

**Wollondilly Health Alliance (WHA)  
Health Needs Assessment  
Recommendations Report  
October 2024**

## Summary

This recommendations report is informed by a needs assessment conducted using systematic co-design methodology. A combination of consultation methods including surveys, focus groups, and structured interviews was employed to engage community members and service providers in Wollondilly.

The recommendations outlined in this report are intended to guide efforts to address health concerns, develop innovative ways to connect health services and improve health outcomes for residents of Wollondilly, now and into the future.

While we have identified the most logical stakeholders to be involved in the implementation of recommendations, it is important to note that this does not imply consent or agreement to implement these actions by those stakeholders. Further consultation and collaboration will be necessary to advance these initiatives, including the development of a detailed implementation plan to outline the methods for bringing these recommendations to fruition.

## Recommendation 1: Increase awareness of services

*This recommendation aims to increase knowledge and awareness of local services available within the Wollondilly area and how to refer clinically appropriate patients.*

	Recommendations	Key Actions	Stakeholder Responsible
1.1	Ensure Wollondilly residents and service providers have access to up-to-date information about local services available in the community, including associated eligibility criteria	<ul style="list-style-type: none"> <li>• Review existing service directories and currency of information available for residents and service providers</li> <li>• Develop, enhance or adapt directories, and other associated collateral as needed</li> <li>• Explore engagement opportunities such as community information day or GP engagement forum</li> </ul>	All WHA stakeholders
1.2	Develop a promotion campaign to increase awareness and enhance knowledge and understanding of the Health Resource Directory (HRD)	<ul style="list-style-type: none"> <li>• Leverage local resources such as the council library, community health centres, school/early childcare teams and partner organisations to promote the HRD and community programs to increase visibility and participation</li> </ul>	All WHA stakeholders
1.3	Increase awareness of early intervention strategies and the importance in identifying and supporting children to achieve developmental milestones	<ul style="list-style-type: none"> <li>• Develop a campaign aimed at raising awareness of developmental milestone delays and providing guidance on how to effectively support new parents</li> <li>• Develop and disseminate referral pathways to clinical staff throughout the district to ensure efficient access to services</li> </ul>	All WHA Stakeholders  LHD and PHN

## Recommendation 2: Increase access to community-based healthcare providers, including GPs, specialists and allied health

*This recommendation aims to improve access for patients to GPs, specialists and allied health services locally.*

	Recommendations	Key Actions	Stakeholder Responsible
2.1	Increase service offering of telehealth consultations to patients to reduce travel time and lost productivity	<ul style="list-style-type: none"> <li>Identify opportunities to support the use of telehealth consultations, such as exploring opportunities to support GPs through education and training aimed at enhancing service offering of telehealth consults, use of virtual specialist hubs, etc.</li> </ul>	PHN
2.2	Explore options and develop a satellite clinic for specialists and allied health services to enhance healthcare accessibility in underserved areas of Wollondilly	<ul style="list-style-type: none"> <li>Develop a working group to scope opportunities to encourage public and private specialists and allied health to provide services in different locations within Wollondilly</li> </ul> <p>Priority areas identified are the following:</p> <ul style="list-style-type: none"> <li>Diabetes (current)</li> <li>Falls Clinics (current)</li> <li>Paediatrics (future)</li> <li>Mental health (current)</li> <li>Domestic Violence (future)</li> <li>Physiotherapy (current)</li> <li>Occupational Therapy (currently)</li> <li>Speech Pathology (currently)</li> </ul>	LHD and PHN
2.3	Explore options and develop a satellite clinic for Aboriginal Medical Services	<ul style="list-style-type: none"> <li>Scope opportunities to provide health services and consultations in culturally safe locations within Wollondilly for Indigenous communities</li> </ul> <p>Priority areas identified are the following:</p> <ul style="list-style-type: none"> <li>Paediatrics</li> <li>Geriatrics</li> <li>Endocrinology</li> <li>GP</li> </ul>	LHD Aboriginal Unit and relevant First Nations communities/stakeholders

	Recommendations	Key Actions	Stakeholder Responsible
2.4	Improve accessibility for patients with limited transport options to ensure access to healthcare services	<ul style="list-style-type: none"> <li>• Scope opportunities available for transportation for patients and advocate for increase service offering</li> </ul>	Council and LHD
2.5	Develop a case conferencing model for paediatrics and geriatrics	<ul style="list-style-type: none"> <li>• Explore opportunities to advocate for and implement case conferencing for paediatric and geriatric populations in the community, leveraging existing models such as CoPILOT and SUSTAIN</li> </ul>	LHD and PHN
2.6	Advocate for a GP Liaison worker to work in conjunction with General Practitioners to support patients	<ul style="list-style-type: none"> <li>• Scope opportunities for a Campbelltown Hospital Liaison Officer role to support communication and referral acceptance between GP's and Hospital</li> </ul>	LHD and PHN
2.7	Implement effective recruitment and retention strategies for GPs and general practitioners to operate within the area	<ul style="list-style-type: none"> <li>• Identify and implement potential planning opportunities to support effective integration of primary care into new housing areas</li> <li>• Identify and implement recruitment and retention strategies to increase the GP workforce within Wollondilly</li> </ul>	Council and PHN All WHA stakeholders

## Recommendation 3: Improve health service access and continuity of care

*This recommendation aims to improve accessibility to services and improve communication between services to assist with continuity of care.*

	Recommendations	Key Actions	Stakeholder Responsible
3.1	Improve access to localised health services within the Shire to reduce travel burden on residents	<ul style="list-style-type: none"> <li>• Advocate for the establishment an integrated health care hub with an urgent care facility in Wilton and Appin. Similar to those at Bulli Urgent Care Centre, Dapto Urgent Care Clinic &amp; Mona Vale Urgent Care Centre which support adjoining hospitals</li> <li>• Set aside land for expansion and creation of future hospital when required</li> <li>• In planning for the above consider the regional needs for health facilities as the whole of the Macarthur region grows</li> </ul>	<p>Council, LHD and PHN</p> <p>Council</p> <p>LHD and PHN</p>
3.2	Improve access to preventive health screening	<ul style="list-style-type: none"> <li>• Explore opportunities to expand Breast Screening services using mobile screening vans in additional locations across Wollondilly</li> <li>• Explore opportunities to increase screening for blood-borne viruses (BBV) and sexually transmitted infections (STIs) within Wollondilly</li> </ul>	LHD Population Health
3.3	Strengthen communication channels between GPs and the local health service to improve coordination of patient care and streamline referral processes	<ul style="list-style-type: none"> <li>• Scope opportunities for the Campbelltown Hospital Liaison Officer role to enhance communication between General Practitioners and the Hospital</li> <li>• Explore ways to effectively utilise e-referral and secure messaging platforms to support enhanced care coordination between primary and specialist care</li> </ul>	All WHA stakeholders
3.4	Improve after-hours and urgent care access to reduce hospitalisation and alleviate travel burden on residents	<ul style="list-style-type: none"> <li>• Scope opportunities and advocate for the establishment of an urgent care facility in Wollondilly that considers the need for health facilities as a whole of the Macarthur region approach including Camden, Wingecarribee and Wollondilly.</li> </ul>	All WHA stakeholders

## Recommendation 4: Improve focus on preventative health

*This recommendation aims to increase health prevention programs accessible or targeted for/to Wollondilly residents*

	Recommendations	Key Actions	Stakeholder Responsible
4.1	Improve the management and prevention of chronic health conditions in Wollondilly	<ul style="list-style-type: none"> <li>• Expanding access to multidisciplinary care teams and providing targeted support for high-risk groups in collaboration with local healthcare providers and allied health</li> <li>• Develop a working group to scope opportunities to promote functional and preventative approaches to target priority areas listed:               <ul style="list-style-type: none"> <li>○ Immunisations</li> <li>○ Cardiovascular Disease</li> <li>○ Obesity</li> <li>○ Diabetes</li> <li>○ Cancer screening including bowel screening</li> <li>○ Asthma</li> </ul> </li> <li>• Promote existing programs available locally that address priority areas and advocate via multimedia approaches to enhance visibility and participation among service providers and consumers</li> </ul>	<p>LHD and PHN</p> <p>All WHA Stakeholders</p> <p>LHD and PHN</p>
4.2	Increase awareness of targeted initiatives to support the ageing population in Wollondilly	<ul style="list-style-type: none"> <li>• Expanding access and knowledge of services needed for geriatric residents e.g. falls prevention clinics, aged care services and healthy ageing programs to promote to healthcare providers and residents</li> <li>• Explore and communicate transportation options to healthcare providers and geriatric residents to ensure timely and appropriate access</li> </ul>	<p>LHD and PHN</p> <p>All WHA Stakeholders</p>

	Recommendations	Key Actions	Stakeholder Responsible
4.3	Increase awareness of and accessibility to mental health services for residents in Wollondilly, with a particular focus on youth	<ul style="list-style-type: none"> <li>• Identify and assess outreach services available for youth mental health, including intervention programs in schools</li> <li>• Explore partnership opportunities the Department of Education to address mental health needs of youth in Wollondilly</li> <li>• Promote programs and distribute existing resources to facilitate mental health referrals to enhance visibility and accessibility</li> </ul>	All WHA Stakeholders
4.4	Improve access to preventive care, early intervention and parental education to better support the health of families in Wollondilly	<ul style="list-style-type: none"> <li>• Advocate for expansion and availability of local paediatricians and support services to improve developmental screening and enhance delivery of care for children</li> <li>• Collaborate with Early Childhood services and LHD Munch and Move team to integrate health education programs for parents and young families, promoting awareness of developmental milestones and available health resources</li> </ul>	LHD and PHN  Council and LHD

The Executive Members of the Wollondilly Health & Planning Alliance formally endorse this document for publication and distribution to stakeholders and the broader community.

Signed on behalf of the South Western Sydney Local Health District by:

Signature of delegate	Name of delegate	Position
 5/12/2025	Mandy Williams	Director, Population Health

Signed on behalf of the Wollondilly Shire Council by:

Signature of delegate	Name of delegate	Position
	BEN TAYLOR	CEO

Signed on behalf of the South Western Sydney Primary Health Network by:

Signature of delegate	Name of delegate	Position
	Amy Prince	Acting CEO