

**WHAT  
WE  
MAKE  
IT**

# **Health Services Implementation Plan**

**2026 - 2030**







## **Acknowledgement of Country**

The City of Karratha acknowledges the Traditional Owners throughout this vast land and their continuing connection to the land, waters and community. We pay our respects to Elders past, present and emerging; and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

# HEALTH SERVICES IMPLEMENTATION PLAN 2026- 2030

## Introduction

The City of Karratha Health Services Implementation Plan 2026–2030 outlines Council’s commitment to supporting improved health service outcomes for the local community, while recognising that health service delivery is primarily the responsibility of State and Commonwealth governments.

In 2024, the City undertook a review of the Medical Services Housing Subsidy (MSHS) and investigated broader local health care needs and workforce challenges. The work examined opportunities for the City to play a meaningful and complementary role to support improved health outcomes through advocacy, facilitation, partnerships, and strategic coordination, without assuming responsibility for direct health service delivery.

The review identified a range of potential initiatives aimed at strengthening local health service capacity, improving workforce attraction and retention, enhancing stakeholder collaboration, and supporting community awareness and access to services. Following this review, initiatives were evaluated against feasibility, strategic alignment, resourcing considerations, and the City’s appropriate role. This informed the development of the Health Services Implementation Plan, which outlines a prioritised and structured program of initiatives for delivery.

Feedback received from stakeholders, service providers, and the broader community has informed the finalisation of this plan.

This Implementation Plan establishes the framework for the City’s ongoing role in supporting health service outcomes in the City of Karratha through collaboration, advocacy, facilitation, and targeted strategic initiatives. The plan includes six priority initiatives focused on strengthening partnerships, supporting coordinated communication and engagement, and advocating for sustainable health service improvements across the region.

## Monitoring and Evaluation

Implementation of the plan will be monitored and evaluated to ensure initiatives are delivered effectively, remain responsive to community and stakeholder needs, and continue to align with Council’s strategic objectives.

The City will monitor progress against identified actions, timeframes, responsibilities, and planned deliverables. This will include consideration of emerging risks and opportunities, as well as the effectiveness of partnership and advocacy activities.

Progress updates will be reported to Council through established reporting mechanisms on an annual basis.

Evaluation of the implementation plan will focus on delivery outcomes and qualitative feedback, including stakeholder engagement outcomes, progress of advocacy priorities, partnership development, and achievement of initiative-specific deliverables.

This process will support transparency, accountability, and continuous improvement while strengthening collaborative relationships with key stakeholders involved in improving health outcomes for the City of Karratha.

A formal review will be undertaken in four years to evaluate the implementation of the plan and its contribution to improved local health service delivery and broader health outcomes in the region.

GOAL 1. Maximise awareness of and co-fund student attraction incentives with local service providers								
Impact/Effort Model Outcome	High impact / High effort							
Aim	Explore opportunities to support bonded scholarships for local residents to strengthen local health education and training pathways. This includes advocating for more medical and allied health courses to be delivered locally through the Pilbara Kimberley Universities Centres (PKUC) and encouraging other universities and training providers to expand local delivery.							
Outcome	Increased local access to health education and training pathways, strengthening the regional workforce and reducing the need for residents to study outside the region.							
Deliverable	Description	Responsibility		Budget	Timing			
		Lead	Support		26/27	27/28	28/29	2030+
1.1 Define Scholarship Model	Convene a regional health workforce working group with WACHS, WA Primary Health Alliance, providers, PKUC, universities, and government agencies to align needs and opportunities.	Community Development and Youth Services	City Growth	Salary Only	✓			
	Research bonded scholarship models.	Community Development and Youth Services	City Growth	Salary Only		✓	✓	
	Develop a draft framework for bonded scholarships	Community Development and Youth Services	City Growth	Salary Only		✓	✓	
	Identify target medical fields	Community Development and Youth Services	City Growth	Salary Only		✓	✓	
1.2 Engage Pilbara Kimberley Universities Centres (PKUC)	Meet with PKUC to discuss opportunities to expand local course offerings in medical and allied health fields.	City Growth	Community Development and Youth Services	Salary Only	✓	✓		

<b>1.2 Approach other Universities and Training Providers</b>	Contact relevant universities to explore interest in offering local or blended-delivery health courses.	City Growth	Community Development and Youth Services	Salary Only	✓	✓		
	Advocate to professional bodies (AHPRA, specialty colleges, training organisations) to support and recognise remote or blended supervision models.	City Growth	Community Development and Youth Services	\$15,000	✓ \$15,000	✓		
<b>1.3 Funding Options</b>	Investigate existing partnerships that can be leveraged or expanded.	Community Development and Youth Services		Salary Only	✓	✓		
	Evaluate whether scholarships could be co-funded or supported through partnerships.	Community Development and Youth Services		Salary Only	✓	✓		
	Assess potential funding sources for scholarships (City budget allocations, industry partners, State/Federal programs).	Community Development and Youth Services		\$15,000	✓ \$15,000	✓		
<b>1.4 Business Case</b>	Utilising the information gathered and prepared in Steps 1.1 – 1.3, prepare a formal business case to confirm the preferred model, financial viability, governance arrangements, risk management approach, and staged implementation plan.	Community Development and Youth Services	City Growth	\$100,000		✓ \$100,000		
<b>1.5 Pilot and Evaluate</b>	Trial a small number of scholarships to test demand and process.	Community Development and Youth Services	City Growth	Scholarships Funded			✓	✓

	Monitor outcomes such as student uptake, retention in the region and contribution to workforce gaps.	Community Development and Youth Services	City Growth	Salary Only			✓	✓
	Evaluate and reassess	Community Development and Youth Services	City Growth	Salary Only				✓
<b>GOAL 2. Amplify current telehealth initiatives championed by WACHS</b>								
<b>Impact/Effort Model Outcome</b>	<b>High impact/Low effort</b>							
<b>Aim</b>	Improve community awareness and understanding of existing WACHS telehealth services through targeted communication and coordination, ensuring residents are informed about how to access and utilise available virtual care options.							
<b>Outcome</b>	Increased community awareness and uptake of telehealth services, resulting in improved access to timely health care options and reduced barriers associated with distance and service availability.							
<b>Deliverable</b>	<b>Description</b>	<b>Responsibility</b>		<b>Budget</b>	<b>Timing</b>			
		<b>Lead</b>	<b>Support</b>		<b>26/27</b>	<b>27/28</b>	<b>28/29</b>	<b>2030+</b>
<b>2.1 Meet with WACHS</b>	Request an overview of telehealth initiatives and confirm how community can access.	Community Development and Youth Services	Engagement and Communications	Salary Only	✓			
<b>2.2 Gather and verify information for communication</b>	Confirm key facts, benefit, and contact details to ensure accuracy before sharing publicly.	Community Development and Youth Services	Engagement and Communications	Salary Only	✓			
<b>2.3 Develop a community education media post or campaign</b>	Prepare versions for social media, the City's website, and community noticeboards.	Engagement and Communications		\$500	✓			
					\$500			
<b>2.4 Coordinate with WACHS on messaging</b>	Share draft communications with WACHS to ensure alignment and accuracy.	Community Development and Youth Services	Engagement and Communications	Salary Only	✓			



2.5 Distribute and monitor	Distribute material and monitor to identify if additional education or follow-up posts are needed.	Engagement and Communications	Salary Only	✓	✓	✓	✓	
GOAL 3. Amplify current patient assisted travel and concierge initiatives championed by WACHS								
Impact/Effort Model Outcome	High impact/Low effort							
Aim	Advocate for greater awareness and use of the Patient Assisted Travel Scheme (PATs) and concierge service.							
Outcome	Improved community awareness and utilisation of PATs and concierge services, leading to better access to healthcare support for regional residents and reduced barriers to receiving treatment outside the region.							
Deliverable	Description	Responsibility		Budget	Timing			
		Lead	Support		26/27	27/28	28/29	2030+
3.1 Meet with WACHS	Request an overview of PATs eligibility, application processes, and common community barriers.  Seek clarity on how the concierge service operates and how residents can access it.	Community Development and Youth Services	Engagement and Communications	Salary Only	✓			
3.2 Gather and verify information for communication	Confirm key facts, benefit, and contact details to ensure accuracy before sharing publicly.	Community Development and Youth Services	Engagement and Communications	Salary Only	✓			
3.3 Develop a community education media post or campaign	Prepare versions for social media, the City’s website, and community noticeboards.	Engagement and Communications	Community Development and Youth Services	\$500	✓ \$500			
3.4 Coordinate with WACHS on messaging	Share draft communications with WACHS to ensure alignment and accuracy.	Community Development and Youth Services	Engagement and Communications	Salary Only	✓			
3.5 Distribute and monitor	Distribute material and monitor to identify if additional education or follow-up posts are needed.	Engagement and Communications	Community Development and Youth Services	Salary Only	✓	✓	✓	

GOAL 4. Enhance accessibility to telehealth, leveraging local Community Resource Centres or similar								
Impact/Effort Model Outcome	Low impact / High effort							
Aim	Utilise existing community facilities with reliable internet and provide sound-proofed private spaces for virtual healthcare appointments, particularly in outlying communities.							
Outcomes	Improved access to telehealth services for residents, particularly in outlying communities, supporting more equitable healthcare access and better utilisation of existing community infrastructure.							
Deliverable	Description	Responsibility		Budget	Timing			
		Lead	Support		26/27	27/28	28/29	2030+
4.1 Meet with WACHS	Obtain information on the use of telehealth, barriers to use and locations that would benefit most from additional access.	Community Development and Youth Services	Community Planning	Salary Only	✓			
	Work with WACHS and other health providers to understand technical requirements, service demand, and potential partnership or funding opportunities.	Community Development and Youth Services	Community Planning	Salary Only	✓			
4.2 Identify suitable Facilities	Review existing City-owned facilities with established connectivity (e.g. libraries and other staffed public buildings) to identify spaces suitable for telehealth use, with priority given to communities with limited health access.	Community Planning	Asset Management	Salary Only	✓			
4.3 Assess Infrastructure Needs and Feasibility	Assess identified facilities to determine suitability for telehealth use by identifying rooms or areas that could be formalised as private telehealth spaces, including: <ul style="list-style-type: none"> <li>Soundproofing and acoustic privacy</li> </ul>	Community Planning/ Asset Management	Information Technology	Salary Only As per project budgets	✓			



	<ul style="list-style-type: none"> <li>Physical access and disability compliance</li> <li>Visual privacy</li> <li>Opening hours and staffing considerations</li> <li>Check/confirm internet reliability and speed at each site.</li> </ul>	Information Technology						
<b>4.4 Identify best options for each site and a priority in upgrades</b>	<p>For each suitable site, identify the most appropriate upgrade option, focusing on:</p> <ul style="list-style-type: none"> <li>Minor fit-out or refurbishment of existing rooms (e.g. soundproofing, privacy treatments, equipment)</li> <li>Technology and equipment requirements.</li> </ul>	Community Planning/ Asset Management	City Projects Information Technology	Salary Only		✓		
<b>4.5 Develop a scalable implementation approach</b>	Prepare a staged rollout.	Community Planning Asset Management	City Projects Information Technology	Salary Only		✓	✓	✓
<b>4.6 Set Up the Spaces</b>	Upgrade and equip identified rooms/areas as identified	Asset Management City Projects	Information Technology	As per project budget		✓	✓	✓
<b>4.7 Partner with Health Providers to utilise and promote the service and new locations</b>	<p>Develop and distribute information on locations and how to book and use</p> <p>Encourage clinics to suggest locations for people with transport or connectivity challenges</p>	Engagement and Communications	Community Development and Youth Services Community Facilities	\$1,000		✓ \$500	✓ \$500	✓
<b>4.8 Monitor and Improve</b>	<p>Collect feedback from users and staff.</p> <p>Track how often the rooms/areas are used and what issues come up</p>	Engagement and Communications Community Facilities	Community Development and Youth Services	Salary Only		✓	✓	✓

<b>4.9 Future facilities</b>	Identify future facilities being planned within the City where soundproof rooms could be incorporated and consider in planning and design.	Community Planning	City Projects	Salary Only	✓	✓		
<b>GOAL 5. Partner with WACHS to reduce service gaps</b>								
<b>Impact/Effort Model Outcome</b>	<b>Low impact / High effort</b>							
<b>Aim</b>	Pursue a formal collaborative relationship with WACHS to help track and address local service gaps where feasible. The City's role would focus on communication and complementary support, while recognising that health service delivery remains the responsibility of WACHS and that outcomes may take time to achieve.							
<b>Outcome</b>	Improved understanding of local health service gaps through ongoing collaboration with WACHS, enabling better coordination, targeted advocacy, and complementary local support where appropriate.							
<b>Deliverable</b>	<b>Description</b>	<b>Responsibility</b>		<b>Budget</b>	<b>Timing</b>			
		<b>Lead</b>	<b>Support</b>		<b>26/27</b>	<b>27/28</b>	<b>28/29</b>	<b>2030+</b>
<b>5.1 Establish communication with WACHS</b>	Establish regular communication channels with WACHS to stay informed of upcoming programs, priorities, and potential partnership opportunities.	Community Development and Youth Services	Advocacy & Stakeholder Relations	Salary Only	✓	✓	✓	✓
<b>5.2 Explore opportunities for joint advocacy</b>	Work with WACHS on shared priorities that address local service gaps, focusing on areas where City support can strengthen WACHS' case for resourcing.	Advocacy & Stakeholder Relations	Community Development and Youth Services	Salary Only	✓	✓	✓	✓
<b>6. Recalibrate existing industry partnerships</b>								
<b>Impact/Effort Model Outcome</b>	<b>High impact / High effort</b>							
<b>Aim</b>	Meet with existing industry partners to explore alignment with the review's recommendations and identify opportunities for collaboration.							
<b>Outcome</b>	Enhanced alignment with key industry partners, leading to more coordinated efforts, improved collaboration on shared priorities, and stronger delivery of initiatives supporting regional health outcomes.							

Deliverable	Description	Responsibility		Budget	Timing			
		Lead	Support		26/27	27/28	28/29	2030+
<b>6.1 Hold preliminary partner discussions</b>	Meet with current industry partners to test interest in recommendations outlined in this review, explore possible support, and identify opportunities for collaboration or shared outcomes.	Engagement and Communications	Community Development and Youth Services	Salary Only	✓			
	Report on outcomes and interest.	Engagement and Communications	Community Development and Youth Services	Salary Only		✓		



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