

## After Hours GP Helpline



**Client** NHCCN/Department of Health and Ageing

**Site** National – Based in Adelaide CBD / Perth

**Description** The project is a \$100m plus initiative which forms part of the Australian Government health reform agenda under the *Establishing Medicare Locals and Better Access to After Hours Primary Care* measure. The project provides all Australians utilising the existing *healthdirect Australia* service with the opportunity to gain telephone access to GP advice after hours. Further stages of the project will enable the GP diagnosis and advice to be enhanced by the use of videoconferencing between GP and callers and the service is established with this in mind.



Phoenix Project Management was successful in a National Tender to provide a service to develop a PMO for NHCCN and to provide Project Management services to this project.

The tasks performed by Phoenix Project Management included an assessment of the Company's Project environment, establish of the PMO requirements and functionality, development of the project methodology, production of the ongoing documents and templates, and implementation of the project procedures and processes. The project was delivered within 3 months and the methodology applied to all NHCCN projects.

The Phoenix Project Management services to this project based in Adelaide are a Project Manager and Project Officer who are Phoenix staff, and comprise two of the five members of the project team delivering the project; the other three members of the project provide the technical expertise on the project team. Phoenix Project Management is responsible for the successful delivery of this profile project for a 'go-live' on 1<sup>st</sup> of July, 2011.

The tasks include concept development, specification development, service provider procurement, project team management, contract negotiation and risk and quality management, and service implementation. The project was managed under a Prince2<sup>®</sup> framework.



## Pregnancy, Birth & Baby Helpline



**Client** National Health Call Centre Network

**Site** National

**Description** The Pregnancy, Birth and Baby Helpline is a national, 24 hours a day, seven days a week telephone support helpline to provide women, their partners and families with greater access to information and advice to support decision making in relation to birthing, pregnancy and postnatal care.

The *Helpline* is an initiative of the *Australian Government* based on a recommendation from the Government's Report of 2009 *Maternity Services Review*. The Helpline has been available as a free call service to all callers within Australia from 1<sup>st</sup> of July, 2010. The Helpline aims to provide a coordinated entry point for callers to access information and advice relating to pregnancy and the demands of a baby up to 12 months after birth, and to access information about other specialist or support services.

Phoenix Project Management was engaged two months prior to the commencement of the service to manage the contract development and project implementation due to the resignation of the Project Manager and the Project Director.

Phoenix Project Management provided the Project Manager to lead a project team of two staff members to deliver the project in accordance with the Commonwealth Government's requirements. At the time of Phoenix engagement the project was two weeks behind schedule but was nevertheless delivered on time and service went live across Australia on 1<sup>st</sup> of July, 2010.

