



ANNUAL REVIEW

2024-2025

phn
WESTERN SYDNEY
An Australian Government Initiative

WW 
WentWest
Progressing Health Now

FOREWORD

Welcome to the WentWest Year in Review for 2024-2025.

This report celebrates the achievements of WentWest in the last 12 months as well as the significant milestones during the decade since the inception of Western Sydney Primary Health Network.

We gratefully acknowledge the support of our network of primary care professionals, commissioned providers and our staff in helping to improve health outcomes for Western Sydney.

We look forward to continuing our efforts to progress health in Western Sydney in the years ahead.

WentWest acknowledges the First Nations peoples of Australia as the Traditional Custodians of the land on which we work and live particularly the Darug people of Western Sydney. We pay our respect to Elders past, present and emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples within Western Sydney.

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WHAT WE DO

WentWest operates as the Western Sydney Primary Health Network - one of 31 Primary Health Networks across Australia, a federal government initiative. Our focus is helping residents of Western Sydney to care for their own health and confidently navigate the health care system.

We do this by:

- > capacity building with health professionals
- > commissioning services needed by community
- > coordinating and connecting services and community

Supporting Health Professionals

Clinicians are the frontline of health care in Western Sydney. Investing in strong general practice and primary care services helps people lead healthier lives and know what to do or where to go if they do become unwell.

WentWest works closely with primary care health professionals spanning general practice, residential aged care, allied health and pharmacy building capability and capacity with the aim of improving care and health outcomes for the people of Western Sydney.

To do this the team partners with providers offering a range of programs and supports, underpinned by a robust suite of training and professional development opportunities, along with the deployment of business and clinical digital solutions.

Commissioning Services

WentWest supports the health and wellbeing of Western Sydney residents by commissioning services that respond to local needs. These services are commissioned on behalf of the Australian government.

WentWest's work is guided by a deep understanding of the region's health priorities, and close collaboration with community members, service providers, and stakeholders to design solutions that make a real difference.

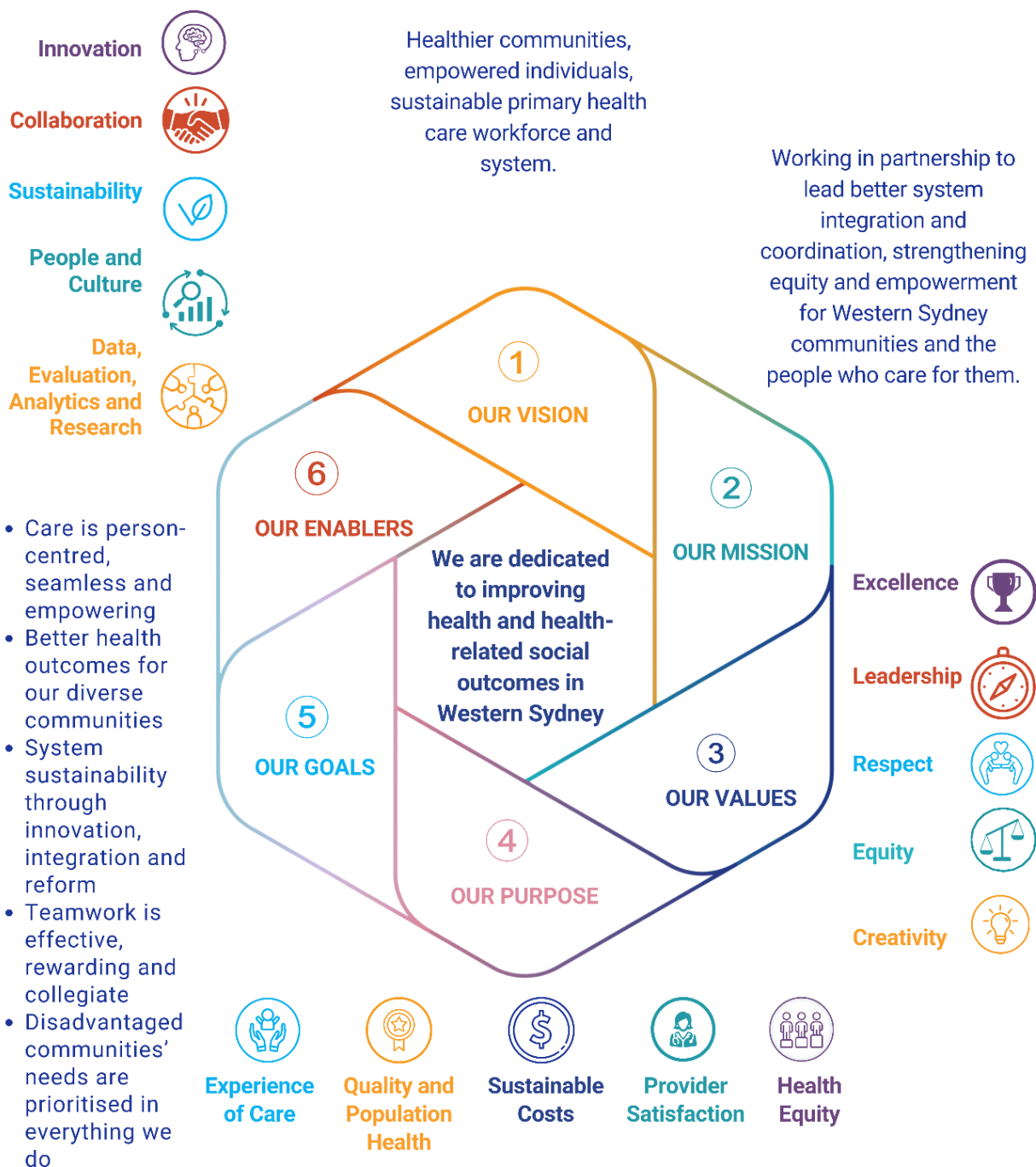
Connecting Services, Systems & Community

Coordinated care involves the provision of seamless and effective care that reflects each person's health and wellbeing needs. WentWest recognises that person-centred care requires collaboration across primary, community, hospital and wellbeing sectors.

By taking this approach, WentWest's goals are focused on three areas:

- > Improving patients' experience of care to ensure it is timely, affordable, culturally safe and meets their needs as close to home as possible
- > Improving the safety and quality of care
- > Reducing the waste caused by service delays, care duplication and potentially preventable hospitalisations

STRATEGIC VISION FOR WESTERN SYDNEY



FORMER BOARD CHAIR REPORT

Another milestone has been reached.

WentWest as the Western Sydney Primary Health Network is now ten years old.

And WentWest – first as the Western Sydney Regional General Practice Training Provider (RTP) in 2002, then as a combined RTP-WS Division of General Practice (2006), then as the WS Medicare Local (2011) – and finally as the Western Sydney Primary Health Network (2015), is now twenty three years old, and still going strong!

Throughout the whole of this time, WentWest has been driven by a bold vision: to create a more equitable, integrated, and person-centred health system: a system that meshed Health and Social Care services at local and regional levels to influence health, wellbeing *and* the social determinants of health.

The journey is far from complete, but at every point, local champions and leaders have led the way.

As WentWest Chair for sixteen of those twenty three years, I have been constantly inspired by the commitment and passion of countless professional and community leaders, our dedicated staff members – and often enough, outstanding NSW Health, WSLHD and SCHN leaders, all determined to make a real, positive and sustainable difference for our Western Sydney community.

There have been times when it has been difficult to maintain the momentum: when a change in government at state or commonwealth level, major policy shifts, cessation of key program funding or the loss of outstanding leaders and advocates disrupted initiatives that clearly need to be continued.

Sometimes the main requirements for success are tenacity, ingenuity and flexibility.

Relationships and trust, collaborations and partnerships – built through shared experience over time, underpin everything. I hope this Annual Review gives you some sense of both the breadth of our current initiatives and our intended future directions.

Having concluded my tenure as Chair, I am confident that WentWest will continue to lead with integrity and purpose under the wise stewardship of Dr Anne-Marie Feyer, supported by the WentWest Board's deep expertise and the exceptional talents of our CEO, his leadership team and their many dedicated and talented staff members - and our of course our many partners and collaborators. Special mention must be made of our GP Leaders group who were instrumental in WentWest's formation, contributed in multiple ways to the organisation's evolution, led and supported clinical quality innovations, and advocated for WentWest in troubled times.

To the people of western Sydney: thank you for your courage, your stories, and your trust. You have shaped our priorities, challenged us to do better, and reminded us why this work matters.



Conjoint Professor Di O'Halloran AO

Chair, WentWest Board

(November 2008 to November 2024)

BOARD CHAIR REPORT

The past year has been one of significant achievement and impact for the Western Sydney Primary Health Network.

As a values-led organisation, WentWest has continued to advance its mission to improve health outcomes through innovation, collaboration, and equity.

In 2024–2025, we took meaningful steps to strengthen partnerships and improve health outcomes across Western Sydney.

Some of the highlights included:

- > Place-based initiatives such as the Cumberland and Mount Druitt Health Care Neighbourhood Networking events which led to the formation of the Cumberland Health Care Association.
- > Hosted the Impact West Summit and Western Sydney Primary Health Provider Forum which brought together our primary care community to explore the future of health in Western Sydney.
- > Established the *Healthy Western Sydney* online health service directory for health professionals and the community.
- > Launched two Medicare Mental Health Centres in Parramatta and Blacktown and delivered thousands of mental health services across Western Sydney.
- > Strengthened urgent care services with the opening of a centre in Quakers Hill
- > Lead the General Practice in Aged Care Incentive Program to improve continuity of care and reduce avoidable hospitalisations from residential aged care homes.
- > Supported more than 350 general practices, 1,400 GPs, and more than 6,500 aged care staff and allied health professionals—ensuring that health outcomes are optimised across the region.
- > Launched the Western Sydney Citizens' Assembly which was nationally recognised with the IAP2 Core Values Award.

Building on its internal leadership and governance, WentWest's digital innovation was strengthened through the completion of the General Practice Operational Data Store, Digital Intelligence Capability Framework and achieving ISO27001 Certification.

As a research & social impact leader, WentWest launched its Strategic Research Framework, focusing on chronic disease prevention and social determinants of health

In 2025, WentWest continued to build momentum as a values-driven organisation with a clear purpose. Results from our culture survey showed exceptional engagement, with 96 per cent of staff reporting a strong sense of purpose and 88 per cent affirming WentWest as a truly great place to work. These results reflect the strength of our people and the values that guide our work. Our values were evident not just in how we worked together, but in the impact across Western Sydney.

In November, it was my privilege to be appointed as Board Chair. On behalf of the Board, I would like to express our deep gratitude to Conjoint Professor Diana O'Halloran AO. Di's leadership over the past decade has been transformative.

As we reflect on 2024–2025, I am also pleased to acknowledge the significant progress made under the leadership of our new Chief Executive Officer, Andrew Newton. Andrew has brought new vision, strategic direction and focus to WentWest and I'm excited for a future under his leadership.

To our staff and partners, thank you for your dedication, professionalism, and commitment to our mission.

Together, we are shaping a healthier future for Western Sydney.



Dr Anne-Marie Feyrer

Board Chair (appointed November 2024)

CHIEF EXECUTIVE REPORT

Ten years is a milestone that invites reflection, celebration, and a bit of storytelling. When I stepped into the role of Chief Executive at WentWest, I knew I was joining an organisation with deep roots, bold ambitions, and a culture built on purpose. What I have seen since has exceeded my expectations.

WentWest's impact has been transformative for Western Sydney. From the early days of piloting integrated care models to becoming a national leader in digital health and community engagement, WentWest has consistently pushed boundaries.

We have built partnerships that matter, delivered care that is person-centred, and stayed true to our values of excellence, leadership, respect, equity and creativity.

We have improved the experience and health outcome potential for Western Sydney residents with programs like The 2kg Challenge that can result in a 30 percent reduction in risk of developing diabetes.

Quality improvement programs have continuously helped to shape the health landscape with outstanding projects like the Cardiovascular Disease Toolkit, Atrial Fibrillation Detection Program and the HeartBug monitoring.

In the last 12 months, WentWest commissioned more than \$57.8 million in programs across Western Sydney including two Medicare Mental Health Centres, an Urgent Care Service and supported more than 300 general practices caring for more than 1,070,789 people across Western Sydney.

Our digital infrastructure has matured, with analytics tools now driving quality improvement across general practice.

We have also deepened our commitment to culturally safe care, co-designing services with Aboriginal and CALD communities through our Citizens' Assembly. We are privileged that 50 percent of Assembly members are First Nations representatives. The Assembly is a vital part of our governance and puts community voices at the centre of our decision-making processes.

Internally, our culture continues to soar with 96 per cent of staff reporting a strong sense of purpose and 88 per cent saying WentWest is a truly great place to work, it is clear that our people are not just showing up—they are showing up with heart.

I want to sincerely thank our Board for their guidance, support, and strategic leadership. Their commitment to our mission has been instrumental in shaping our direction and impact.

To Professor Di O'Halloran AO, we thank you for your decade of leadership as Board Chair. You have left an enduring legacy for the people of Western Sydney. Your vision, integrity, and unwavering commitment to equity have shaped not only WentWest, but the broader health system in Western Sydney. It is a privilege to build on the foundation you helped create.

Looking ahead, I am excited. We are not just building programs; we are building a future. One where every person in Western Sydney has access to care that is connected, compassionate, and culturally safe. One where data drives decisions, and community drives purpose.

WentWest is embarking on ambitious goals for the next decade. Our Board and Executive Leadership team will meet early in the new financial year to develop the next strategic plan which will map out our vision for the next three years.

We will transition to a truly outcomes focus with a new Impact Framework and magnify the benefits with stronger, more meaningful connections to health and social services. It is only by working in a connected manner that we will achieve person-centred outcomes that matter.

To our staff - thank you for your dedication and drive. To our partners - thank you for walking alongside us. And to the people of Western Sydney - thank you for your trust, your stories, and your courage.

We look forward to making a positive impact for years to come.



Andrew Newton
Chief Executive

20 YEAR TRIBUTE - PROFESSOR DI O'HALLORAN AO

A Legacy of Leadership and Compassion

Professor Di O'Halloran AO stands as one of Australia's most respected and visionary leaders in health care. Her career has been defined by a deep commitment to equity, collaboration, and reform—With a distinguished background in general practice, medical education, strategic planning, and health system redesign, she brought a rare combination of clinical expertise and strategic insight to every role she held. As Chair of the WentWest Board, she led with integrity, compassion, and a relentless drive to improve outcomes for communities across Western Sydney.



Championing Collaboration

Prof. O'Halloran believed that the foundation of effective health care lies in strong, cross-sector collaboration. She advocated for models that bridged the divide between primary and secondary care, fostering mutual respect and shared purpose. Her vision reimaged community health centres as vibrant hubs of integrated care—places where nurses, GPs, and allied health professionals worked together to build healthier, more connected communities.

Her leadership was instrumental in shaping WentWest's approach to integrated care, and her influence extended far beyond the organisation. Prof. O'Halloran's work inspired a generation of health professionals and policy makers to think boldly and act collaboratively.

A Voice for Reform

At the 2024 Impact West Primary Care Summit, Prof. O'Halloran delivered a powerful call to action. She urged stakeholders to seize the opportunity presented by the next iteration of the National Health Reform Agreement, advocating for bold, systemic change supported by investment in quality, outcomes, equity, and change management.

Her message was clear: "We need to be strong advocates, persuading all levels of government that significant health system reform is needed right now, pursued with boldness – and supported by new investment in quality, outcomes, equity and change management."

A National Honour

In recognition of her extraordinary contributions, Prof. O'Halloran was awarded the **Order of Australia (AO)** in the 2018 Australia Day Honours. This prestigious accolade acknowledged her distinguished service to medicine in the field of general practice through policy development and health system reform. As Professor Jeremy Chapman AC noted: "It is a sustained lifelong work that has been recognised... knowing the results Di has achieved."

A Lasting Impact

Prof. O'Halloran's legacy will endure—in the policies she shaped, the professionals she mentored, and the communities she served. Her influence continues to guide the future of health care in Western Sydney and across Australia.

We honour Prof. O'Halloran not only for her achievements, but for her unwavering belief in the power of leadership, collaboration, and compassion. Her legacy is a testament to what is possible when vision meets purpose.

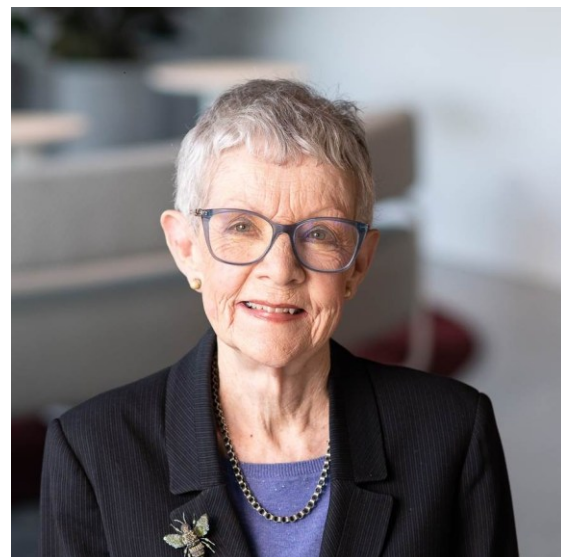
"Di has been a guiding light for WentWest and for the broader health community. Her commitment to making health care more accessible and effective for the Western Sydney community has inspired all of us. I'm honoured to follow in her footsteps and continue the work she's championed so passionately."

Dr Anne-Marie Feyer, Board Chair, WentWest



"Di's leadership has been transformative for Western Sydney. She's helped us build a stronger, more connected health system that genuinely improves outcomes for people in Western Sydney. Her passion for equity and collaboration has left a lasting mark, and we're incredibly grateful for everything she's done."

Andrew Newton, Chief Executive, WentWest



DECADE AT A GLANCE

PRIORITY AREA	KEY STATS (July 2015–June 2025)
Commissioned Services	> \$295 million+
Services delivered by PHN	> \$202 million+
Primary Care	> 43,000+ general practice support visits
Aboriginal Health	> Integrated Team Care - 14 commissioned contracts totalling \$10 million
After Hours, Multicultural and Homelessness	> 43 commissioned contracts totalling \$9.1 million
Aged Care & Healthy Ageing	> 64 residential aged care homes supported including \$8.2 million in grants (program commenced 2022) > 5,000+ Dementia Navigator Sessions
Alcohol & Other Drugs	> 22,000+ services delivered > 105 commissioned contracts totalling \$26.1 million
Chronic Health	> 6,000+ Diabetes Case Conferences
Mental Health	> Primary Mental Health Care Program - 193 contracts totalling \$156.1 million > Commonwealth Psychological Services - 32 commissioned contracts totalling \$18.7 million > Partners In Recovery - 9 commissioned contracts totalling \$2.2 million > 4 Headspace services & 2 Medicare Mental Health Services
Child & Family Health	> 15,000+ childhood immunisations delivered > KEYS - 1,041 families, reaching 3,742 individuals
Digital Health	> 773 localised HealthPathways > GoShare – over 800 users, and 50,000 bundles of information delivered
Urgent Care	> 2 Urgent Care Clinics and 3 Urgent Care Services

DECADE IN REVIEW

Western Sydney Primary Health Network has achieved a great deal in the decade since its formation in 2015. We look back at the highlights from the last ten years and pay tribute to the hundreds of staff and partners that have made these achievements possible.

2015–2016

- > Services to Community: \$10.8m
- > Aboriginal Health: 168 Transportations 596 Specialist & Allied Health
- > Older Persons Health: 17 HealthPathways in Dementia, Falls Prevention & Palliative Care
- > Children Immunised: 999
- > Chronic Health: Diabetes Case Conferencing 600+ Patients
- > Mental Health: Psychological Sessions -14,600
- > GP Support Visits: 3,100
- > HealthPathways: 125 New Pathways Established
- > Introduced Patient Centred Medical Home to Western Sydney



2016–2017

- > Services to Community: \$22m
- > Children Immunised: 2,223
- > Chronic Health: Diabetes Case Conferencing 1200 + Patients
- > Alcohol & Other Drugs: 10 Services Commissioned
- > Health Care Home (HCH) pilot launched - primary care support for 30+ Western Sydney general practices
- > Initiated WentWest Learning Centre for general practice
- > My Health Record initial roll-out of practice support
- > Pharmacists in General Practice pilot—2 pharmacists in clinics
- > In Partnership with Western Sydney Local Health District launched Integrated Care Program
- > Collaborated to create [Lumos](#) – a securely governed, ethics approved program linking deidentified GP and NSW Health data.



2017–2018

- > Services to Community: \$27.6m
- > Children Immunised: 2,647
- > Chronic Health: Diabetes Case Conferencing 560 Patients
- > Mental Health Psychological Sessions: 19,000
- > Alcohol & Other Drugs: 1000+ Services Delivered
- > GP Support Visits: 3,985
- > Western Sydney Diabetes Initiative won the prestigious 2017 Pemulwuy Prize and the Western Sydney Leadership Award for Productive Partnerships



2018–2019

- > Services to Community: \$30.4m
- > Children Immunised: 2,699
- > Chronic Health: Diabetes Case Conferencing 516 Patients
- > Mental Health Psychological Sessions: 37,984
- > Alcohol & Other Drugs: 2,601 Clients Supported
- > GP Support Visits: 4,280
- > Pharmacy & Nursing: 2,500 General Practice Pharmacist Consultations



2019–2020

- > Services to Community: \$32.7m
- > Aboriginal Health: Integrated Team Care - 454 People
- > Older Persons Health: Assessments & Exercise Prescriptions - 195
- > Children Immunised: 2,843
- > Chronic Health: Diabetes Case Conferencing 321 Patients
- > Mental Health – Psychological Sessions: 22,142, Head to Health pop-ups launched
- > Alcohol & Other Drugs: 2,489 Clients Supported
- > GP Support Visits: 4,094
- > HealthPathways: 500 Pathways
- > Pharmacy & Nursing: 423 Practice Nurses
- > COVID: 100+ GP practices transitioned to telehealth with WentWest support, 20 Testing Clinics Opened, COVID HealthPathways - 2,166 Views



2020–2021

- > Services to Community: \$30m
- > Aboriginal Health: Integrated Team Care - 602 People
- > Older Persons Health: 1,097 Navigation Support Sessions Conducted
- > Children Immunised: 3,520
- > Chronic Health: Diabetes Case Conferencing 551 Patients, 5,000+ People Enrolled In Live Life, Get Active
- > Mental Health Psychological Sessions: 23,987
- > Alcohol & Other Drugs: 2,234 Clients Supported
- > GP Support Visits: 4,894
- > HealthPathways: 570 Pathways
- > Population Health: Western Sydney Kids Early Years (KEYS) Network Launched
- > Refugee Health – 65 GP Practices Trained
- > COVID: 6500+ HealthPathways Views
- > Urgent Care: 2,144 Patients Treated Western Sydney Care Collective

DECADE IN REVIEW

2021–2022

Services to Community: \$36.6

Aboriginal Health: 9,500 Episodes Of Care

Older Persons Health: Residential Aged Care Home Leadership Support – 60 People

Chronic Health: 11,000+ Patients Screened For Atrial Fibrillation, 108 People – Too Deadly For Diabetes

Mental Health: Psychological Sessions: 29,918

Population Health: KEYS Supported 2,355 People

Equity & Engagement: Citizens’ Juries piloted to inform commissioning

Digital Health: SafeScript NSW introduced in GP clinics for real-time prescribing



2022–2023

Commissioned Services: \$50.1m

Children Immunised: 550

Chronic Health: 11,000+ Patients Screened For Atrial Fibrillation – Cardiology In Community

Mental Health Psychological Sessions: 32,351

HealthPathways: 700 Pathways

Pharmacy: 12 Pharmacists In General Practice

Urgent Care: 15,105 Patients Treated In 2 New Medicare Urgent Care Centres



2023-2024

Services to Community: \$61.4m

Older Persons Health: Dementia Care Navigator - 854 Sessions

Chronic Health: 450 Patients received Heart Bug Monitoring

Mental Health Psychological Sessions: 08

Alcohol & Other Drugs: 3,351 Clients Supported

Population Health: KEYS Supported 3,328 People, Street Side Medics Supported 781 Patients

Mental Health: Head to Health hubs provided nearly 2,000 intake and therapy sessions.

Digital Health: 700,000+ HealthPathways page views

Urgent Care Service: Opened in Quakers Hill

LIVING OUR VALUES – 10 YEAR HIGHLIGHTS



Respect

Citizen Assembly - strengthening connections between health and social care whilst building meaningful partnerships with diverse communities.



Creativity

Kids Early Years – a collaborative, whole-of-government approach helping families navigate services and improve outcomes. A national lighthouse for integrated support.



Leadership

Lumos – a securely governed, ethics approved program linking deidentified GP and NSW Health data to reveal patient pathways, inform care improvement, and uphold Indigenous data sovereignty.



Excellence

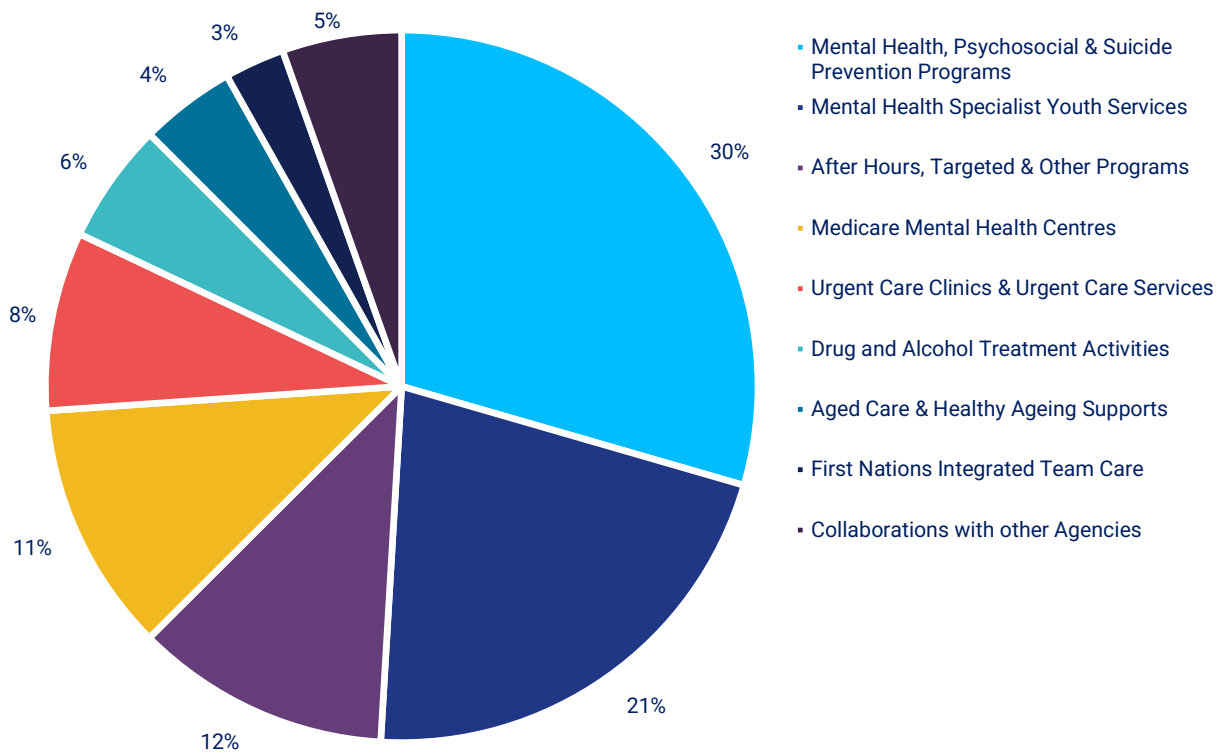
Healthcare Neighbourhood – co-designing place-based, patient-centred solutions across four LGAs, with over 100 engaged stakeholders engaged. A strong foundation for ongoing collaboration, including new after-hours services and regional partnerships



Equity

Mental Health Community Living Support Program – commissioned by WentWest, the program addresses the unique needs of LGBTQIA+ refugees and asylum seekers through culturally safe, trauma-informed care that builds resilience, fosters belonging, and ensures no one is excluded from support.

YEAR IN REVIEW – 2024-2025



Snapshot 2024-2025

- > Services to Community: \$57.9m
- > Alcohol & Other Drugs: 12 AOD contracts for services
- > Older Persons Health:
 - > 64 Residential Aged Care Homes Supported
 - > General Practice in Aged Care Project commenced
 - > Aged Care Onsite Pharmacist (ACOP) in 5 residential aged care homes
- > Chronic Health
 - > Western Sydney Diabetes (WSD) Alliance
 - > 2kg Challenge
 - > Live Life Get Active Fitness Camps
 - > 12 Pharmacist in General Practice (PiGP) programs
- > Mental Health Psychological Sessions: 23,896
- > Mental Health: 2 Medicare Mental Health Centres opened
- > Population Health:
 - > Immunisation Bike Competition – 98 GP participated, delivering immunisations to over 400 children.

PRIORITY AREA SNAPSHOT

Aboriginal Health

- > Commissioned more than 8 contracts for services to the First Nations community
- > Engaged with First Nations services and community including Koori Interagency Group, Marrin Weejali, Maru Mittigar, Rural Doctors Network – First Nations programs collaborative and Greater Western Sydney Aboriginal Health Service

Aged Care & Healthy Ageing

- > Healthy Ageing Team: CPR training, telehealth, chronic disease programs, Aged Care Onsite Pharmacist (ACOP)

Chronic Conditions

- > 2kg Challenge Partnership launched
- > Diabetes Forum and Masterclass Series 2024 attracted 300+ health professionals
- > Cardiovascular Disease and Chronic Care Toolkits developed

Mental Health

- > Two Medicare Mental Health Centres opened in Blacktown and Parramatta
- > Launched Referral Spoke - a new in-house service designed to support complex mental health and psychosocial referrals.

Population Health

- > 19 general practices involved in Winter Preparedness Campaign with 11,000 vulnerable people vaccinated
- > Refugee and LGBTQIA+ outreach: Psychosocial workshops, yoga, interpreter-led advocacy

Partnering with Community

- > Western Sydney Citizens' Assembly launched and embedded into WentWest. Now operating as the Community Advisory Committee
- > Worked with numerous community and government groups to improve health and social outcomes for Western Sydney communities

Research & Evaluation

- > Western Sydney Health Needs Assessment 2025-2028 developed internally for the first time
- > Strategic Research Framework & Research Policy Developed
- > Collaborating on 28 research projects with eight universities, 18 partner organisations



HIGHLIGHTS – 2024-2025

WentWest Has a Culture of Soaring

Positive results from WentWest’s people and culture survey reflected a workplace where people feel connected, supported, and proud of the work they do.

- > **99 Per Cent Response Rate** - Exceptional participation in the culture survey, reflecting strong staff engagement and trust in the process
- > **82 Per Cent Feel Part Of A “Culture Of Soaring”** - A high level of engagement, indicating that employees are motivated, committed, and connected to their work. Staff identify with a high-performing, values-led culture that encourages growth, innovation, and collaboration.
- > **96 Per Cent Believe Their Work Is Purposeful** - Nearly all employees feel their work contributes meaningfully to WentWest’s mission and community impact.
- > **88 Per Cent Believe WentWest Is A Truly Great Place To Work** - A strong endorsement of the organisation’s culture, leadership, and work environment



What Our Staff Say:

- > *“Everyone is striving for change for the better.”*
- > *“A very inclusive workplace... I feel religiously acknowledged, valued, and that I can add value to the organisation and the community.”*
- > *“WentWest stands up to its values in so many ways.”*



Impact West Summit

The Impact West Primary Care Summit brought together primary care leaders, providers, and community voices to shape the future of health in Western Sydney.

The full-day event at Rosehill Racecourse attracted more than 150 primary care professionals and featured powerful discussions on culturally appropriate care, chronic disease management, health equity, and workforce development.



HIGHLIGHTS – 2024-2025

Community Participation Award

WentWest was honoured to receive the 2024 Highly Commended Health Core Value Award for the establishment of the Western Sydney Citizens' Assembly.

Presented by the International Association for Public Participation Australasia (IAP2), the award recognises WentWest's work in using a deliberative democratic participatory approach.



Greater Western Sydney Health Forum

WentWest joined regional leaders at the 2024 Greater Western Sydney Future Health Forum, in August 2024, collaborating with South Western Sydney and Nepean Blue Mountains PHNs to address pressing health system challenges.

Panel discussions focused on workforce shortages, especially in high-need areas, and the need to expand incentives beyond GPs to include nurses and allied health.



Quality & Innovation

In 2024–2025, WentWest strengthened its position as a leader in primary care quality improvement (QI).

WentWest's initiatives are shaping the future of healthcare improvement across Australia—delivering scalable, evidence-based solutions that improve patient outcomes.

"WentWest's leadership in data-driven quality improvement is setting the benchmark for PHNs nationwide." WentWest Executive Director, Michelle Quinn, Keynote Speaker, NINCo Conference



OUR REGION

The Western Sydney region covers about 782 square kilometres, stretching from Wisemans Ferry in the North to Regents Park in the South, and from Epping in the East to Ropes Crossing in the West.

The traditional custodians of this land are the Darug people.

The area spans four local government areas including:

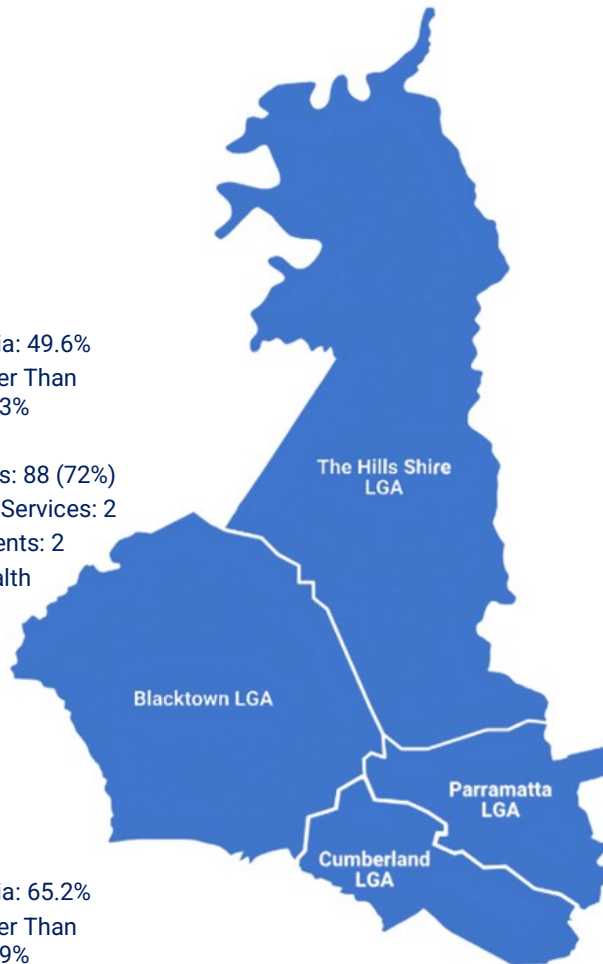
- Blacktown
- Cumberland
- Hills Shire
- Parramatta

BLACKTOWN

Population: 438,843
 Born Outside Australia: 49.6%
 Speak Language Other Than English At Home: 46.3%
 GP clinics: 122
 After Hours GP clinics: 88 (72%)
 Urgent Care Centres/Services: 2
 Emergency Departments: 2
 Medicare Mental Health Centres: 1

CUMBERLAND

Population: 252,399
 Born Outside Australia: 65.2%
 Speak Language Other Than English At Home: 73.9%
 GP clinics: 91
 After Hours GP clinics: 73 (80%)
 Urgent Care Centres/Services: 1
 Emergency Departments: 1
 Medicare Mental Health Centres: 0



WESTERN SYDNEY

Population: 1,181,810ⁱ
 Born Outside Australia: 58%
 Speak Language Other Than English At Home: 51.5%
 GP clinics: 336
 After Hours GP clinics: 270 (80%)
 Urgent Care Centres/Services: 4
 Emergency Departments: 5
 Medicare Mental Health Centres: 2

HILLS SHIRE

Population: 215,612
 Born Outside Australia: 38.8%
 Speak Language Other Than English At Home: 44.2%
 GP clinics: 60
 After Hours GP clinics: 46 (77%)
 Urgent Care Centres/Services: 0
 Emergency Departments: 0
 Medicare Mental Health Centres: 0

PARRAMATTA

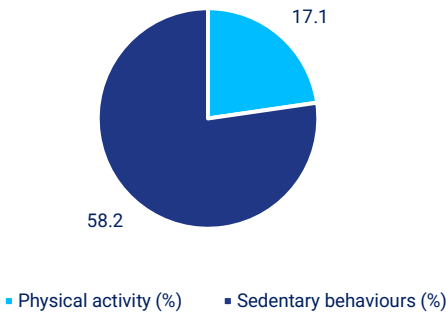
Population: 274,956
 Born Outside Australia: 56.4%
 Speak Language Other Than English At Home: 61.8%
 GP clinics: 63
 AH GP clinics: 50 (79%)
 Urgent Care Centres/Services: 0
 Emergency Departments: 2
 Medicare Mental Health Centres: 1

Sources: Western Sydney Primary Health Network Needs Assessment & Australian Bureau of Statistics

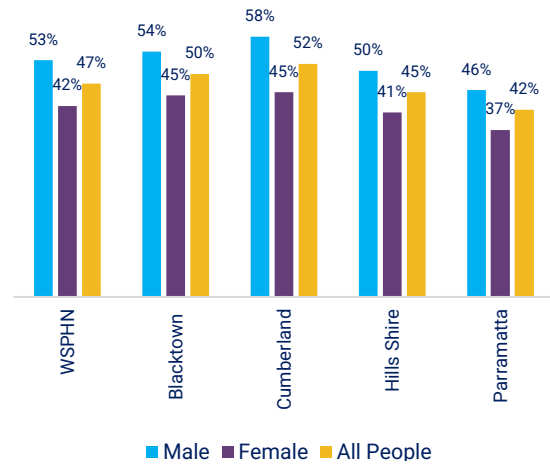
HEALTH OF WESTERN SYDNEY

Health is closely linked to the social conditions in which people live and work. In Western Sydney, residents lived an average of 85.2 years which is consistent with the NSW average of 84.5 years.

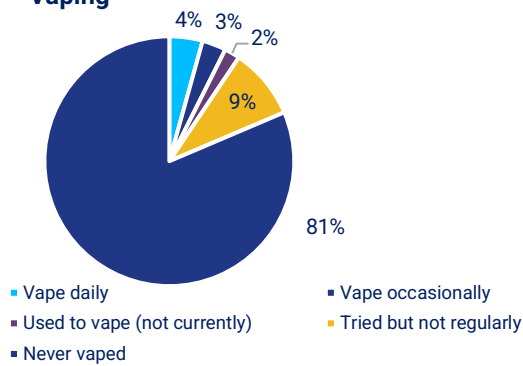
Physical Activity



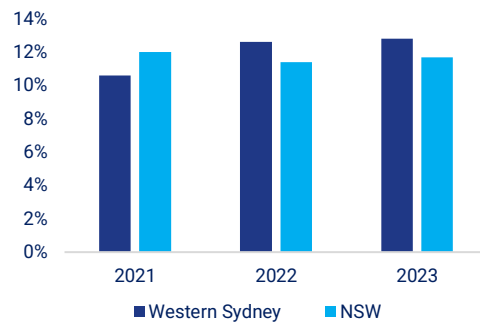
People who are obese or overweight



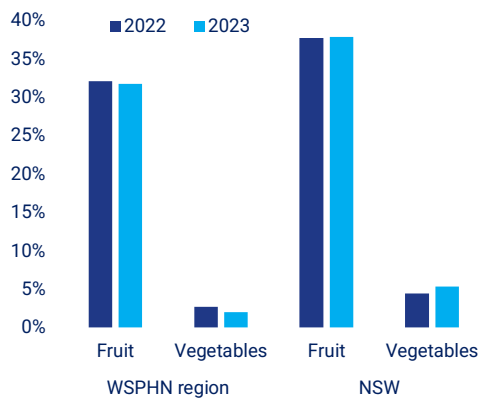
Vaping



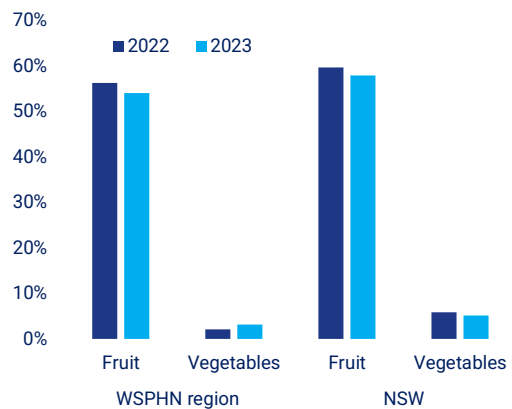
Smoking



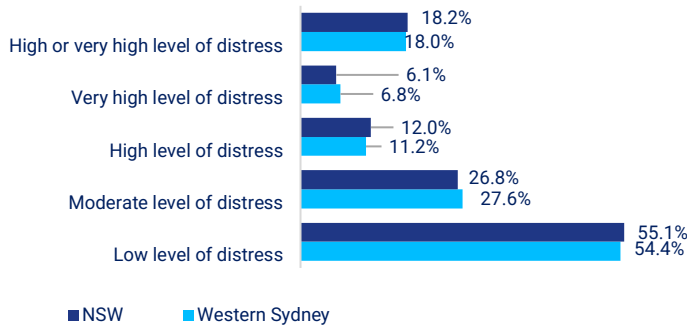
Fruit and vegetable consumption - Adults



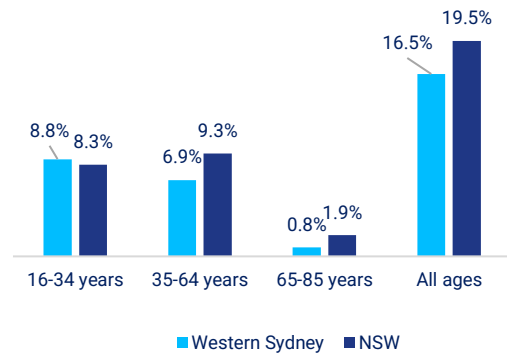
Fruit and vegetable consumption - Children



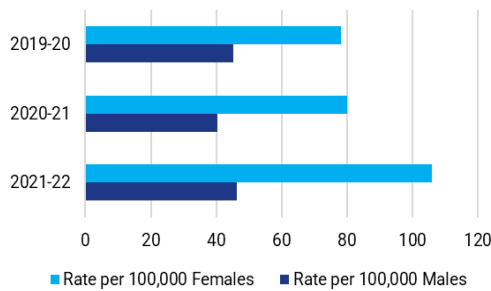
Mental Health - People who experience psychological distress %



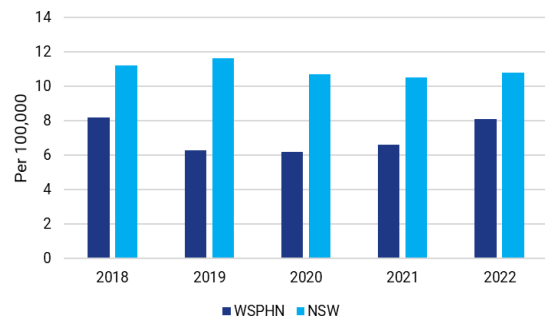
Mental Health Disorder in Last 12 Months - %



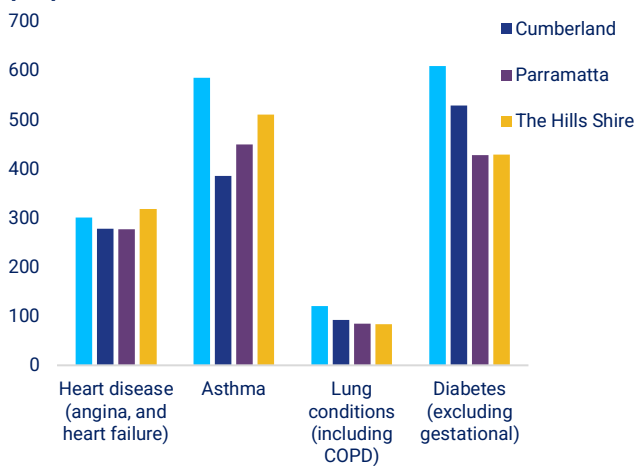
Intentional self-harm: Hospitalisations per 100,000 people



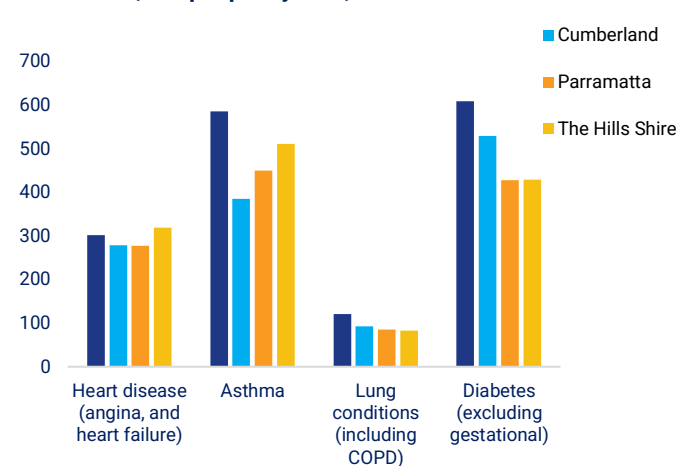
Rate of deaths by suicide: Per 100,000 people



Most Common Chronic Conditions per 10,000 people



Diagnosed rate of chronic conditions Rate per 10,000 people by LGA, 2021



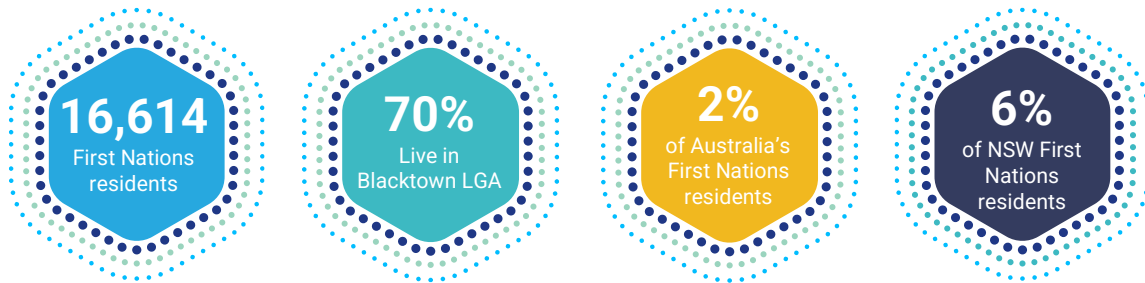
CULTURAL AND LINGUISTIC DIVERSITY

Western Sydney is one of the most diverse regions in Australia, with over half of Western Sydney's community born overseas and one of Australia's largest urban First Nations populations.

The diversity of the region is something to celebrate every day, yet it is often these community members who struggle to access the right health care to live full, happy lives.

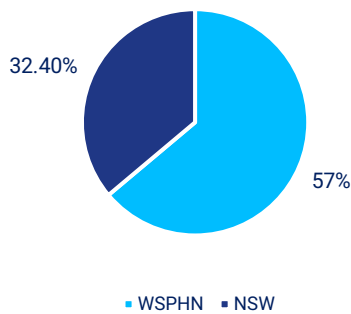
First Nations People

Western Sydney has one of the largest urban Aboriginal and Torres Strait Islander populations in the nation and supporting Aboriginal health in the region is a health priority.

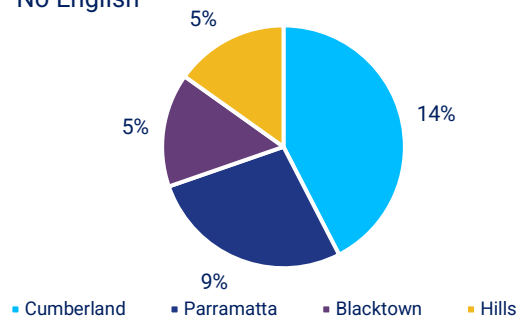


Languages

Speak Language Other Than English At Home

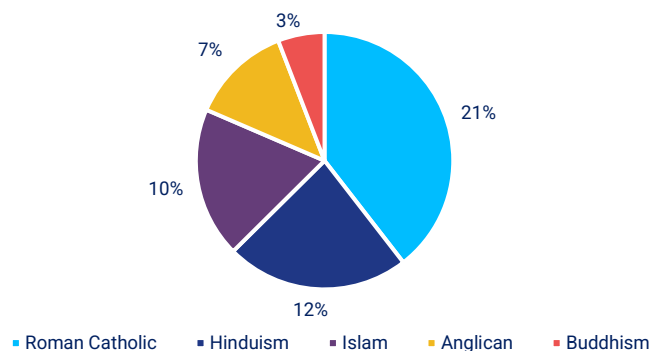


Speak Little To No English



Religion

People living in Western Sydney are more highly religious than the rest of Australia with one in five people identifying as secular (21.8 per cent) compared to NSW (33.0 per cent) and Australia (38.7 per cent)

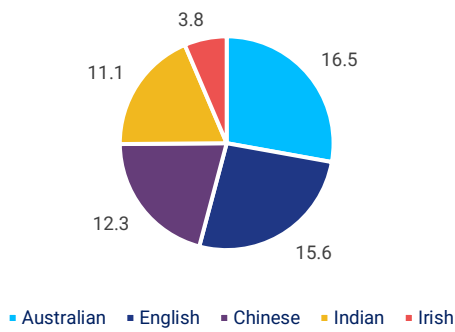


Ancestry

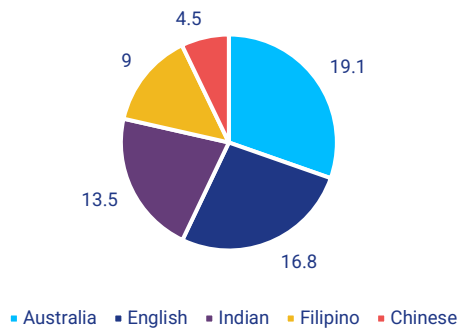
Western Sydney has greater ancestral diversity, with lower proportions of Australian and English ancestry.

Only 16.5 per cent of residents report Australian ancestry and 15.6 per cent report English ancestry in the region, compared to state and national averages of almost 30 per cent.

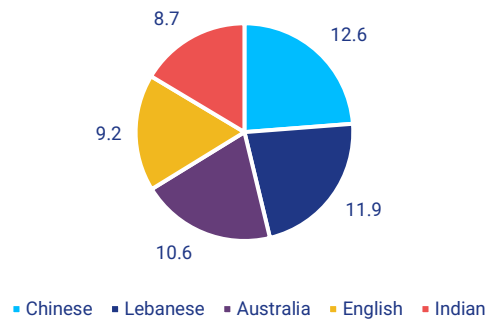
Top 5 Ancestries in Western Sydney (%)



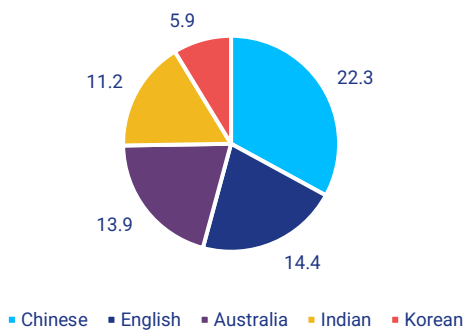
Blacktown - Top 5 Ancestries (%)



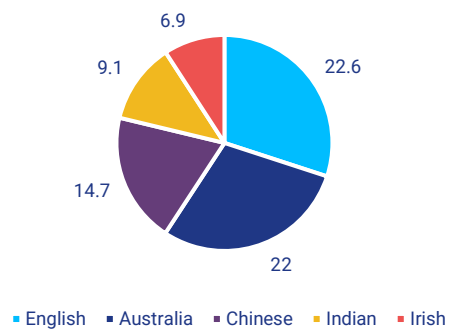
Cumberland - Top 5 Ancestries (%)



Parramatta LGA Pop. (%)



The Hills Shire LGA Pop. (%)



Socio-economic and employment indicators

The key socio-economic indicators that shape the health environment in the region including income, employment, education and housing.

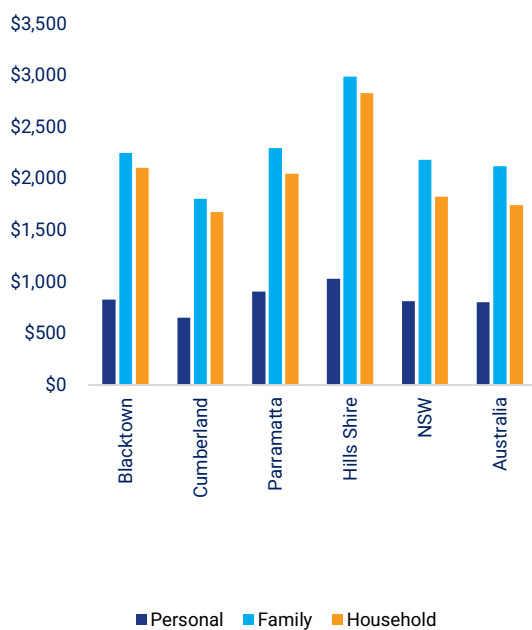
Socio-economic disadvantage varied across LGAs: Cumberland and Blacktown LGAs had greater disadvantage with Parramatta and Hills Shire LGAs less disadvantage.

Large income disparities across the region: median weekly household income varied notably across the region from \$2,831 in the Hills to \$1,678 in Cumberland.

Educational attainment is higher in some LGAs: Parramatta and Hills Shire LGAs had the highest proportion of residents with a bachelor's degree or higher.

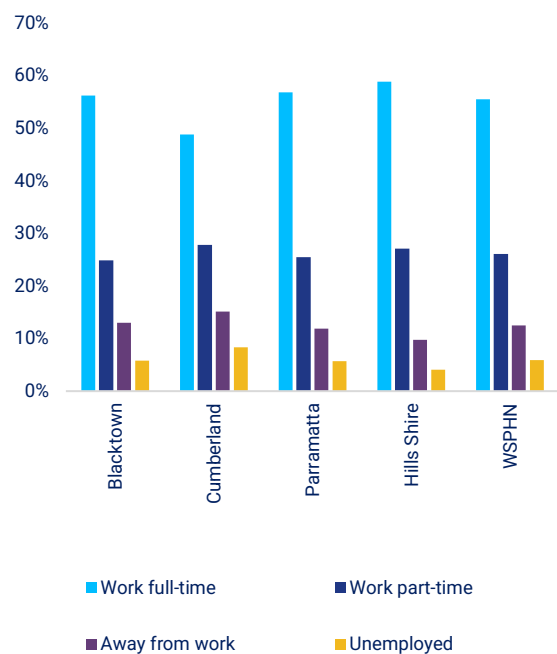


Income by Local Government Area (LGA)



Median weekly income of residents aged 15 years and over across the WSPHN region, NSW and Australia, 2021

Employment by Local Government Area (LGA)



Proportion of JobSeeker and Youth Allowance recipients across the WSPHN region, August 2024

OUR PROGRAMS

Primary Health Networks focus on local health needs while following national priorities set by the Australian Government.

Our priorities are:

Aboriginal and Torres Strait Islander Health
Aged Care & Healthy Ageing
Alcohol and Other Drugs
Digital Health

Mental Health
Population Health
Health Workforce

ABORIGINAL HEALTH

We are proudly located on Dharug land - home to one of Australia's largest urban Aboriginal and Torres Strait Islander populations. WentWest plays a vital role in ensuring that First Nations people have improved access to inclusive, culturally appropriate health services.

In NSW, over half of Aboriginal and Torres Strait Islander people have at least one chronic condition, and nationally, Indigenous Australians experience a burden of disease 2.3 times the rate of non-Indigenous Australians. 73 per cent of Aboriginal and Torres Strait Islander people also believe more must be done to close the equality gap in the health sector.

Despite improvements to the life expectancy of First Nations peoples, Aboriginal and Torres Strait Islander children born in NSW between 2020-2022 are still expected to live an average of 6.8 years (males) and 5.9 years (females) less than their non-Indigenous peers.

Almost 50 per cent of the burden of disease for First Nations people is due to risk factors that can be altered, including the impacts of mental health challenges and contributors to cardiovascular disease.

Our dedication to supporting Aboriginal health is reflected in our comprehensive range of services tailored to the unique needs of the community. These programs are more than services; they are vital parts of our commitment to improving health outcomes and fostering resilience within First Nations communities in Western Sydney.



Reconnecting with Care and Community: John's Story

While walking through Blacktown Shopping Centre, 85-year-old John, a proud Wiradjuri man, noticed the shirts worn by the Aboriginal Outreach Workers from the Western Sydney Integrated Team Care (WSITC) Program.

Curious, he stopped to ask about their work. After hearing about the support they provide, John shared that he hadn't seen a GP in years—despite having a history of cardiovascular issues.

Recognising the urgency of his situation, the Outreach Worker accompanied John to Kildare Road Medical Centre, where he registered and received a full health review. It became clear that John had been living with multiple untreated health concerns, including malnourishment, dental issues that made eating difficult, and possible broken bones. He also disclosed experiences of family violence.

Over time, John built a strong and trusting relationship with the Outreach Worker, visiting the office regularly and attending appointments with support. He was assisted in accessing scans and tests, advocating with the Department of Communities and Justice to address the unsafe condition of his home, and securing dental vouchers to get dentures. He also began reconnecting socially and culturally.

Concerns about elder abuse were reported to NSW Police, and John was supported through that process. Today, John continues to access health services independently and remains closely connected to the Aboriginal team at WSITC.

"I didn't know where to start. They listened, helped me get to the doctor, and now I feel like someone's got my back." – John

Partnering for Cultural Healing

WentWest-supported service Community Restorative Centre (CRC) was the sole external provider invited to Cobham Youth Justice Centre's 2024 NAIDOC Celebration, recognising CRC's trusted role in supporting Aboriginal and Torres Strait Islander youth through its *Pathways Home* program.

Themed *Keep the Fire Burning: Blak, Loud and Proud*, the event engaged over 40 young people in cultural activities, yarning circles, and storytelling—promoting pride, healing, and connection.

Key outcomes:

- > Recognition of CRC as a trusted reintegration partner
- > Strengthened continuity of care between custody and community
- > Culturally safe conversations around identity and post-release support
- > This partnership highlights the power of place-based, culturally embedded programs in supporting justice-involved Aboriginal youth.

WentWest Connecting with Community

WentWest deepened its connection with the First Nations community this year both with formal engagements with providers and local organisations as well as informal involvement at local community events.



ALCOHOL AND OTHER DRUGS

Harmful use of alcohol through high levels of consumption are a major health risk for development of chronic disease, injury and premature deathⁱⁱⁱ. Illicit drug use is recognised as a major risk of preventable diseases and poses a risk to the community^{iv}.

WentWest partners with local, state and national organisations and commissioned partners to support people of all ages and backgrounds to break their dependency on AOD

These services that make a tangible difference in people's lives to move towards a life that's drug and addiction free.



Alcohol Consumption

Weekly alcohol consumption decreased by 5.1 per cent between 2020-21 and 2022-23 compared to a 1.7 per cent decline across NSW.

Alcohol-related risk of harm in the region was lower compared to the rest of the state: 4.5 per cent consume more than ten drinks a week or more than four drinks on any one day - compared to 8.2 per cent in NSW.

Almost one third of residents in the region were exposed to long-term risks of alcohol consumption: consistently lower than NSW^v

Other Drug Consumption

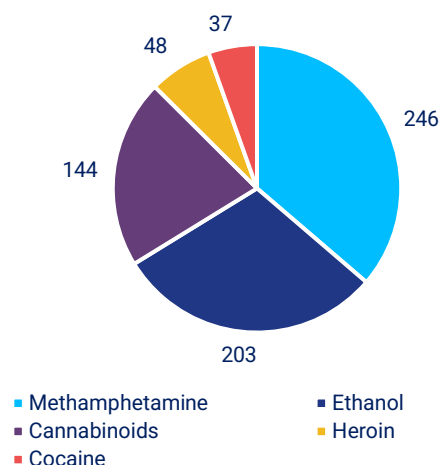
Presentations for heroin and cocaine remain lower in the region but steady among clients: in 2023- 24

Methamphetamine is the leading drug of concern in the region, especially among male clients

Ethanol presentations increasing, especially among male clients within and outside the region: Ethanol is a significant drug of concern, with rising presentations among both residents within and outside the region.

Cannabinoids are a significant concern, especially among younger clients

Top Five Drugs Of Concern - As Seen By Commissioned Providers



Building the Alcohol and Other Drugs Community of Practice

WentWest established an Alcohol and Other Drugs (AOD) Community of Practice to improve collaboration and address system gaps across Western Sydney.

More than 20 organisations now meet regularly to share resources, align referrals, and strengthen culturally responsive, trauma-informed care. This initiative supports more connected, effective care for people with AOD needs.

Achievements

- > Improved service integration and referral confidence
- > Identified support gaps for CALD men and young people
- > Developed a shared practice framework
- > Launched a resource-sharing platform

Ryan's Story: A Journey Toward Stability and Hope

At just 17 years old, Ryan—a young Dharug man—has faced significant challenges. With a history of trauma, mental health issues, cognitive impairment, and substance use, Ryan has spent much of his adolescence in custody, often returning within hours of release.

Despite these setbacks, Ryan's story took a hopeful turn through the support of the Community Restorative Centre (CRC) Youth Program.

One month before his release, Ryan began engaging with a CRC transition worker via virtual appointments. He expressed a clear desire to change his path—setting goals to reconnect with culture, find employment, and build a stable life in the community.

Upon release, Ryan was met by his CRC case worker, someone he had already built trust with. Together, they tackled essential tasks: reactivating Centrelink payments, opening a bank account, and securing basic items. Ryan shared that without this support, he wouldn't have been able to manage these steps on his own.

Ryan has remained in the community, stayed in his approved residence, and continued engaging with health and support services. This marks the longest period Ryan has spent out of custody in years—and the most consistent engagement with a community-based service.

Ryan's journey is a powerful example of what's possible when young people are met with compassion, consistency, and culturally aware support.



CHILD & FAMILY HEATH

Western Sydney Kids Early Years Network

The Western Sydney Kids Early Years (KEYS) Network is the first of its kind in NSW, aligning health, education, housing and social services to support families facing complex challenges.

Through multi-sector collaboration, KEYS delivers coordinated care to help families break cycles of disadvantage and build brighter futures.

Since 2021, KEYS supported 1,041 families, reaching 3,742 individuals.

In April 2025 alone, 35 families co-created 77 goals, with 38 families achieving 62 goals—a testament to the program’s impact.

Layla’s Story: A Fresh Start

Layla*, a young mother of three, arrived in Western Sydney after escaping a volatile home environment.

With no stable housing, limited income, and children struggling with school attendance, Layla felt overwhelmed and isolated.

KEYS stepped in to help Layla secure transitional housing, connected her children to school-based wellbeing programs, and arranged counselling and financial assistance.

Within months, Layla’s children were attending school regularly, and she began part-time work. Her family now has a safe home, a support network, and a plan.



Remmy’s Transformation Through Little Possums

Sometimes, all a child needs is a safe space, a steady routine, and someone who believes in them.

When Remmy joined Little Possums, school-based program for Aboriginal and Torres Strait Islander children and their parents, she was withdrawn and anxious, with a school attendance rate of just 40 per cent.

As the youngest of four children raised by a single working mother, she struggled to connect with peers and spent most breaks with staff.

The program aims to provide culturally sensitive support to children to improve emotional health, self-regulation, relationship building skills through mentoring, advocacy and play therapy.

Through structured Social Skills Training, consistent routines, and gentle encouragement, Remmy began to thrive. Weekly question and answer sessions helped build her confidence, and her creativity flourished as she helped redesign the Possums room—giving her a sense of pride and belonging.

By the end of 2024, Remmy’s attendance reached 100 per cent, and she was actively engaging with other children.

To support her transition to high school, staff gifted her a custom school bag and hand-sewn Dilly bag, and she proudly wore a Possums shirt she made herself on her final day.

Remmy’s journey demonstrates the power of compassion and consistency to unlock a child’s potential.

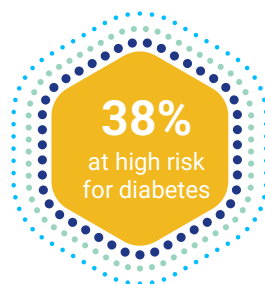
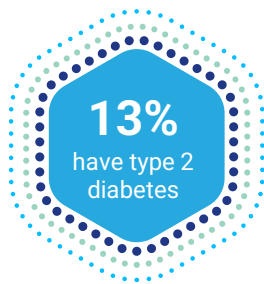


CHRONIC CONDITIONS

Chronic conditions such as diabetes, heart disease and asthma are amongst the leading causes of death and disability in Australia. The most socially disadvantaged areas often have the highest prevalence of chronic conditions. The rate of chronic conditions in Western Sydney is quite high with diabetes being higher across many areas in Western Sydney, compared to the national diabetes prevalence rate.

Diabetes

Western Sydney is a known diabetes hotspot with rates far higher than the NSW average.



Western Sydney Diabetes (WSD)

Western Sydney Diabetes (WSD) is a collaborative initiative led by the Western Sydney Local Health District, Western Sydney Primary Health Network, Diabetes Australia and the Department of Planning, Housing and Infrastructure.

This year, WSD celebrated 10 years of dedication to enhancing diabetes prevention through a series of partnerships and innovative programs.

Western Sydney Diabetes - 10 Year Anniversary

More than 200 people attended the Western Sydney Diabetes 10 Year Anniversary event in July 2024. Hosted by Dr Norman Swan and Dr Jim Taggart, the event included 17 booths hosted by WSD's Alliance partners including WentWest, Box Divvy, Stephanie Alexander Kitchen Gardens, Uncle Jimmy's Thumbs Up, and Healthy Living Toongabbie.

2kg Challenge Partnership

The 2kg Challenge encourages people to lose 2kg to reduce their diabetes risk by 30 per cent. Launched in July 2024, the pilot started with 30 practices and has now expanded to 110 general practices.

National Diabetes Week 2024

In celebration of National Diabetes Week, more than 80 staff and patients at Blacktown Hospital received a HbA1c test carried out by WSD in addition to tests on more than 40 members of Workers Blacktown.

Diabetes Forum

A special Diabetes Forum was held to focus on the diabetes epidemic in Western Sydney. Key topics included prevalence, cost to the health system and the importance of early detection and healthy lifestyle interventions.

Masterclass Series 2024

The WSD team facilitated its sixth face-to-face Masterclass in September 2024 in Parramatta bringing together 300 health care professionals to better equip them with the skills to manage diabetes. Led by WSD in partnership with several Primary Health Networks, the event attracted more than 800 health professionals.

A Decade of Action: Western Sydney Diabetes Alliance

Since 2013, WentWest has been a founding partner of the Western Sydney Diabetes Alliance (WSD)—a multi-sector initiative responding to the region's alarming rise in type 2 diabetes.

With over 140 partner organisations, WSD has become a national model for integrated, community-driven chronic disease prevention.



Key Achievements over 10 years:

- > Routine HbA1c screening in hospitals and general practice
- > Diabetes case conferencing for complex care, now adapted for telehealth
- > Community-led programs like the 2kg Challenge, GP Walking Groups, and Too Deadly for Diabetes
- > Culturally responsive clinics for Aboriginal and Torres Strait Islander patients
- > Annual masterclasses for hundreds of health professionals
- > Integrated models of care aligned with chronic disease strategies
- > Average HbA1c reduction of 1.6 per cent among returning patients
- > Improved glucose monitoring outcomes and reduced hypoglycaemia
- > Influenced state and national policy
- > Potential to reduce the region's \$1.8 billion annual diabetes burden



HEART HEALTH

Bringing Heart Health Closer to Home

Every 30 minutes, an Australian dies from heart disease—yet a heart health check takes less than 30 minutes. To address this, WentWest, in partnership with the Local Health District (LHD), the Heart Foundation, and key industry partners, delivers Western Sydney Cardiology (WSC)—improving early detection of cardiovascular disease (CVD) and the management of atrial fibrillation (AF) within general practice. Through Western Sydney Cardiology GPs, specialists, pharmacists, along with the support of digital tools work together to deliver timely, coordinated care for patients aged 45+ with risk factors such as hypertension, diabetes, obesity, and sleep apnoea.

WSC empowers primary care to prevent serious illness and reduce hospitalisations—ensuring heart care is delivered in the right place, at the right time.

- > Access to remote monitoring devices and care facilitators
- > Streamlined handover from hospital and RASS to general practice
- > Tailored patient education via GoShare and HealthPathways resources

Cardiology Toolkit

As part of WSC, WentWest has developed a Continuous Quality Improvement (CQI) Cardiology Toolkit—a flexible, data-driven resource designed to support practice improvement, CPD tracking, and financial sustainability.

The toolkit equips primary care providers with practical strategies and resources to strengthen cardiology care, while embedding sustainable CQI practices across Western Sydney. By linking GPs, specialists, pharmacists, and digital tools, the WSC program ensures patients receive seamless, coordinated care that reduces hospitalisations and improves long-term outcomes. This program reflects a shared commitment to reducing hospitalisations and improving outcomes for patients with heart conditions across Western Sydney

North Rocks Practice Leads the Way

For nearly seven years, North Rocks Stratford Road Family Medical Practice has led a Heart Foundation Walking Group, helping locals stay active and connected. What began with a few community walks has grown into a thriving group with 83 registered walkers, who together have completed over 2,450 walks.

Held every Wednesday, the group’s flexible, no-pressure approach has encouraged consistent participation. Led by two trained walk leaders, the initiative reflects the power of primary care in promoting preventative health.

As part of the Heart Foundation Walking program, this group contributes to a national movement of over 300,000 participants, supporting better heart health, wellbeing, and community connection.



MENTAL HEALTH & SUICIDE PREVENTION

Mental health is a cornerstone of community wellbeing—and at WentWest, we're committed to making sure support is accessible, inclusive, and tailored to the diverse needs of Western Sydney.

Through a stepped care model, we commission a wide range of free mental health services—from digital self-help tools to high-intensity clinical support. These services are designed to meet people where they are, whether they're navigating mild distress or living with complex mental health conditions.

WentWest's programs include culturally safe counselling for Aboriginal and Torres Strait Islander peoples, youth-focused services like headspace and headfyrst, and specialised support for older adults, culturally and linguistically diverse communities, and those transitioning from hospital to home. We also commission Medicare Mental Health Centres, providing walk-in access to free, confidential care.

By working closely with local providers, consumers, and carers, we're building a system that's not only responsive—but deeply rooted in community connection and compassion.



Achievements At A Glance



Medicare Mental Health

In August 2024, the Australian and NSW Governments announced a new Medicare Mental Health Centre for Blacktown—one of four new centres across NSW.

This walk-in service provides free, accessible mental health support without the need for a referral. As a satellite centre to the larger Parramatta Medicare Mental Health Centre, the centre provides closer access for Blacktown residents.

Staffed by social workers, peer workers, nurses, and with access to psychologists and psychiatrists, the centre offers immediate and ongoing care for people in distress.

With over 24,000 Blacktown residents living with mental health conditions, this investment is aimed at reducing pressure on emergency departments and improving access to timely, community-based support.

The centre was opened by Assistant Minister for Mental Health, Emma McBride MP in April 2025.



Primary Mental Health Care Program

Through the Primary Mental Health Care (PMHC) service, we commission psychological services for vulnerable groups. Clients are eligible for up to 9 sessions under a general psychology referral. People at risk of suicide can access up to 12 sessions across a twelve-month period.

A range of services are available for people who meet the eligibility requirements:

- > General psychological treatment
- > People at risk of suicide or self-harm
- > Child and youth services
- > Aboriginal and/or Torres Strait Islander
- > Perinatal services
- > LGBTQIA+
- > Alcohol and other drug use



Maria's Story: Finding Strength Through Support

"I didn't think help was for people like me. I couldn't afford it, and I didn't know where to start." Maria, 29, single mum from Greystanes.

"I'd been struggling with anxiety and depression for years but I'm a single mum and live week to week.

"I knew I needed help, but I just couldn't afford it."

Everything changed when Maria's GP referred her to a local psychologist through the Primary Mental Health Care Program.

The PMHC program offers up to 9 free psychology sessions per year for people experiencing financial hardship or from priority groups.

Maria was matched with a psychologist who understood her situation and helped her develop practical strategies to manage her mental health.

Her psychologist also helped her connect with local support groups and parenting resources, giving her a stronger sense of community.

Maria began to feel more confident, more present for her daughter, and more hopeful about her future.

"It was the first time I felt heard. My psychologist helped me see that I wasn't broken - I was just overwhelmed."

"I'm sleeping better. I'm smiling more. I'm showing up for my daughter in ways I just couldn't before."

"I'm not alone anymore. I feel more in control of my mental health, and I have hope."

Achievements

- > Maria accessed 9 free psychology sessions through PMHC
- > She developed coping strategies for anxiety and depression
- > She reconnected with her daughter and community
- > Her GP and psychologist worked together to support her recovery

Suicide Prevention

Western Sydney Primary Health Network continued to commission targeted suicide prevention and aftercare services to support vulnerable individuals across the region.

David's Story: Finding Hope

After losing his job and facing housing insecurity, David, a 42-year-old resident of Western Sydney, began experiencing suicidal thoughts. During a routine GP visit, his distress was recognised, and he was referred to the Primary Mental Health Care service.

David received counselling through a local provider, where he explored the situational stressors impacting his wellbeing. With support, he developed coping strategies, accessed housing assistance, and began rebuilding his confidence.

"I didn't know where to start. The GP listened, and suddenly I wasn't alone. The sessions helped me see a way forward." David, PMHC participant

"We see patients every day who are struggling silently. Having a clear referral pathway through PMHC has made a real difference." Dr. Amina, GP in Western Sydney

"The ability to offer culturally sensitive, accessible mental health support is vital in our community." Sarah, Mental Health Clinician



Referral Spoke Strengthens Service Navigation

The Referral Spoke is a new in-house service designed to support complex mental health and psychosocial referrals. Operating via the Medicare Mental Health phoneline and GP referrals, the service enhances access and continuity of care for consumers whose needs extend beyond Medicare Mental Health Centres services.

Since its launch, the Referral Spoke has:

- More than 400 referrals in the first year
- Prioritised complex cases with wraparound psychosocial needs
- Reviewed and allocated referrals to appropriate services within 1–2 days of intake assessment
- Ensured timely referral completion following consumer consent

This streamlined approach strengthens service navigation and ensures consumers are connected to the right support, faster.

Achievements



Youth Mental Health



Demand for youth mental health services significantly increased in Western Sydney during the first half of 2025. At headspace Parramatta alone, more than 300 young people accessed support in the first few months of the year—compared to 747 across the entirety of 2024.

National research continued to highlight the urgency of youth mental health support, with one in seven children and adolescents aged 4–17 estimated to have experienced a mental illness in the previous 12 months, and over one-third of 15–19-year-olds expressing concern about coping with mental health issues.^{vii}

In response, Western Sydney Primary Health Network (WSPHN) commissioned a range of youth-focused services to meet the diverse needs of the region. Chief Executive Andrew Newton reaffirmed the organisation’s commitment to accessible care:

“We worked closely with partners to improve mental health outcomes in Western Sydney. By investing in mental health services, we helped create a stronger, healthier future for young people in our community.”

Commissioned Services for Young People

headspace Centres

WSPHN commissioned Flourish Australia to deliver headspace services in Parramatta and Castle Hill, and Uniting in Mt Druitt. These centres provided early intervention for young people aged 12–25, offering support across mental health, physical and sexual health, alcohol and other drugs, and counselling.

Early Psychosis Youth Services (EPYS)

The EPYS program delivered responsive, recovery-focused care for young people at high risk of, or experiencing, a first episode of psychosis—most commonly occurring in late adolescence or early adulthood.^{viii}

Alcohol and Other Drug Services

Recognising the intersection of mental health and substance use, WSPHN supported headfirst centres in Castle Hill, Parramatta, and Mount Druitt. These services helped young people build resilience, independence, and social skills through integrated AOD and mental health support.

POPULATION HEALTH

Building Resilience: Winter Preparedness 2025

Each Winter a proactive campaign is essential to reduce the impact of COVID-19, Influenza, and pneumococcal disease—key drivers of severe illness and hospitalisations, especially in vulnerable populations.

Primary Care Providers play a vital role in supporting their patients by providing timely vaccinations and ensuring at-risk individuals are protected.

The Winter Preparedness campaign provides a designed to protect vulnerable populations during the winter season, is supported by:

- > Targeted grant funding to general practices
- > Quality improvement tools to enhance service delivery
- > Clinic support for residential aged care homes
- > GoShare campaigns to promote health literacy
- > Community awareness activities



Achievements At A Glance



Why It Matters for Western Sydney

- > Higher chronic disease rates increase susceptibility to severe infections.
- > Flu hospitalisations rose by 30% in 2023, with young children & older adults most affected.
- > COVID-19 waves continue to strain hospitals and aged care.
- > Pneumococcal disease is a leading cause of preventable hospital admission

Beyond the Numbers

“By partnering with groups like Street Side Medics, we extended our reach to vulnerable and hard-to-engage communities. This campaign shows how smart use of data, strong partnerships, and cultural inclusivity can truly boost immunisation rates.”

Rachel Barker, WentWest

Turning Jabs into Joy: Immunisation Bike Competition

For twelve years, the WentWest Annual Immunisation Bike Competition has been more than a campaign—it's been a catalyst for healthier futures.

By making immunisation fun, the initiative has boosted rates and transformed the experience for families.

Since starting the program in 2012, 17,363 immunisations were delivered during competition periods. Importantly, this campaign has contributed to a 1.42 per cent rise in childhood immunisation rates over the last decade.

2024-2025

- > 392 children immunised
- > 102 general practices involved

Decade At A Glance

- > 17,363 immunisations delivered during competition periods (2012–2022)

Beyond the Numbers

"The Bike Competition brings joy to what can be a stressful moment. Kids leave smiling, and parents feel reassured.

It goes beyond numbers, children walk out of treatment rooms with stickers, wristbands, colouring pencils—and big smiles, often forgetting the jab altogether.

This creative approach shows how community engagement can turn a clinical task into a positive memory."



Dr Michael Fasher
Clinical Director, WentWest
Local GP, Western Sydney

Gaza Conflict Support

In response to the crisis in Gaza, Western Sydney Primary Health Network worked collaboratively on a special project to address the psychological harm and community distress caused by the ongoing humanitarian crisis in the Gaza region.



Working with Central and Eastern Sydney, Northern Sydney and South Western Sydney Primary Health Networks (PHNs), the program involved commissioning grants for local stakeholders and organisations, to support people on both sides of the conflict.

The program aimed to foster social connection and address the loss, anxiety and heightened distress resulting from recent international events.

PHN Mental Health Response Coordinators conducted extensive consultations with key stakeholders to better understand the needs of affected communities and how to create a supportive system for effective help and navigation. The feedback shaped a small grants strategy aimed at delivering programs that enhance mental health literacy, promote proactive help-seeking, reduce isolation and stigma and improve the capacity of local services to provide culturally informed care.

The following service providers delivered services in Western Sydney through the Wellbeing and Resilience Grant project:

- > **Australian National Imams Council:** enhanced the mental health knowledge, literacy and understanding of Imams, equipping them with skills to offer culturally appropriate support, locate and navigate mental health services for their congregations, and advocate for mental health resources within their communities.
- > **Educaid:** strengthened community resilience, boosted mental health literacy, and improved access to mental health services for Palestinian communities through group-based healing circles and educational programs in schools, workshops, and community centres.
- > **Gaza Association:** fostered social connectedness, mental health and wellbeing, and enhanced resilience through physical activities, traditional art and dance, and a variety of community events.
- > **Palestinian Christians in Australia:** supported the mental health and wellbeing of the Palestinian Christian community through an immersive experience that integrated narrative therapy, storytelling, and the celebration of cultural heritage.
- > **Self-Actualize:** delivered biopsychosocial assessments to women and their children (as needed) through an outreach model to support impacted Palestinian families.

HEALTHY AGEING

Improving the health and wellbeing of Western Sydney's ageing population is a key priority for WentWest. In 2024-2025, WentWest worked to support older people living in the community and those living in Residential Aged Care Homes (RACH).

A key aspect of WentWest's role is supporting the integration and strengthening of relationships between primary care and residential aged care homes.

General Practice in Aged Care Incentive

The General Practice in Aged Care Incentive (GPACI) supports general practices and practitioners in providing regular visits and care planning for permanent residents in Residential Aged Care Homes (RACHs), with participation linked to MyMedicare registration.

Launched in July 2024, the Strengthening Medicare reforms help ensure aged care residents receive consistent, high-quality care while empowering primary care practices to navigate new funding and care models.

The General Practice in Aged Care Incentive offers incentive payments to primary health care providers for delivering regular visits and care planning to people in residential aged care homes.

"It means a lot to see the same doctor every week. I feel like someone really knows me now." Judy, 84, RACH resident in Blacktown.

Aged Care On-Site Pharmacist (ACOP) Initiative

WentWest supported the rollout of the Aged Care On-Site Pharmacist Initiative responding to recommendations from the Royal Commission into Aged Care Quality and Safety.

WentWest played a facilitative role in supporting aged care homes to adopt the ACOP model by:

- > Raising awareness of the initiative
- > Connecting aged care homes with eligible pharmacists
- > Supporting implementation without directly employing pharmacists



Program aims:

- > Improve medication safety and quality use of medicines in aged care settings
- > Deliver person-centred medication support
- > Collaborate with multidisciplinary care teams
- > Apply evidence-based practices to reduce medication-related harm
- > Support transitions of care and improve communication
- > Lead facility-wide quality improvement activities

Preventing Falls – Still Standing Program

One in three people over the age of 65 experience a fall each year—often leading to injury, loss of independence, and reduced quality of life. But falls are not an inevitable part of ageing.

With the right support, older adults can build strength, improve balance, and stay active - reducing their risk of falling^x

The Still Standing program delivers light, high-quality exercise classes designed to do just that.

In 2024, the program supported 310 participants across six Western Sydney locations and was one of very few programs to reduce the risk of falls in community.

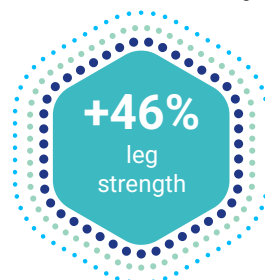


Since launching in 2017, the proportion of participants classified as low fall risk has increased from 15 per cent to 62 per cent, helping seniors maintain independence and reduce hospital admissions.

Remarkably, the Western Sydney Local Health District (WentWest boundary) is the only district in Greater Sydney to record a decline in fall-related hospitalisations since the program began.

Case Study: Margaret, 78

Initially reliant on a walker and wheelchair achieved great results including:



Empowering Families Through Palliative Care at Home

In collaboration with End-of-Life Direction for Aged Care (ELDAC), WentWest coordinated a series of education sessions to support Residential Aged Care Home (RACH) providers with resources to support delivery of palliative care in their settings.

The education model highlights the different components that contribute to the holistic care for the aged cohort with palliative needs.



Program Highlights

- > More than 100 GPs accessed education resources
- > Streamlined referral pathways for in-home services
- > Culturally inclusive resources for diverse communities
- > Ongoing collaboration with local health providers

WOMEN'S HEALTH

Endometriosis & Pelvic Pain Clinic

Endometriosis affects at least one in nine Australian women, yet it can take up to seven years to be diagnosed.

The Endometriosis & Pelvic Pain Clinic at Rouse Hill is helping to support Western Sydney residents caring for more than 420 women during more than 2,940 occasions of service since its opening 18 months ago.

In March 2025, Federal Minister for Communications and Member for Greenway, the Hon. Michelle Rowland MP visited the Clinic to hear about their great work to improve access to women's health services.



Dr. Sneha Wadhvani spoke about advances in treatment of endometriosis and pelvic pain which are improving women's lives.

With a holistic model of care, the service ensures patients can access appropriate clinical assessment and diagnostics, hormonal therapy, and treatment for pain supported by pelvic floor physiotherapy, dietary management and more to reduce symptoms and optimise quality of life in all aspects.

URGENT CARE

Expanding Access to Timely Care

WentWest continues to lead the way in improving access to urgent, non-emergency care across Western Sydney through the Urgent Care Services initiative.

In partnership with state and federal governments and local providers, WentWest has supported the rollout of three NSW Health Urgent Care Services—in Auburn, Castle Hill, and Quakers Hill—alongside two Medicare Urgent Care Clinics in Rooty Hill and Wentworthville.

These services operate 365 days a year from 8am to 8pm, offering free, bulk-billed care for conditions such as:

Minor fractures, sprains, and dislocations

Wound care and stitches

Bites, burns, and foreign object removal

WentWest also transitioned its Urgent Care Line to healthdirect (1800 022 222), enabling patients to speak with a nurse who can assess their condition and book them into the appropriate service.

These services are part of a broader national investment, with the Australian Government funding 87 Medicare Urgent Care Clinics to date, including the two in Western Sydney. The clinics are designed to be culturally safe, equitable, and accessible, especially for vulnerable populations

Through strong partnerships and community-focused planning, WentWest is helping build a more responsive, integrated health system—ensuring urgent care is available when and where it’s needed most.



PRIMARY CARE, TRANSFORMATION & INTEGRATION



Supporting Primary Care

WentWest's Primary Care Transformation and Integration team is committed to partnering with primary care.

Primary Care are the frontline of health care in Western Sydney. Strong leadership along with investment in primary care supports the building of a system that helps people lead healthier lives and know what to do or where to go if they do become unwell.

The team work closely with general practitioners, primary health care nurses, allied health professionals, pharmacists and residential aged care teams to help improve patient care and health outcomes in Western Sydney.

We also provide a suite of training and professional development opportunities for primary health care providers across Western Sydney.

In 2024-2025, WentWest played a leading role in the development of multiple continuous quality improvement (CQI initiatives), with its work increasingly shaping the future of healthcare improvement at both a local and national level.



"Healthcare providers are at the centre of significant reform and what is the greatest investment into primary care in decades. The time is now to shape the primary care system of the future. By partnering with providers across the sector, we aim to transform how care is delivered ensuring improved health and wellbeing outcomes, whilst building a sustainable system for the future needs of the people of Western Sydney."

Jane Assange, Director, Primary Care Transformation and Integration

EDUCATION & TRAINING

WentWest's education and training curriculum progressed from planning into strong implementation, aligning closely with community priorities, Commonwealth reforms and stakeholder needs.

WentWest delivered a broad suite of education programs across chronic disease, women's health, immunisation, mental health, data quality, and practice management.

Key initiatives included:

- > Communities of Practice: Nurse Connect brought together general practice and residential aged care nurses for the first time.
- > Collaborative Events: The Hills Doctors Association Domestic & Family Violence Forum and the inaugural *ImpactWest: Primary Care Summit* strengthened cross-sector engagement.
- > Workforce Development: Continued delivery of UNE Partnerships' Certificate III/IV scholarships and a dedicated Practice Manager course supported long-term capability building.
- > Initial Assessment and Referral Decision Support Tool (IAR-DST) program - expanded trainer capacity and blended delivery models.



2024–2025 HIGHLIGHTS

- > 42 education sessions delivered across webinars and in-person formats
- > ImpactWest: Primary Care Summit launched in September 2024
- > Competency-aligned internal training with ongoing in-field coaching
- > Expanded workforce development through UNE Partnerships and tailored practice manager training
- > WentWest's education and training efforts in 2024–2025 embedded internal capability and delivered high-value external programs, directly strengthening the primary care workforce across Western Sydney.



Strengthening Western Sydney's GP Workforce

WentWest contributed to the Workforce Prioritisation Program, a multi-year initiative led by Capital Health Network and 11 NSW PHNs to address general practice workforce needs across NSW and ACT.

WentWest led analysis for Western Sydney's nine GP catchments, serving 1.1 million residents—including over 20,000 First Nations people and 23,000 asylum seekers.



Key findings:

- > High rates of chronic disease, dementia, and frailty
- > GP shortages driven by population growth, ageing GPs, and fragmented training pathways
- > Lack of dedicated GP clinical schools and limited exposure for junior doctors to general practice

WentWest hosted consultations with 61 health professionals and is now working with WSLHD and Western Sydney University to improve GP mentorship, training feasibility, and support for emerging GPs.

This work supports a stronger, more sustainable primary care workforce for Western Sydney.

Lumos Driving Data-Led Chronic Care

The Lumos Program provides participating general practices with system-wide insights into how their patients interact with NSW hospital services, including ED presentations, admissions, and outcomes. Currently, 104 practices in Western Sydney are involved.

For practices managing chronic conditions such as CKD, diabetes, and CVD, Lumos reports support targeted care planning and early intervention. Practices are using the data to streamline workflows, implement patient recall systems, and share tailored GoShare resources—leading to more structured chronic disease management, improved care plan uptake, and reduced avoidable ED visits.

Practices developed a more structured approach to managing chronic disease improving the uptake of care plans and reviews, while also helping to reduce avoidable ED presentations.

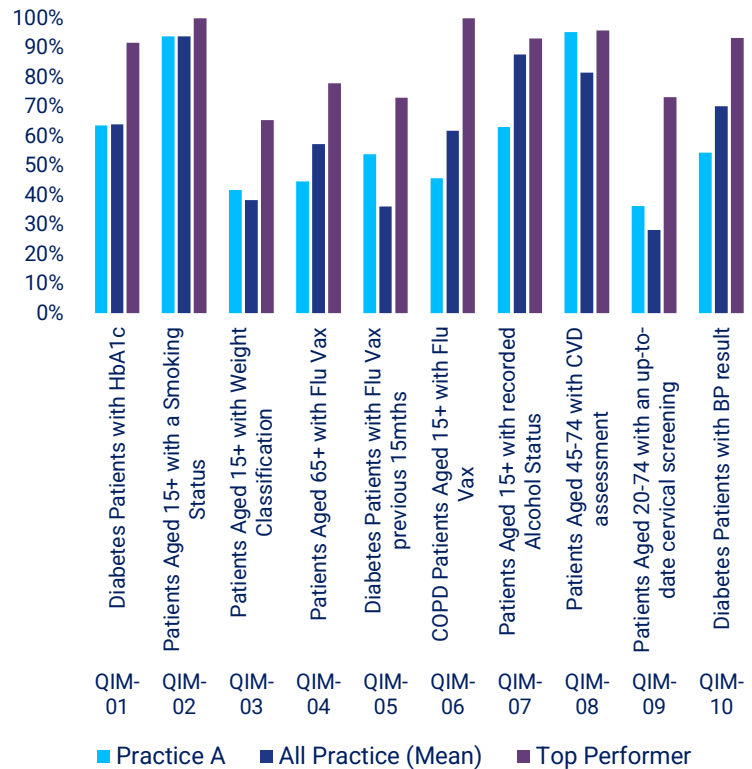
Practice Incentives Program

WentWest continued to strengthen its partnership with general practices through the Practice Incentives Program Quality Improvement (PIP QI).

In 2024, 254 practices engaged with our QI support initiatives, with this figure rising to 270 successful data submissions by July—our highest to date.

This work is supported by dynamic run charts and purpose-built dashboards developed by WentWest Health Intelligence Unit (HIU), enabling practices to make data-driven decisions, monitor trends in real time, and implement targeted, high-impact interventions across areas such as chronic disease management, care planning, and preventive care.

Quality Improvement Measures



Cardiovascular Disease Toolkit

WentWest advanced its Cardiovascular Disease (CVD) Quality Improvement (QI) agenda through targeted primary care support, strategic partnerships, and community-based initiatives.

The CVD QI Toolkit, developed to support early detection and proactive management in general practice, includes practical tools to assist with MBS 699 (Heart Health Checks), access to remote monitoring devices such as HeartBug, and promotion of lifestyle-based interventions.



Strengthening Medicare: MyMedicare

In 2025, WentWest continued its commitment to delivering high-quality, person-centred care through the rollout of Strengthening Medicare reforms, including the implementation of MyMedicare—a cornerstone initiative designed to modernise and future-proof Australia’s primary healthcare system.

Building a Stronger System

MyMedicare is more than a registration system—it’s a strategic enabler of reform. By supporting practices to deliver coordinated care, MyMedicare aims to reduce fragmentation, improve health outcomes, and ensure sustainability. As the reforms continue to roll out, WentWest remains focused on supporting practices through education, digital integration, and data-driven quality improvement initiatives.

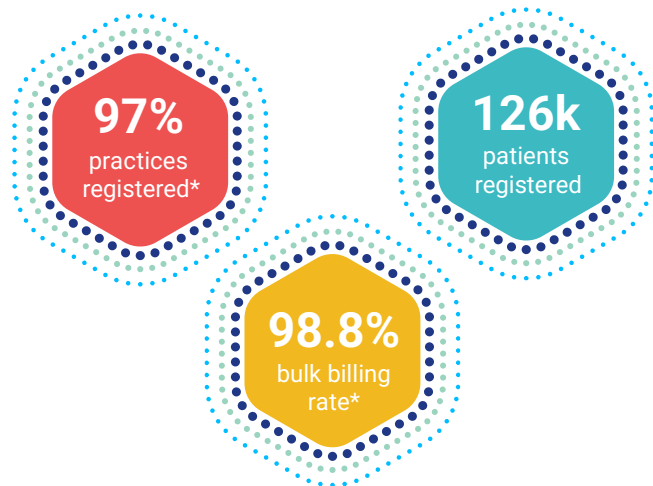


Why It Matters

The MyMedicare model supports general practices by formalising patient registration, strengthening continuity of care, and enabling tailored Australian government funding and incentive programs. It reflects the principles of the Patient-Centred Medical Home, fostering a team-based, long-term relationship between patients and their regular general practice.

Rates At A Glance

- > Over 97 per cent of accredited, eligible practices* in Western Sydney are now registered for MyMedicare.
- > More than 126,000 patients have formally registered with a practice under the program (based on Click data, final confirmation pending).
- > * The Western Sydney region continues to lead nationally in bulk billing rates with 98.8 per cent of GPs bulk billing in some capacity.
- > 75.8 per cent bulk billing all or most of the time - well above the national average.



“Thank you for your outstanding leadership in Quality Improvement. This showcase on the localisation of the national Chronic Condition Management (CCM) program into tangible actions within your PHN is truly commendable. It’s inspiring to see how you’ve translated a national initiative into effective local change, demonstrating a perfect blend of strategic vision and practical implementation.”

General Manager, MyMedicare National Implementation

Western Sydney Family Violence Forum

The Western Sydney Family Violence Forum exemplified the power of collaboration in addressing complex social challenges.

Hosted by the Hills Doctors Association, the Forum reaffirmed the healthcare sector's role not only in treating illness but in fostering safer, healthier communities.

Western Sydney Primary Health Network partnered with the HDA to deliver the Western Sydney Family Violence Forum; a landmark event focused on strengthening the healthcare sector's response to family violence. The forum welcomed over 70 attendees, including General Practitioners, Psychologists, Social Workers, Nurses, and other professionals working across the region.



Key Themes and Insights

- > **Rising Incidence of Family Violence:** Family violence-related assaults have increased by over 28 per cent in the past decade across Greater Sydney.
- > **Healthcare as a Frontline Response:** General Practitioners may unknowingly see up to five women per week who have experienced family violence, positioning them as vital early responders.
- > **Trauma and Health Outcomes:** Intimate partner violence is the leading contributor to disease burden for women, reinforcing the need for trauma-informed care.
- > **Service Integration:** Bridging gaps between healthcare, community services, and law enforcement is essential to support victims, prevent reoffending, and address root causes.
- > **Prevention Programs:** Initiatives such as Anglicare's Men's Behaviour Change Program were showcased as critical tools in addressing perpetrator behaviour and reducing future harm.
- > **Cross-Sector Collaboration:** The forum reinforced the importance of unified efforts across clinical, legal, and community domains.



"GPs are often the first point of contact. We may not always know it, but we're seeing up to five women a week who have experienced family violence." — Dr Kim Loo, Hills Doctors' Association

Empowering General Practice Nurses in Western Sydney

General practice nursing is one of the fastest-growing areas of the profession, with over 330 general practices operating across Western Sydney—most employing at least one practice nurse.

To support this vital workforce, WentWest developed the General Practice Nurse Support (GPNS) Toolkit, designed to upskill nurses and enhance patient care.

The GPNS Toolkit provides tailored support for new, returning, or transitioning nurses in general practice settings. It includes competency-based resources, continuing professional development (CPD) opportunities, and practical guidance to improve health screening, chronic disease management, and care coordination.

By equipping nurses with the tools and knowledge they need, WentWest is helping to strengthen primary care delivery, improve patient outcomes, and reduce pressure on acute care services.



General Practice Nurse Support Program

Nursing in a general practice setting is a rewarding and dynamic area of the nursing profession which can often require different knowledge and skills than hospital or community nursing.

In the Western Sydney area alone, there are approximately 330 general practices, with most of these practices employing a nurse.

In late 2024, [the Western Sydney General Practice Nurse Support Toolkit](#) was developed for nurses who are new to general practice. It aims to support the workforce by providing education and information. The toolkit includes helpful resources, access to tailored continuing professional development activities and assistance in implementing and enhancing practice systems that promote health screening activities.

WentWest would like to acknowledge that the toolkit was adapted from Brisbane South Primary Health Network (BSPHN) Practice Nurse Support Program Workbook.

HealthPathways: Clinically Connected Care

Launched in 2013, Western Sydney HealthPathways marked 10 years of supporting consistent, clinically driven care across the region.

As one of the first PHNs nationally to adopt the platform, WentWest's partnership with Western Sydney Local Health District and Sydney Children's Hospital Network has helped embed HealthPathways as a key tool for integrated care.

Clinically, HealthPathways review activity remained consistent, with 773 localised pathways available.

This represented a robust and expanding evidence-based resource tailored to the specific needs of the region.

Usage data demonstrated strong engagement, particularly among General Practitioners, who accounted for 70 per cent of all pathway views.



2024–2025 Highlights

- > Transition to single user logins for improved access, security, and CPD tracking
- > 770 pathways available, with 82 new and 250+ updated across key areas
- > Most accessed: gynaecology, mental health, pregnancy, gastroenterology, child and youth health
- > Strengthened collaboration with local health districts and clinical experts
- > HealthPathways continues to evolve through co-design with frontline clinicians, ensuring pathways remains relevant, evidence-based, and aligned with local models of care.

Single-User Log-In Transition

In 2024-2025, WentWest transitioned HealthPathways users to single log-ins.

After 6 months, a total of 820 individual user accounts had been created, and the organisation remained on track to reach 1,000 accounts by end of 2025.

This steady growth reflected the continued relevance and utility of HealthPathways for clinicians across Western Sydney.

STRATEGIC COMMISSIONING & INSIGHTS

WentWest focuses on addressing the region's most pressing health challenges and finding service providers to meet the health needs of Western Sydney community members.

Working together with health professionals, partners from both the health and hospital sector and community members, we identify health service gaps and work towards commissioning solutions in priority areas.

One of the ways we address these gaps is through Strategic Commissioning which include:

- > identifying local health needs
- > planning and designing services to meet those needs
- > contracting with providers to deliver those services

Focused on delivering effective, efficient and quality care for the people of Western Sydney, in an environment of continuous improvement, innovation and transformation of the primary health care system.



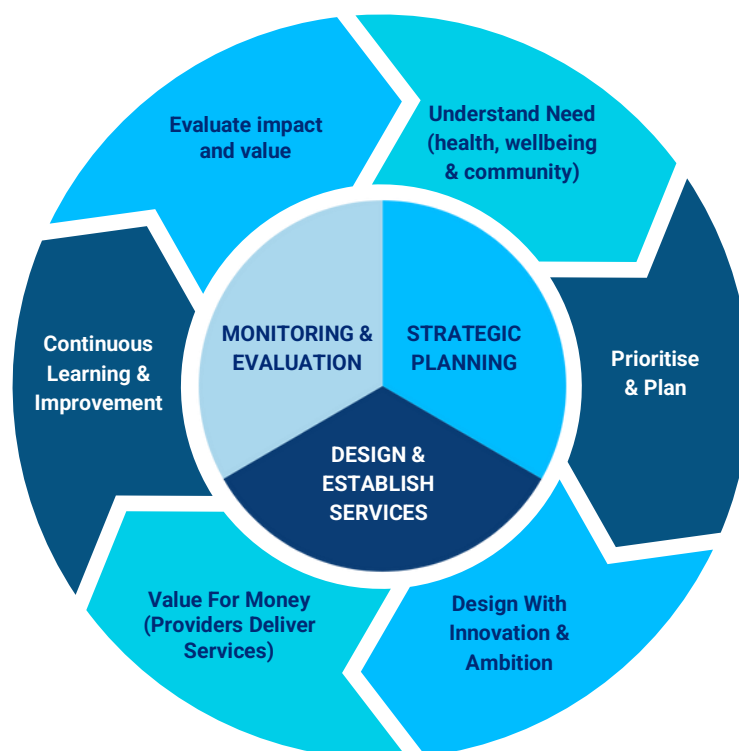
Strategic Planning builds outwards from our strategic plan to understand health and wellbeing needs through consultation and listening, mapping service availability and gaps, and interrogating data, so we can prioritise and design together with a wide range of partners.



Design and Establish Services starts with a co-design mindset - working in partnership, with a focus on outcomes for people and improving how the system works - maturing our understanding of innovation and adaptive solutions along the way; procuring services with a partnership approach, that is system-aware and needs-led.



Monitoring and Evaluation drives continuous improvement in a feedback loop, by measuring what matters, measuring progress and evaluating from the dual lenses of impact and value.





HIGHLIGHTS 2024-2025

In 2024–2025, WentWest’s Strategic Commissioning and Insights team continued to strengthen partnerships, deliver culturally responsive care, and address health inequities across Western Sydney.

Through targeted programs and strategic collaborations, we supported vulnerable communities —including older Australians, refugees, Aboriginal and Torres Strait Islander peoples, and those experiencing homelessness.

WentWest’s commissioning initiatives focus on improving access, enhancing service delivery, and fostering innovation through collaboration and engagement with our commissioned providers.



“This year has been defined by deep collaboration, cultural responsiveness, and a shared commitment to equity. Through strong partnerships and community-led initiatives, we’ve continued to reach those who need us most—ensuring that care is not only accessible, but compassionate and tailored to the diverse needs of Western Sydney.”

Michelle Quinn, Executive Director, Strategic Commissioning and Insights

Partnering With Providers

The Western Sydney Primary Health Network Provider Forum brought together our commissioned providers to share insights and experiences.

The event served as a platform to better understand the challenges faced by providers and explore opportunities to enhance collaboration, training, and support across the region.

The forum focused on aligning our initiatives with community needs and strengthening service delivery.



Care Finders Program

No one should miss out on support because they feel unseen or unheard.

Care Finders assist vulnerable older people who would not be able to arrange services without intensive support and do not have family members or friends who can help.

Under this program, a Care Finder actively reaches out to vulnerable older Australians at risk of isolation, helping them access aged care services that can improve their wellbeing and independence.

In 2024–2025, the program strengthened relationships with key stakeholders, resulting in a steady stream of referrals from hospitals, community organisations, mental health services, and the Department of Communities and Justice across Western Sydney.

The Care Finder program continues to be a lifeline for those who need tailored, compassionate support to access the services they deserve.



Services At A Glance

- > 528 new clients served in the 2024/2025 financial year.
- > 1922 face to face individual sessions were conducted in clients' homes or in the community



'Keeping in Contact' – New Refugee Program

This year marks the fourth anniversary of the 'Keeping in Contact' program—an innovative, trauma-informed mental health initiative supporting newly arrived and refugee-background men and families in Western Sydney.

The anniversary event brought together 50+ community members, service providers, and program graduates, celebrating lived experience and recovery. WentWest's ongoing funding via the Australian government has been instrumental in sustaining this culturally responsive model of care.

Run by the Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS), the program has:



- > Engaged over 200 men through psychoeducation, outreach, and group support
- > Improved social connection and emotional wellbeing, particularly among isolated fathers and young men from CALD backgrounds
- > Strengthened cross-agency collaboration with multicultural and youth services
- > Delivered flexible, community-led care across multiple settlement sites

Homelessness in Western Sydney

WentWest continues to play an active role in the Parramatta Regional Homelessness Interagency (PRHI), working alongside local health providers, housing services, council, and non-government organisations to strengthen cross-sector responses to homelessness.

This work reflects WentWest's commitment to addressing the social determinants of health through strategic partnerships and integrated service planning.

Achievements

- > Embedded a primary care lens into local homelessness strategies
- > Improved referral pathways between PHN-commissioned services and housing providers
- > Contributed to place-based mapping of service gaps, especially for rough sleepers and CALD communities
- > Supported joint advocacy for targeted government funding and streamlined care access

Too Deadly for Diabetes

WentWest continues to invest in *Too Deadly for Diabetes*, a culturally safe program led by Aboriginal exercise physiologist Ray Kelly, supporting Aboriginal and Torres Strait Islander communities in Western Sydney to prevent and manage type 2 diabetes.

Achievements

- > 120+ participants engaged through community-based programs
- > Notable clinical improvements in HbA1c, weight, and medication use
- > Strengthened collaboration with Diabetes Australia
- > Delivered by Aboriginal facilitators, fostering trust and self-determination
- > This program puts culture at the centre of care, empowering communities to take control of their health.



Photo: Victoria Pengilly - ABC

Dunlea Gives Hope

Dunlea Alcohol and Other Drugs Youth Services supported a 16-year-old Māori Australian male in Blacktown facing alcohol use, family violence, and early justice involvement.

Achievements

- > Achieved alcohol sobriety through structured case management
- > Reconnected with life goals, including pursuing a trade and driver's licence
- > Maintained bail compliance and reduced justice risk
- > Strengthened family engagement, with active support from his mother

Health Hackathon

WentWest supported the University of Sydney's 2025 Health Hackathon, hosted by the Prevention Education and Research Unit (PERU), bringing together over 100 participants to co-design solutions to real-world public health challenges.

WentWest contributed a challenge brief focused on improving health literacy for CALD students in Western Sydney.

The event showcased the power of academic–community collaboration in driving health equity and innovation.

Achievements

- > Prototype digital tools and translated resources
- > New partnerships with researchers and community organisations
- > Strengthened co-design capability across PHN teams

Healing and Connection for Refugee Communities

Refugee trauma, resettlement stress, and uncertainty can deeply affect health and wellbeing. With timely, culturally responsive support, individuals can begin to heal and rebuild their lives.

The NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) is a leader in trauma-informed care for people beginning their lives in Western Sydney. WentWest was privileged to attend a showcase of STARTTS' healing programs, highlighting the transformative impact of connection, culture, and compassion—from youth to seniors.



Program Highlights:

- > **Ukrainian Tango Group:** Led by Natalia, STARTTS' Ukrainian Project Officer, this initiative combines dance, psychoeducation, and social connection. Participants benefit from improved body awareness, coordination, and a safe space for self-expression and mindfulness.
- > **Youth After-School Program:** Delivered at Blacktown Youth Centre and other sites, this program engages young people in creative and sporting activities that promote wellbeing and positive development.
- > **Keeping in Contact (KIC) for Seniors:** A social connection initiative where older adults share stories and support each other, reducing isolation and enhancing emotional wellbeing.
- > **Sudanese Youth and Parent Consultations:** A culturally sensitive program addressing intergenerational challenges and fostering understanding between parents and youth navigating life in a new country.
- > **LGBTQI+ Walk on Walk Strong:** An award-winning, peer-led support group that celebrates diversity and has developed resources to improve health service experiences for LGBTQI+ individuals.

SOCIAL IMPACT & COMMUNITY DEVELOPMENT

STRATEGY, IMPACT & RESEARCH



In 2024–25, the Social Impact and Community Development (SICD) team helped strengthen WentWest’s role as a trusted, evidence-based partner in the health system.

By combining research, evaluation, stakeholder engagement, and government relations, SICD ensures WentWest’s work is guided by strong evidence, aligned with priorities, and responsive to community needs.

The team helps measure progress, share insights, and build accountability across programs. It also works closely with partners and government to make sure WentWest’s voice is heard in policy discussions.

SICD keeps the focus on long-term impact, equity, and community-led change—making sure WentWest is seen as a credible leader in primary care reform.



“SICD connects evidence with action and helps tell WentWest’s story clearly. By embedding impact and strategy into everything we do, we make sure our work reflects real community needs and national priorities.”

Nathalie Mann, Director, Social Impact and Community Development

Western Sydney Health Needs Assessment 2025-2028

A major milestone this year was the completion of the 2025–28 Western Sydney Health Needs Assessment—WentWest’s first fully in-house produced needs assessment.

It offers the most detailed view yet of the region’s health needs, using data from hospitals, primary care, and communities to guide planning and system improvement.

The process also strengthened WentWest’s internal capability to turn evidence into action and support more responsive decision-making.

A public version is being prepared to help partners, researchers, and communities engage with the findings.



Impact Measurement & Strategic Alignment

WentWest improved how it tracks impact by developing a new in-house framework.

This helps measure how programs are improving community health, identify areas for improvement, and ensure work aligns with long-term goals.

By building impact measurement into everyday systems, WentWest is strengthening transparency, learning, and accountability across all programs.

Research and Translation

WentWest strengthened its research strategy by launching a Strategic Research Framework and updated Research Policy. These guide research activity to align with regional priorities and community needs.

A new online portal now makes it easier for researchers to connect with WentWest, improving transparency and coordination.

WentWest is currently involved in 28 research projects with eight universities and 18 partners, leveraging over \$12 million in funding. More than 20 new proposals have been reviewed since the framework launched. A key project on Multidisciplinary Teams in Chronic Care, funded through Stronger Medicare, will begin in late 2025 to address chronic disease in high-need areas.

Impact

- > strengthens our research capability
- > improves coordination and collaboration
- > supports evidence generation that drives better health outcomes in Western Sydney.



Strategic Research Collaborations

- > **Maternity and First 2000 Days Consortium** – Partnered with leading universities to apply for NSW Health grants focused on improving maternal and early childhood health.
- > **Harnessing Urban Bridges** – Working to create an integrated health hub to improve diabetes care and outcomes.
- > **Transforming Primary Care** – Building a shared data system across primary care, allied health, mental health, and hospitals to improve coordination and planning.
- > **Dementia Risk Reduction** – Trialled a free online lifestyle program for adults aged 45–80, with GP training and outreach to CALD and disadvantaged communities.
- > **Emergency Department Research** – Partnered with UNSW to study why people attend EDs in Western Sydney, helping inform future service planning.



Evaluation & Continuous Improvement

WentWest strengthened its evaluation capability by building structured processes to review programs, capture lessons, and assess performance.

This helps ensure programs are guided by evidence, aligned with community needs, and focused on long-term impact.

Early evaluations are already shaping future priorities and improving accountability. By making evaluation a core function, WentWest is better equipped to learn, adapt, and invest in what works for Western Sydney.



"These new capabilities give us a clearer picture of what drives change and help ensure our work delivers real impact."

Zayn Ghonem, Senior Manager, Strategy & Impact

COMMUNICATIONS & STAKEHOLDER ENGAGEMENT

In 2025, WentWest established the Communications & Stakeholder Engagement team with a stronger focus on strategic communications, government relations, advocacy and stakeholder engagement.

Foundational systems and frameworks are being refreshed to support our work across WentWest and in the community.

Communications

Communications team was strengthened to deliver high-impact, culturally inclusive campaigns that elevate WentWest's brand and amplify its advocacy work. Key achievements included:

- > **Strategic Communications Vision:** A new communications plan was developed to enhance the PHNs visibility, support advocacy efforts, and showcase health outcomes.
- > **Collaboration:** The team worked closely with internal stakeholders to ensure communications were responsive to evolving organisational needs.
- > **Culturally Inclusive Content:** Innovative storytelling and visual content were produced to engage diverse audiences, including First Nations communities.



Digital Engagement & Connection

Digital engagement continued to grow in 2024–25, with over 45,000 new website visitors and strong gains across social media reflecting WentWest's expanding digital presence and connection with both health professionals and the community.

- > **Website:** 45,214 new visitors
- > **Facebook Reach:** +317,000 - up 204 per cent
- > **Instagram Reach:** +9,000 – up 638 per cent
- > **LinkedIn:** +3,500 – up 32%

Healthy Western Sydney

Launched in early 2024, Healthy Western Sydney continues to provide a free, user-friendly service directory to help community members and health professionals navigate aged care, dementia, and palliative care services across the region.

Developed by WentWest, the directory offers:

- > Tailored information for both community users and health professionals
- > Access to toolkits and clinical resources for end-of-life care
- > Easy-to-read service snapshots, including delivery mode, cost, referral requirements, and booking details
- > Audience-specific filters for First Nations and CALD communities



Stakeholder Relations

WentWest's stakeholder engagement strategy was reimagined to foster deeper, more meaningful partnerships across community, government, and industry sectors.

Government Relations

WentWest maintained active engagement with elected representatives and their offices to ensure timely updates and collaborative problem-solving around emerging community issues.

A broader Government Relations & Advocacy Strategy is currently in development which will guide WentWest's approach to engaging with government stakeholders and advocating for system-level change across Western Sydney.



Citizens' Assembly & Clinical Council

The Western Sydney Citizens' Assembly, formerly the Consumer Advisory Committee, continues to provide grounded, place-based insights into commissioning priorities. Now operating under formal Terms of Reference, the Assembly's annual work plan is aligned with PHN priorities.

Clinical Council

The Clinical Council serves as an advisory body to the WentWest Board, providing clinical leadership and expertise to inform the planning, commissioning, and integration of healthcare services.

The Council ensures that primary health services meet the needs of the local population and contribute to improved health outcomes. During 2024-2025, Expressions of Interest were sought for new Council members with the new Council to be formed in late 2025.

Partnering with Government & Community

WentWest has engaged with hundreds of organisations and community members throughout the year. Engagement is not the sole domain of the Communications and Stakeholder Engagement team. Partnering and engaging is what we do across the organisation.

Some of the impactful relationships strengthened in the last year include:

- > Mental health peak organisations and collaborative networks including:
 - > Suicide Prevention Alliance
 - > NSW Mental Health Commission
 - > Black Dog Institute

- > First Nations Engagement with organisations and community:
 - > Marrin Weejali
 - > Kimberwalli
 - > Maru Mittigar

- > Government interagency groups that focus on collaboration including:
 - > Koori Interagency Group
 - > LGBTQI Interagency

- > Non-Government Organisations (commissioned & non-commissioned)
 - > Western Sydney Diabetes
 - > BreastScreen NSW
 - > Oz Harvest
 - > Bill Crews Foundation
 - > Rural Doctors Network – First Nations programs collaborative
 - > Greater Western Sydney Aboriginal Health

GOVERNANCE

BOARD OF DIRECTORS



Dr Anne-Marie Feyer

Board Chair

Qualifications: BA (Hons), PhD, FAICD, Honorary Professorial Fellow, The George Institute for Global Health

Special responsibilities: Board Chair, Ex-officio Member of the Governance Nominations Committee, Ex-officio Member of Finance Audit and Risk Committee and Chair of 1 Western Sydney Committee



Conjoint Professor Diana O'Halloran AO

Qualifications: MB BS, FRACGP, MHPEd, FAICD

Special responsibilities: Former Board Chair, Member of Governance and Nominations Committee and Member of 1 Western Sydney Committee.



Ms Lindsay Cane AM

Qualifications: B Pty, BSc, MHPEd GAICD

Special responsibilities: Member of Governance and Nominations Committee and Member of 1 Western Sydney Committee.



Mr Steven Adams

Qualifications: AdvDip Business Management, FAICD

Special responsibilities: Chair of Governance and Nominations Committee, Member of Finance Audit and Risk Committee.



Mr Alan Zammit AM

Qualifications: BBus, ALGA, FCPA, FAICD, FWSU

Special responsibilities: Chair of Finance Audit and Risk Management Committee, Member of Governance and Nominations Committee.



Brendon Noney

Qualifications: Dip Law LPAB, Legal Practitioner Admitted Supreme Court of NSW, Legal Practitioner Admitted High Court of Australia, MAICD

Special responsibilities: Member of Finance Audit and Risk Management Committee.



Dr Michelle Crockett OAM

Qualifications: MB BS (Hons), FRACGP, Dip Botanic Med

Special responsibilities: Clinical Lead for Health Pathways, GP Advisor to the Cardiology in the Community Project, Current President of the Nepean Medical Association and Member of 1 Western Sydney Committee.



Dr Michael Bonning

Qualifications: B.AppSci (Hons), MBBS, MPH, DCH, GAICD, FRACGP, AICGG

LEADERSHIP

EXECUTIVE LEADERSHIP TEAM



Andrew Newton

Chief Executive



Michelle Quinn

Executive Director, Strategic Commissioning and Insights



Jane Assange

Director, Primary Care Transformation and Integration



Marissa David

Financial Controller



Michael Fasher

Clinical Director



Nathalie Mann

Director, Social Impact and Community Development



Anthea Markham

Director, People and Culture

CITIZENS' ASSEMBLY

The Consumer Advisory Committee, now operating as the Citizens' Assembly under formal Terms of Reference, continues to provide grounded, place-based insights on commissioning priorities. The Assembly is now embedded as a core governance mechanism, enhancing WentWest's connection to lived experience and community voice.

The Citizens' Assembly annual work plan aligns to the PHN priorities and the Assembly's recommendations contributed to a range of projects, including the development of community engagement protocols and input into care navigation initiatives.

The goal of the Western Sydney Citizens' Assembly includes promoting better connections between health and social care, tracking the implementation of the health and social care priority recommendations made by the juries and showing meaningful allyship between First Nations and other culturally and linguistically diverse communities in Western Sydney.

CITIZENS' ASSEMBLY MEMBERS

Tasnia Ahmad
Tapan Bhavsar
Liesa Clague
Jhoanna De Castro
Jitarna Ellis
Judith Harkness
Ron Hartley
Linda Hatter
Pauline Hedges
Justin Hermes
Greg Kilby
Devin Lam
Herminia Mariano
Joseph Meyer
Judith Murray
Luis Reyes
Jason Skinner
Rajat Srivastava
Kumkum Vats

Membership as at 30 June, 2025

CLINICAL COUNCIL

The Clinical Council continues to contribute to WentWest's strategic priorities, particularly in the areas of integrated care, general practice engagement, and system reform.

In line with WentWest's commitment to strengthening clinical engagement, a refreshed meeting schedule has been developed for 2025-2026.

Existing members have been invited to continue their involvement, and a formal Expression of Interest process is underway to broaden representation and renew membership across the region.

This next phase will build on the Council's foundation and ensure it continues to reflect the diversity, expertise, and lived experience of the Western Sydney health system.

Name	Professional Skill
Conjoint Professor Diana O'Halloran AO	General Practice/ Research/Governance
Dr Kean-Seng Lim	General Practitioner
Dr Michelle Crockett	General Practitioner, HealthPathways Clinical Lead
Dr Peter Edwardsf	General Practitioner
Dr Vicki Rozos	Dentist - Community Oral Health
Dr Beverly Bennett	Developmental Paediatrician
Jason Fairclough	Principal Physiotherapist
Timothy Perry	Community Pharmacy in Western Sydney
Lisa Dawes	Practice Nurse
Professor Glen Maberley	Specialist Endocrinologist
Alan Morrison	Ambulance community engagement
Dr Natalie Cochrane	General practitioner
Professor Penny Abbott	General practitioner & Researcher

Membership as at 30 June, 2025

RISK MANAGEMENT

Strengthening Quality and Governance: A Transformative Year for WentWest

The 2024–2025 period marked a pivotal chapter for WentWest’s Quality and Governance portfolio, characterised by significant advancements in governance maturity, risk management, and organisational resilience. These efforts have reinforced a culture of transparency, accountability, and continuous improvement across the organisation.

WentWest remains proudly certified to two internationally recognised standards—ISO 9001 (Quality Management System) and ISO 27001 (Information Security Management System)—which together form the foundation of the WentWest Integrated Management System.

Enhancing Governance Structures

A key milestone was the successful establishment and operationalisation of the Operational Governance Committee (OGC) and its supporting subcommittees. These governance bodies have introduced clear escalation pathways and strengthened decision-making accountability, ensuring alignment with executive oversight.

The revised Governance Framework now clearly delineates the roles and responsibilities of the Board, executive leadership, and operational teams, providing a robust structure for consistent and effective governance practices.

Advancing Risk Management Maturity

Throughout the year, the Quality and Governance team led efforts to embed a proactive risk culture across WentWest. Enhancements to the Risk Management System (RMS) ensured continued alignment with ISO standards and organisational needs. Key initiatives included:

- Supporting the Board’s review of WentWest’s risk appetite.
- Updating the suite of risk management documents to clarify roles, reporting lines, and escalation protocols across all risk domains.
- Leading the inaugural year of the Risk and Compliance Governance Sub-Committee, including the delivery of its first quarterly report to the OGC and the development of a comprehensive purpose statement and terms of reference.
- Delivering targeted training sessions to outline governance areas, risk categories, and reporting expectations.

Looking Ahead

The Quality and Governance team is well-positioned to build on this momentum in the year ahead, with a focus on:

- Enhancing system capabilities to support dynamic and responsive risk reporting.
- Aligning training and awareness initiatives with evolving governance priorities.
- Preparing for upcoming ISO audits and external reviews.

WentWest has laid a strong foundation for resilience, transparency, and accountability. These achievements reflect the collective commitment to excellence and the collaborative spirit demonstrated across all levels of the organisation.

DIGITAL ACHIEVEMENTS

We are very proud to be a national leader in the field of digital intelligence among Primary Health Networks. Our focus is on advancing digital and data assets, their security, and accessibility across the PHN landscape, in support of our purpose to improve the health outcomes of our population. The focus on understanding the inequities that impact most on health and wellbeing will be at the forefront of this program

Dedicated to improving the services and delivery of quality care for the Western Sydney community, our Health Intelligence Unit (HIU) provides trusted insights through data collection and the interpretation of impact-based analytics. Our HIU is continuously supporting transformation of primary health through data driven quality improvement initiatives, risk stratification, predictive modelling, and structured Quality Improvement reports.

In 2025, WentWest also looked to the future developing a Digital Strategy that will support digital architecture for years to come.



Leading the National Digital Intelligence Program

The Digital Intelligence Program funded by the Department of Health, Disability and Ageing, ran from July 2022 to June 2025 and was led by WentWest.

The program focused on 3 key areas:

- > Development of the Digital Intelligence Capability Framework
- > Development of the General Practice Operational Data Store
- > Support of PHNs in their effort to become ISO 27001 certified



Digital Intelligence Capability Framework

The Digital Intelligence Capability Framework defines the competencies, operating models, and best practices that underpin GP ODS efforts, supported by the Jurisdictional Advisory Group (JAG), ensuring alignment across states and territories.

GP Operational Data Store: A National Asset

One of the Programs standout achievements has been the General Practice Operational Data Store (GP ODS)—a unified, standardised platform that consolidates general practice data from a range of sources.

The GP ODS is extraction tool-agnostic, following a common data standard providing PHNs with increased ability to:

- > Generate actionable insights and standardised reports
- > Support clinical quality improvement across diverse communities.
- > Report on primary care at the Regional, Jurisdictional and National levels.

NEW NATIONAL GP DATASET

The General Practice Operational Data Store is an innovative tool which standardises data from multiple extractor tools to create meaningful insights.

Data is stored within a safe, secure PHI collaboration zone and allows users to:

- Answer key questions to improve health outcomes
- Streamline reports and dashboards for effective analysis by PHNs and GPs
- Improve automation across the dataset
- Continuously improve our data quality and insights

PHN Collaboration Zone (PHI)

Landing Zone/ Staging Area (data is loaded & stored)

DevCS, Online Health (DCHO), Primary Care

Production Zone

Integration & Reporting Layer

Key Features

- Over 10 billion GP data records
- 4,400 GP data fields mapped from 3 extractors
- Dashboards for the seven data quality dimensions
- Patient & practice-centric insights
- Supports national QI goals and reporting (PIP QI, MyMedicare, GPACI, Dementia)
- Updated CSIRO chronic disease risk stratification model in use
- Multiple dashboards including chronic diseases, metabolic, PIP QI, MyMedicare, risk stratification, predictive modelling, service utilisation
- Automated reporting functions to GPs, DHDA & AIHW

Join GP ODS for real data insights.

Talk to us about how GP ODS can help with your GP quality improvement dashboards, joint needs assessments, collaborative projects across PHNs, patient primary care journey modelling (inflow/outflows across PHNs), local, national or jurisdictional view of disease prevalence and incidence. Scan QR code to find out more or contact us.

Governance Lead PHN:
Western Sydney PHN National Data Governance Committee (NDGC)
Primary Health Transformation Coordination Committee (PHITCC)
Leadership:
Michelle Quinn, Shahana Ferdousi, Wendy Modemell

ISO 27001 Information Security Management

Support for PHNs in achieving ISO 27001 certification through a national Community of Practice (CoP). This stream provided:

- > Certification journey mapping and onboarding support.
- > Monthly CoP sessions covering a wide range of topics e.g. breach response and audit readiness.
- > Bespoke 1:1 sessions to delve into specific queries of individual PHNs.



JOURNEY TO ISO 27001 NATIONAL PHN CERTIFICATION

PHNs are working together towards ISO 27001 certification which is the international best practice standard in information security.

Certification under ISO 27001 provides a regularly audited internal system that helps PHNs protect the confidentiality, integrity and availability of information.

Collaborative Benefits

- Communities of Practice**
Learning from each other and industry experts
- Bespoke Mentoring**
Certified PHNs guiding others in weekly 1:1 sessions
- Collaborative Procurement**
Discounted training for all PHNs
- Resource Hub**
Sharepoint for collaboration and learning
- PHOCUS**
Simple, secure reporting

Achievements

- 7 PHNs ISO 27001 Certified (JUNE 2025)
- All PHNs Working Toward Certification (JUNE 2026)
- Majority of PHNs ISO 27001 Certified (DEC 2026)

Governance & Funding

Lead PHN: Western Sydney PHN
National Date Governance Committee (NDGC): Primary Program Transformation Coordination Committee (PH-TCO)

Leadership: Michelle Quinn, Graham Iose, Wendy Madernel

Funding: DoHAC Data Centre of Excellence 2022-2025

PEOPLE & CULTURE

WentWest continued to strengthen our identity as a values-led and purposeful organisation in 2025.

Positive results from our culture survey reflected a workplace where people feel connected, supported, and proud of the work we do.

Our values were visible in action and in how we collaborated, adapted, and made an impact—both within our teams and across the community.

They shaped meaningful outcomes and reminded us why our work matters. As we look ahead, we remain focused on growing a culture that empowers our people and advances our shared purpose: creating better health outcomes for the Western Sydney community.



Culture Survey Highlights for 2025



DIVERSITY AND INCLUSION

At WentWest we believe equity starts with representation, respect and inclusion.

WentWest's commitment to Diversity and Inclusion is reflected in policies and practices that mirror the vibrant communities of Western Sydney. We are dedicated to creating a workplace that supports flexibility, cultural safety and the sharing of lived experiences.

We prioritise staff wellbeing through a holistic range of initiatives designed to support mental, physical, and financial health including:

- > Your Financial Wellness Program
- > Employee Assistance Program
- > Flexibility and Wellbeing Framework
- > Regular cultural and community events



Diversity Snapshot

Together we continue to build a workplace that is inclusive equitable and supportive for all where everyone feels seen valued and empowered to thrive. WentWest's most recent staff diversity snapshot shows the wide range of identities and experiences within our team.



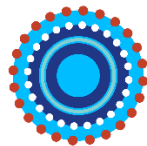
45%
born in another country



39%
culturally & linguistically diverse



12%
sexuality diverse



4%
identify as Aboriginal or Torres Strait Islander



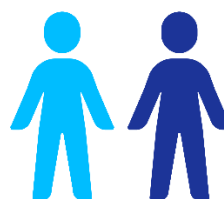
7%
neurodiverse



12%
lived experience of mental illness or distress



7%
live with a visible or hidden disability



50%
equal gender representation on our Board

A DECADE OF VALUES IN ACTION

Over the past decade, it has been WentWest's people and culture that have guided the team through times of change, challenge and opportunity.

These moments didn't just happen – they were shaped by the choices made, the values upheld, and the leadership shown across all levels of the organisation.

What follows is a reflection on some of the key turning points that have defined who WentWest is today. Each one is a testament to the strength of the culture and the commitment of people in living WentWest's values where it mattered most. A retrospective that celebrates how people, values, and shared purpose have shaped a decade of positive impact.



Creativity in Action

GP ODS: Reimagining How We Use Primary Care Data

WentWest is leading the national rollout of the General Practice Operational Data Store (GP ODS) - a centralised data platform that brings together over 10 billion GP records from across the country.

By mapping 4,400 data fields across three major data extraction tools and building dashboards for quality, equity, and chronic disease management, the GP ODS transforms raw data into clear insights. It helps GPs, PHNs, and committees make more informed, targeted decisions faster.

This work is enabling smarter PIP QI reporting, supporting national needs assessments, and powering collaboration through a secure national data environment.

WentWest's role in the development of the GP ODS is a powerful example of creativity applied to digital intelligence, reshaping how we understand and improve healthcare across Australia.



Leadership in Action

PRECISE Project: Building Capacity for Genomic Medicine

WentWest is supporting the PRECISE (Practitioner Readiness, Education and Capabilities, with Implementation Science Evaluation) Genomics Research Project, a national initiative helping GPs and primary care teams build confidence and capability in delivering precision medicine.

Led by the University of Sydney and funded by the MRFF, the project brings together PHNs, educators, and researchers to co-design training, resources, and implementation strategies for genomic care in general practice.

By supporting this work, WentWest is helping to embed innovation in primary care so that cutting-edge tools like genomics are accessible, safe, and equitable for all patients, not just those in specialist settings.



Excellence in Action

Life Is Blooming Again: Marjorie's Story

At 66, Marjorie, a proud Kamilaroi woman known for her humour and garden, was finding it hard to manage her health alone. Living with diabetes, arthritis, and sleep apnoea, she was beginning to lose hope.

"I'm a tough old bird, but I was giving up a bit," Marjorie said.

With support from the ITC team, commissioned by WentWest, Marjorie received coordinated care, physiotherapy, and culturally safe support from Aboriginal health staff. She now feels stronger, safer using services, and is back tending to her garden - and helping other women connect to care.

Marjorie's story shows how culturally safe, coordinated care restores confidence, wellbeing, and connection to community.



Equity in Action

From Refugee to Mentor: Amir's story

After fleeing war in Syria and arriving alone in Australia, Amir struggled with trauma, isolation, and addiction. He was referred to Odyssey House's Multicultural Program, commissioned by WentWest, which offered translated resources and interpreter support in a culturally safe setting.

"I was very scared. They didn't judge—just understood," he said. "It made a big difference."

With the right support, Amir completed treatment, began studying English, and now mentors others in recovery. His journey shows what's possible when services meet people where they are – removing barriers, respecting lived experience, and creating pathways for healing and participation.



Respect in Action

Compassion and Dignity at Home: Geoff's Story

Geoff, 74, was living with multiple chronic conditions when he expressed a final wish: to spend his last days at home, not in hospital. Thanks to his GP's recent palliative care training, supported by WentWest, Geoff was able to return home to Seven Hills.

With regular visits from his GP and a registered nurse, Geoff's symptoms were managed and his comfort prioritised. Surrounded by family, home-cooked meals, and quiet moments, Geoff passed peacefully in the place he loved most.

"The support we received was incredible," his daughter said. "It gave us the chance to say goodbye in our own way."

This story reflects the heart of respectful care, meeting people's wishes, empowering families, and ensuring every person is treated with dignity.

DEFINITIONS & ACRONYMS

ACOP	Aged Care Onsite Pharmacist
AOD	Alcohol and Other Drugs
CALD	Culturally and Linguistically Diverse
CE	Chief Executive
CQI	Continuous Quality Improvement
CRC	Community Restorative Centre
ED	Emergency Department
ELDAC	End-of-Life Direction for Aged Care
ELT	Executive Leadership Team
GP	General Practitioner
GP ACI	General Practice in Aged Care Incentive
GPNS	General Practice Nurse Support
HCH	Health Care Home
HIU	Health Intelligence Unit
IAP2	International Association for Public Participation
IAR-DST	Initial Assessment and Referral Decision Support Tool
ISO	International Organisation for Standardisation
KEYS	Kids Early Years Network
LGA	Local Government Area
LHD	Local Health District
Lumos	A data linkage program between GP and NSW Health
MMHC	Medicare Mental Health Centre
MyMedicare	A national patient registration system under Strengthening Medicare reforms
NSWH	NSW Health
OGC	Operational Governance Committee
PCTI	Primary Care Transformation and Integration
PHN	Primary Health Network
PiGP	Pharmacist in General Practice
PIP QI	Practice Incentives Program – Quality Improvement
PMHC	Primary Mental Health Care
PRECISE	Practitioner Readiness, Education and Capabilities, with Implementation Science Evaluation
PRHI	Parramatta Regional Homelessness Interagency
RACH	Residential Aged Care Home
RASS	Rapid Assessment and Stabilisation Service
SEIFA	Socio-Economic Indexes for Areas
SICD	Social Impact and Community Development
STARTTS	Service for the Treatment and Rehabilitation of Torture and Trauma Survivors
WSC	Western Sydney Cardiology
WSD	Western Sydney Diabetes
WSPHN	Western Sydney Primary Health Network

REFERENCES

ⁱ [Australian Bureau of Statistics – Population by LGA 2024](#)

ⁱⁱ Socioeconomic disadvantage is captured by the SEIFA score for each region:

Blacktown - [Population highlights | Blacktown City Council | Community profile](#)

Cumberland - [Population highlights | Cumberland City Council | Community profile](#)

Parramatta - [Population highlights | City of Parramatta | Community profile](#)

The Hills Shire - [Population highlights | The Hills Shire Council | Community profile](#)

ⁱⁱⁱ Australian Institute of Health and Welfare, 2024

^{iv} Australian Institute of Health and Welfare, 2024

^v HealthStats NSW (2024e). Compiled by WSPHN

^{vi} Australian Institute of Health and Welfare (2022), *Prevalence and Impact of Mental Illness*: <https://www.aihw.gov.au/mental-health/overview/mental-illness>

^{vii} Mission Australia (2020), Youth Survey Report 2020

^{viii} healthdirect (2023), *Psychosis*. Available from: <https://www.healthdirect.gov.au/psychosis>

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^x NSW Health – Active and Healthy