



# MULTIPURPOSE SERVICE PROGRAM



Health  
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# MULTIPURPOSE SERVICES

## FOR RURAL AND REMOTE NSW



**The NSW Government is investing \$300 million in the next stage of the Multipurpose Service Program.**

**Multipurpose Services integrate a range of health care services to deliver better health outcomes for local communities across NSW.**

**There are currently around 60 Multipurpose Service locations across the state.**



### What is a Multipurpose Service?

Multipurpose Services are local facilities that combine a range of health and aged care services

Each service is tailored to meet the community's unique clinical needs into the future.

Regional and rural communities will also benefit from more flexible and sustainable services.





## **NEW** models of care

The demographic and social profile of rural and remote Australia has changed over the last 20 years.

These changes have influenced the way healthcare is delivered and funded. For example:

- hospital stays are shorter
- use of technology has expanded
- more services are delivered in the community or close to home
- older people are increasingly choosing to be cared for at home.

## A new focus

Traditional hospital structures and models of care have changed, to reflect evolving health needs in rural and remote environments.

There is now a greater emphasis on primary health care, including health improvement and prevention programs, delivered in an integrated way.

In small communities, more flexible service models are being delivered as part of a more client-focused approach, responsive to community needs.





## KEY BENEFITS

### Multipurpose Services

The NSW Government's key aims under the Multipurpose Service Program are to:

- improve healthcare outcomes
- provide world class clinical care
- deliver integrated care
- provide future-focused infrastructure
- offer services close to where people live.





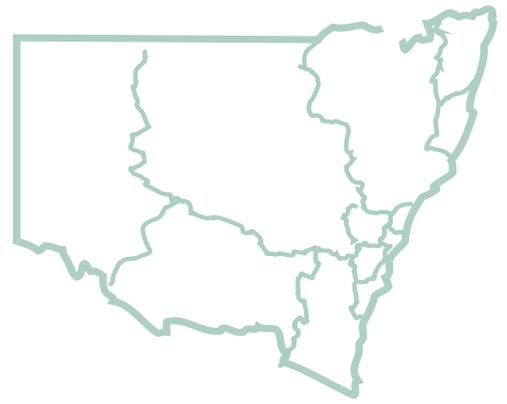
Co-location of healthcare services and aged care facilities will directly benefit communities in regional and remote NSW



- Detailed planning and consultation are guided by community needs
- Multipurpose Services deliver new tailor-made facilities or partnerships with existing residential aged care providers
- Facilities are resident and patient-focused and responsive to local needs
- Locations offer better integration of services with other healthcare professionals and providers
- Flexibility in use of inpatient beds to provide various categories of care
- Safe, functional and home-like environments for residents
- Community, staff, residents and patients are involved to ensure fit for purpose facilities in each locality



## **NEW & UPGRADED** locations



For more than two decades, NSW Health has invested more than **\$400 million**, over four stages so far, in Multipurpose Services across NSW.

The next rollout of Multipurpose Services, under Stage 5 of the program, will see 15 healthcare facilities built or upgraded, over the coming four financial years.



- **Barham**
- **Bonalbo**
- **Braidwood**
- **Cobar**
- **Coolah**
- **Culcairn**
- **Harden**
- **Holbrook**
- **Molong**
- **Murrurundi**
- **Rylstone**
- **Tocumwal**
- **Tumbarumba**
- **Walgett**
- **Yass**

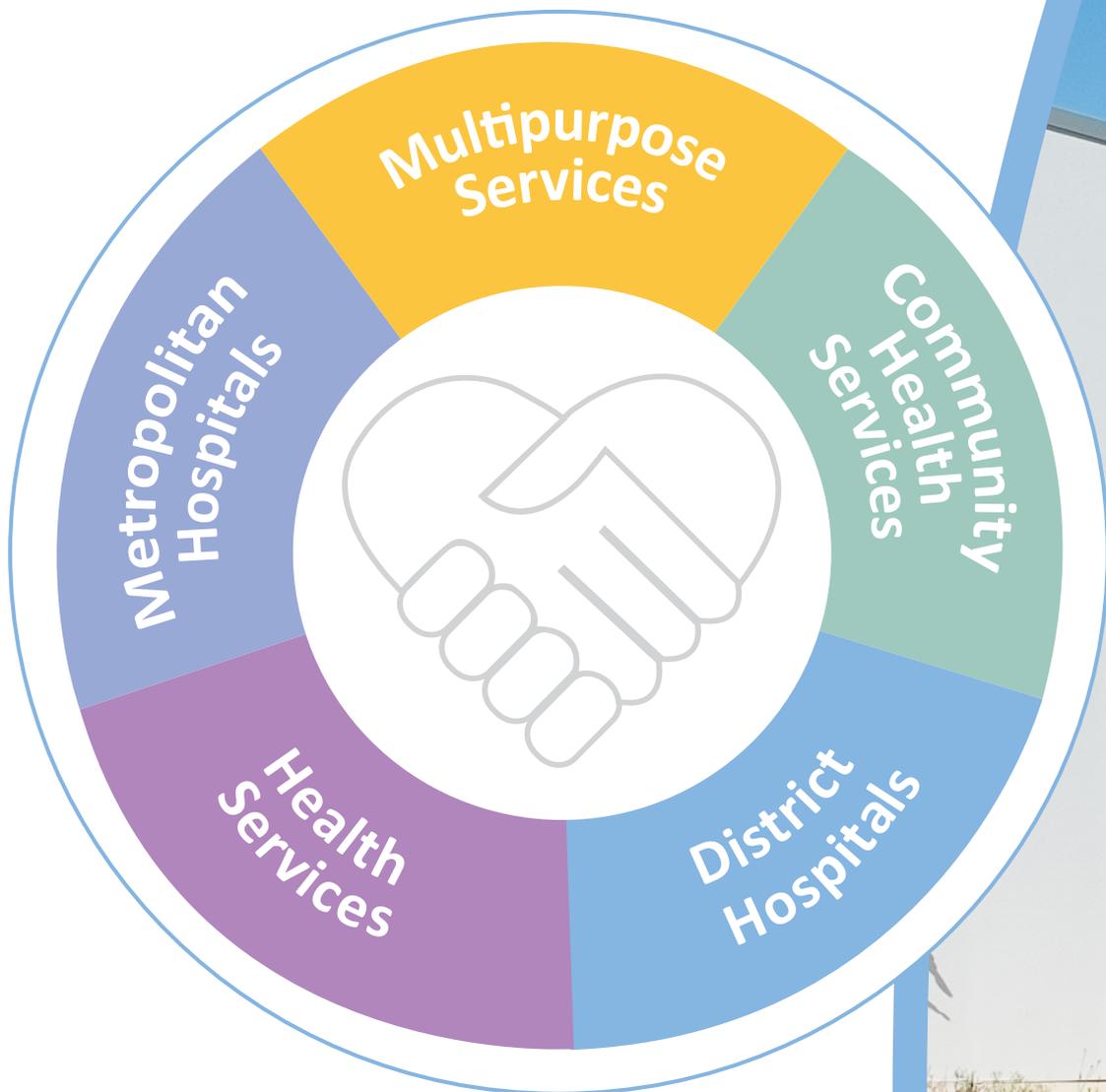




# ACCESSING health services in regional & remote NSW

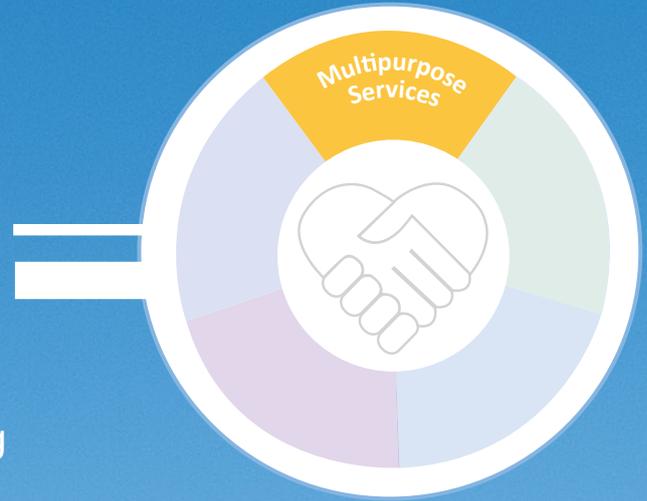
Multipurpose Services are an integrated component of the Local Health Districts and the greater NSW Health system.

They work alongside other healthcare facilities to deliver the best services possible, including Community Health Services, District Hospitals, Regional Health Services and Metropolitan Teaching or Tertiary Hospitals.

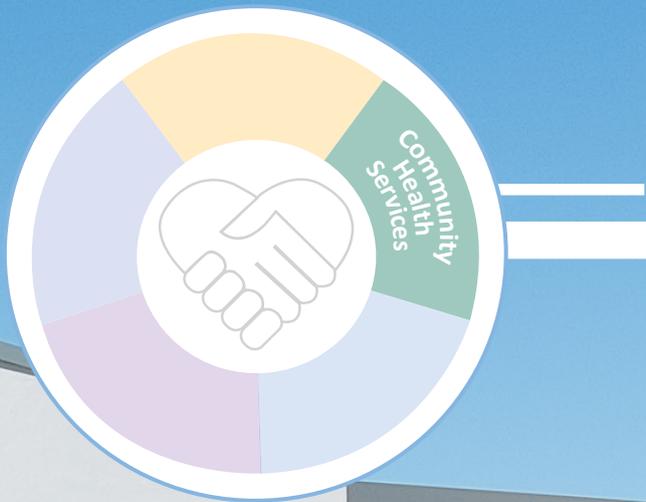


**Multipurpose Services** are small health facilities servicing rural or remote locations.

These facilities generally provide 24-hour drop-in or urgent care, inpatient beds, palliative and respite care, residential aged care, a range of primary, community and ambulatory care services, and provision for visiting specialists (or telehealth via video).

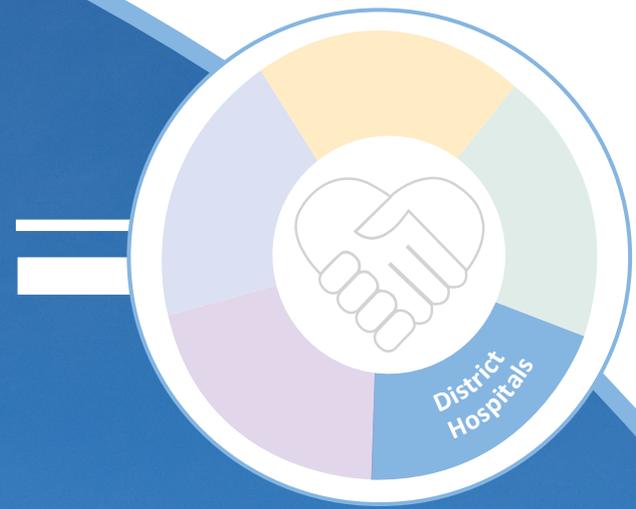


Small communities may have a local **Community Health Service** providing complementary health services. These can include child and family services, community nursing, immunisation, allied health, women's health, oral health and podiatry.



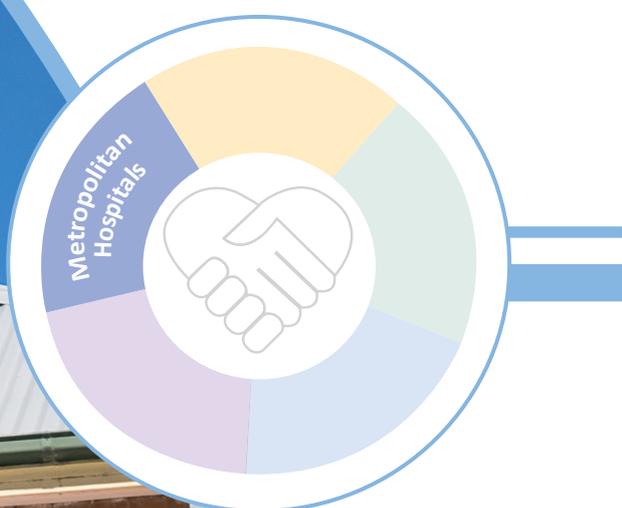
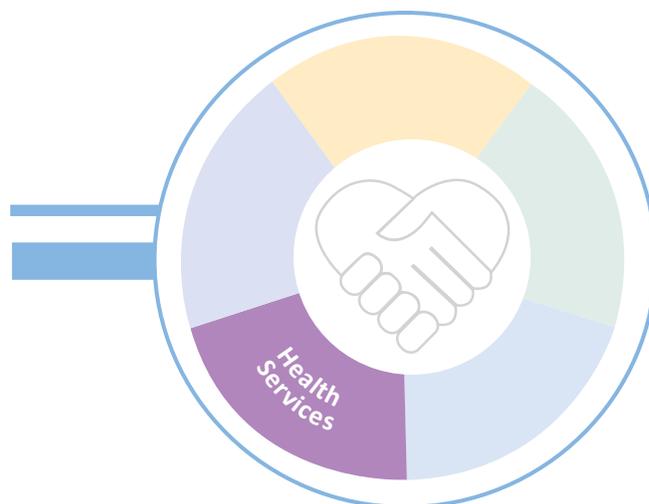
When access to additional services is required, people living in regional and remote NSW may travel or be transported to a **District Hospital**, to access additional services.

Services at these hospitals include: a 24-hour emergency department, general medical ward, medical imaging, drug health services, rehabilitation, renal and chemotherapy units, and some surgical services.



Major regional centres offer **Health Services**, which support a wider geographical area.

Health Services provide a greater range of specialised medical and surgical services, including: cardiac, gastroenterology, renal, maternity, orthopaedic and rehabilitation services.



People living in regional and remote NSW may sometimes travel to major **Metropolitan Hospitals** (statewide or tertiary teaching hospitals) for highly specialised surgery or treatment, such as neurosurgery or cardiac surgery, or severe burns treatment.

NSW Health provides a range of transport and travel assistance options for people who cannot use, or have difficulty using public or private transport, or who are disadvantaged by distance.

For more information on accessing transport to health services, visit: [www.health.nsw.gov.au/transport](http://www.health.nsw.gov.au/transport)





**BUILDING**  
for the  
future

The Multipurpose Service model has been developed in response to local community needs.

The model aligns with the NSW Government's broad policy aspirations to improve healthcare and infrastructure across the state.

Multipurpose Services are targeted at achieving the objectives of both the NSW State Health Plan and the NSW State Infrastructure Strategy.

The State Infrastructure Strategy 2014 – Rebuilding NSW – identifies the Multipurpose Service Program as a priority program.

The State Infrastructure Strategy ensures that, as communities and the economy grow, NSW residents have the best in health, as well as water, transport, education, sports and arts infrastructure.

## State Infrastructure Strategy – *Rebuilding NSW*

The Government has reserved \$300 million in *Rebuilding NSW* funds to accelerate delivery of the Multipurpose Service Program.

Locations prioritised for investment are those with smaller populations that may not be able to sustain separate hospital, residential care, community health, and home care services.

In line with the State Infrastructure Strategy, the program will also focus on improving coordination of health and aged care services appropriate for isolated communities.







## STATE health plan



### Strategy 4: Designing and building future focused infrastructure

NSW Health's facilities are valued at **\$20 billion**, and as more pressure is placed on the healthcare system, different approaches are required to effectively maintain, develop and manage these assets. Working in collaboration with Local Health Districts and Speciality Health Networks, a major construction and upgrade program is underway across both urban and regional NSW to establish healthcare precincts with public and private services.

The NSW State Health Plan is the government's framework for change, shaping the way health services are delivered in research, innovation, integrated care, eHealth and infrastructure.

The Multipurpose Service Program is being delivered as part of Strategy 4 of the Plan.

Through its new and innovative models of care, the Multipurpose Service Program contributes to the success of the State Health Plan, through:

- Direction 2: Providing world-class clinical care
- Direction 3: Delivering truly integrated care
- Strategy 3: Enabling e-health



**BUILDING**  
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future

The development of Multipurpose Services began in NSW in the early 1990s.

The program commenced in response to concern that existing service structures, mainstream programs and funding arrangements were not sustaining hospital, medical, aged care or community services, required to meet the needs of rural communities.

Many small acute hospitals were providing long term care for people who would be more appropriately cared for in a residential care facility. Such residential facilities were, however, unavailable or increasingly unviable.

In 1991, a Commonwealth and State Government Task Force recommended a new approach: a joint Commonwealth-State Multipurpose Service Program which provided enhanced flexibility in the planning, coordination, integration and funding of health services, targeted at isolated rural communities.



For more information on the Multipurpose Service Program visit:

[www.mps.health.nsw.gov.au](http://www.mps.health.nsw.gov.au)



For over two decades, NSW Health has invested more than **\$400 million** over four stages in Multipurpose Services.

A further **\$300 million** has now been allocated for Stage 5. To date there are around 60 Multipurpose Services operational in NSW.

Health Infrastructure, working in collaboration with the Local Health Districts across the state, is responsible for the planning, design and delivery of Multipurpose Services.





**Multipurpose Service Program**  
Revitalising Rural Health

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