

Strengthen your practice with free support from Practice Assist

Practice Assist is a free support service that offers advice, resources and education to help strengthen your practice and improve patient outcomes.

Depending on your specific needs, you can choose to receive support from our friendly, experienced staff via email, phone, video call or practice visits.

A joint initiative of WAPHA and RHW

Launched in October 2017, Practice Assist is a joint initiative of WA Primary Health Alliance (WAPHA) and Rural Health West (RHW).

By collaborating and combining valuable resources, Practice Assist aims to deliver high-quality support to all general practices across Western Australia.



Comprehensive suite of resources

The Practice Assist team can help you enhance the efficiency, capacity and sustainability of your practice with a comprehensive suite of practice management resources covering a range of topics including:

- COVID-19 information
- General practice accreditation
- Quality improvement
- Business management
- Medicare Benefits Schedule
- Clinical resources
- HealthPathways WA
- Digital health initiatives, including telehealth and My Health Record
- Data extraction and analysis
- Aboriginal health
- Nursing in general practice
- Practice Incentives Program
- Immunisation initiatives
- Cancer screening initiatives
- Human resources and staff management
- Staff training and education
- Workforce Incentive Program
- Programs and national schemes

Call our toll-free help desk for assistance

Next time you need assistance with a practice management query, call our toll-free help desk between 8am and 5pm, Monday to Friday.

Our helpful, knowledgeable staff will answer your query on the spot, show you how to access the necessary resources or arrange for a practice support team member to provide more extensive assistance.

Request a practice support visit or meeting

If you would like to receive tailored advice and support to suit your practice's specific needs, you can request a practice support visit or meeting with a WAPHA Primary Health Liaison (PHL).

Please note: to limit the spread of COVID-19, we are currently restricting face-to-face contact and providing practice support via phone or video calls.

Access information on our website

Quickly access information when you need it on our dedicated website, which features the latest news, resources, fact sheets, templates, checklists, research, user guides, education opportunities and more.

Attend our webinars and workshops

Your practice staff can take advantage of professional development opportunities by attending our webinars and workshops with industry leaders and experts.

Subscribe to our fortnightly e-newsletter

Stay up to date by subscribing to Practice Connect, our fortnightly e-newsletter that delivers industry news, upcoming events, new resources and professional development opportunities straight to your inbox.

Find out more about Practice Assist

Get in touch or visit our website to find out more about the free support services provided by Practice Assist.

- Toll-free help desk:
1800 2 ASSIST (1800 2 277 478)
- Email: practiceassist@wapha.org.au
- Website: practiceassist.com.au