Multidisciplinary service (please specify)
	Other (please specify):		

Location of service

Town and region:

Are you proposing to provide outreach services to other locations?

No Yes (please specify all):

Facilities available to host service (e.g. Aboriginal health service, GP practice, private / public consulting room,)

Facility type:

Facility name:

Facility address:

Who will provide the service?

If the health professionals are not yet recruited, please list the specialty/discipline required and note that they are not yet recruited/identified

Health professional name(s):

Specialty / discipline:

Where will the provider travel from to deliver this service (i.e. provider's base location)?

Has the provider delivered services through previous outreach programs (i.e. Medical Specialist Outreach Assistance Program)?

Yes Please specify towns visited:

No

Service description			
Type of service:	Consultation		Procedural
	Telemedicine		Upskilling local health professionals
	Combination (please specify):		
Description of service: <i>Points to cover:</i> <ul style="list-style-type: none"> • How will each health professional travel to the community and are there links with other services travelling? • How will patients access the service? • How will follow-ups be provided? • How does this service integrate with other services? • Will there be any upskilling to local health professionals at the host location? 			
Service commencement date:			
Number of visits: <i>The number of occasions over a 12 month period that the health provider / team will visit each town listed. This is not indicative of days per visit. One visit could take multiple days.</i>	1 Oct 2017 to 30 June 2018 (9 months):		
Number of intended sessions and patients per outreach visit (1 session = 3.5 – 4 hours)	Consultation sessions:		Procedural sessions:
Frequency of visits for service:	Weekly		Fortnightly
	Monthly		Other:
Travel type <i>How will the provider travel to the outreach location from their base location?</i>	Car	Commercial flight	Charter flight
	Hire car	Taxi	Other:
	Further details (as required):		

Visit length <i>How long will the provider stay in the outreach location each visit?</i>	Number of <u>days</u> spent in the outreach location per visit:		Number of <u>nights</u> for which accommodation is required per outreach visit:
Upskilling provided <i>(during outreach visit)</i>	Type of upskilling:		Number of hours spent upskilling per outreach visit:
Professional support provided <i>(between outreach visits)</i>	Type of professional support:		Number of hours spent on professional support between each outreach visit:
Room hire / facility fee paid to delivery this service:	Yes	No	Amount per day: \$ Comment:
What is the community need for this service? <i>Describe the evidence of need for proposed service, e.g. distance to alternative service location, current waiting time, demographic and geographic considerations</i>			
If this location is a public hospital:			
Will the service provider be seeing public patients at this location?	Yes	No	N/A
Does the service provider have 'rights to practice' at this location?	Yes	No	N/A
Will the service provider be seeing private patients at this location?	Yes	No	N/A
Specify community linkages involved with visits (if any):			
Registrar involvement		Student involvement	
Aboriginal and Torres Strait Islander Health Worker involvement		University involvement	
Other involvement (please specify):			

Community support: list three contacts from the local health community who can verify the need for this service.

Referee:		Telephone:
Referee:		Telephone:
Referee:		Telephone:

3. SERVICE MODEL

Describe the model of service delivery

Including:

- *How this service will support local health professionals*
- *Back-up arrangements*
- *How this service will support Aboriginal and Torres Strait Islander people*
- *If a team is providing this service, list other local and visiting health professionals who will be involved.*
- *If service coordination of a team is required, describe how this will work (VicOutreach Healthy Ears funding is available for this purpose)*

4. ACCESSIBILITY

How will this outreach service improve accessibility for the local community?

Will you bulk-bill for this service?

Fully

Partly (some patients)

Not at all

Comments:

Are you receiving funds for this service from another source?

No

Yes – please provide details:

Are you able to provide the following to RWAV within one month of each outreach visit:

An invoice to ensure reimbursement of costs?

Yes

No

A service report detailing patient numbers and upskilling undertaken in the reporting period?		Yes	No
Cultural safety and awareness			
<p>Have all health professionals completed cultural safety and awareness training?</p> <p><i>Host organisations must ensure that the health specialists meet the requirements of cultural safety and awareness appropriate to the proposed service locations. VicOutreach Healthy Ears funding is available for this purpose. The method of training delivery is flexible and may be:</i></p> <ul style="list-style-type: none"> • Formal cultural awareness course provided by facilitators/presenter (RWAV offers quarterly workshops, see www.rwav.com.au/services/support-services) • Self-learning cultural awareness education program, e.g. an online course • As a part of the host organisation's orientation program. 			
Yes	Please provide details:		
No	Please provide information on how you will meet this requirement:		

5. QUALIFICATIONS AND DECLARATIONS <i>(evidence must accompany this application)</i>	
To be completed by <u>organisational service providers</u>	
<input type="checkbox"/>	We are an organisation applying to be the service provider. We confirm that all health professionals involved in the delivery of this service will be appropriately qualified and registered under Victorian State Law. We also confirm that they possess a Police Check.
Checklist for <u>individual service providers</u>: please attach evidence of the following with your application	
<input type="checkbox"/>	Professional registration (qualification and accreditation)
<input type="checkbox"/>	Professional indemnity
<input type="checkbox"/>	Police Check

VicOUTREACH Program Matrix

VicOutreach Healthy Ears-Bettering Hearing, Better Listening

Objectives	<ul style="list-style-type: none">To increase Aboriginal and Torres Strait Islander children (age 0-21) ’s access to multidisciplinary care in primary health care settingsThe range of services offered by visiting health professionals to prevent, detect and manage ear diseases more effectively, as well as promote ear and hearing health in Aboriginal and Torres Strait Islander children	
Eligible locations	<ul style="list-style-type: none">ASGC RA1–5	
Eligible health services	<ul style="list-style-type: none">Medical specialistsAllied Health professionalsNursing servicesCombinations of eligible services (i.e. multidisciplinary team)General Practitioners; andAboriginal Health Workers	
Other eligible services	<ul style="list-style-type: none">Coordination and administration of these services;Cultural awareness and safety training for participating service providers;Upskilling/ training;Professional support associated with outreach services; andProgram administration costs for the successful Applicant/s	
Service delivery models	<p>Outreach: service provision provided to communities by service providers travelling to these locations from a larger town. This is the preferred model.</p> <p>Cluster: service is provided to multiple communities from a variety of service providers located in different communities within the cluster. Coordination is critical to ensure a united approach to care.</p> <p>Hub and spoke: service is provided both in a central town and the service provider(s) travelling to remote communities.</p>	
Support payments		
	Included	Excluded
Travel, accommodation, meals and incidental costs	<ul style="list-style-type: none">Cost of most efficient and cost-effective mode including private vehicle expenses, hire car and commercial economy air, bus, train.ATO rates apply.Travel costs for registrars accompanying visiting medical professionals.Travel costs for technical staff will be considered on a case-by-case basis.	<ul style="list-style-type: none">Lease or purchase of vehicleBreakfast on the first day of the visit and dinner on the last day
Administrative support	<ul style="list-style-type: none">Administrative costs associated with the delivery of outreach services such as the organisation of appointments, pathology, processing of correspondence and follow up with patients.	<ul style="list-style-type: none">Support during upskilling

	<ul style="list-style-type: none"> Up to the same working time as the consult/treatment time of the visiting specialist. Funding for 1 service per day/per team at \$75 per half day (one session) or \$150 per full day (two sessions) 	<ul style="list-style-type: none"> Travel, meals or accommodation for administrative staff
Service coordination (host facility)	<ul style="list-style-type: none"> For the service hosting a visiting team to ensure that team members have access to up-to-date information on each patient's records on arrival at each outreach location and to coordinate team-based care. Funding is at a rate according to the position of the coordinator and the complexity of the service visit (maximum \$200 per session), 	
Room hire	<ul style="list-style-type: none"> For both service delivery and upskilling Maximum facility fee payable for any venue is \$200 per day (ex. GST). 	
Equipment lease	<ul style="list-style-type: none"> Leasing (must be approved by the Department of Health) and transportation costs of equipment on commercial transport. Must include budget for replacement parts and maintenance. The period of lease may not exceed the end date of the contract between the provider and RWAV. 	<ul style="list-style-type: none"> Purchase of equipment
Telemedicine / eHealth	<ul style="list-style-type: none"> Hire of venue and equipment associated with telemedicine consultations. 	<ul style="list-style-type: none"> Capital costs
Cultural training and familiarisation	<ul style="list-style-type: none"> Cost of providing cultural training and familiarisation for health professionals who provide outreach services. 	
Absence from practice allowance	<ul style="list-style-type: none"> Payable to non-salaried private health professionals and accompanying registrars to compensate for loss of business opportunity due to the time spent travelling to and from a location where they are delivering an outreach service and/or upskilling. Time taken for non-salaried private health professionals to attend cultural training and familiarisation. Standard hourly rate specified by RWAV. 	<ul style="list-style-type: none"> Salaried staff
Backfilling (for salaried health professionals)	<ul style="list-style-type: none"> Salary costs of backfilled salaried medical staff that provide approved outreach services. 	<ul style="list-style-type: none"> MBS claims by salaried staff voids backfilling cover Salary costs of backfilling registrars, technical staff and/or other accompanying health professionals
Professional support	<ul style="list-style-type: none"> Support provided by visiting health professionals to local medical and health professionals, e.g. meetings, telephone / email support separate to visits Standard hourly rate specified by RWAV – non salaried health professionals only. 	<ul style="list-style-type: none"> Salaried staff