Homelessness Access Program Evaluation

Information Bulletin

21 October 2026

About the Homelessness Access Program

The Homelessness Access Program (HAP) is an Australian Government initiative that supports better access to primary health care for people experiencing, or at risk of, homelessness. Through HAP, Primary Health Networks (PHNs) commission services that respond to local needs and address barriers to accessing primary care. These may include outreach services, help navigating the health system, nurse practitioner-led services and other locally designed models of care.

Since 2023–24, the Australian Government has provided more than $76 million to PHNs to deliver HAP.

About the evaluation

The Australian Government Department of Health, Disability and Ageing has engaged Healthcare Management Advisors (HMA) to independently evaluate the HAP.

The evaluation will examine how the HAP has been designed and implemented, what it is achieving, how efficiently it is operating, and how it could be strengthened. It will also assess the program's sustainability, monitoring and data arrangements, and the resources required to deliver HAP activities across different PHN and service contexts. Findings will inform future Australian Government decisions about the HAP, including funding and budget considerations.

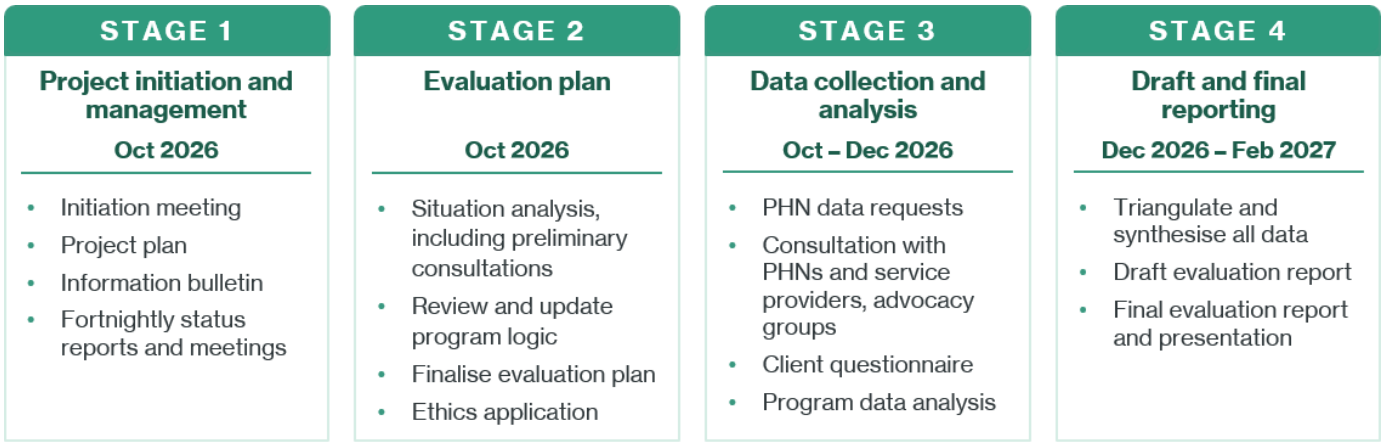
Evaluation method and timing

HMA will deliver the evaluation through a staged approach, commencing in October 2026 and concluding in February 2027. The method progresses from evaluation planning through data collection and analysis, drawing on PHN and program data, stakeholder consultations, and a client questionnaire, to synthesising the evidence and developing the final evaluation findings and recommendations.

Figure 1 presents an overview of the evaluation approach.

Healthcare Management Advisors

Figure 1: Evaluation approach



Stakeholder consultation

Stakeholder consultations will occur in Stages 2 and 3 of the evaluation, as follows:

- **Stage 2 (Oct 2026):** preliminary consultations with:
  - Select PHNs
  - Australian Alliance to End Homelessness
- **Stage 3 (Oct–Dec 2026):** a brief online survey of clients accessing HAP-funded services and further consultation with:
  - All PHNs
  - Commissioned service providers in each PHN
  - Australian Alliance to End Homelessness
  - Australian Health, Housing and Homelessness Network

Contact information

If you would like further information on the project, please contact HMA or the department.

HMA Project Manager

Kim Buck, Manager

E: kimbuck@hma.com.au
M: 0418 809 182

Department of Health, Disability and Ageing

Attn: PHN Homelessness Access Program

E: PHNHomelessnessAccess@health.gov.au