

South Eastern NSW - Integrated Team Care

2025/26 - 2028/29

Activity Summary View



ITC - 1 - ITC Care Coordination and Supplementary Services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

1

Activity Title *

ITC Care Coordination and Supplementary Services

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aboriginal and Torres Strait Islander Health

Other Program Key Priority Area Description**Aim of Activity ***

Contribute to improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through better access to care coordination, multidisciplinary care, and support for self-management.

Description of Activity *

SENSW PHN's ITC activity contributes to improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through better access to coordinated and multidisciplinary care. The activity also contributes to closing the gap in life expectancy through improved access to culturally sensitive mainstream primary care services. Funding is distributed to our region's Aboriginal Community Controlled providers and a mainstream service provider, who provide care coordination services for eligible clients as well as manage access to the Supplementary Services Fund for their client population.

The objectives of the ITC program include:

- 1) Provision of care coordination services and supplementary services to eligible clients,
- 2) Fostering collaboration and support between the mainstream primary care and the Aboriginal and Torres Strait Islander health sector,
- 3) Improving the capacity of mainstream primary care services to deliver culturally sensitive services,
- 4) Increasing the uptake of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule (MBS) items,
- 5) Contributing to better treatment and management of chronic conditions for Aboriginal and Torres Strait Islander people.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
Aboriginal health - improving the cultural competence of mainstream services	78
Aboriginal health - closing the gap in health outcomes	79



Activity Milestone Details/Duration

Activity Start Date

30/06/2015

Activity End Date

29/06/2027

Service Delivery Start Date

01/07/2025

Service Delivery End Date

30/06/2027



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	Date Created
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ITC - 2 - Culturally competent mainstream services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

2

Activity Title *

Culturally competent mainstream services

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aboriginal and Torres Strait Islander Health

Other Program Key Priority Area Description**Aim of Activity ***

Improve access to culturally appropriate mainstream primary care services (including but not limited to general practice, allied health, and specialists) for Aboriginal and Torres Strait Islander people.

Description of Activity *

This activity will continue to be delivered in the upcoming financial year under a tiered approach. The tiered approach is tailored to experience, with entry level training for services at the beginning of their cultural awareness journey, through to and including more immersive experiences for services who have completed previous cultural awareness training.

In addition to the provision of face-to-face training for mainstream service providers, SENSW PHN is developing localised online modules adapted from the in-person program. The online format is intended to extend the reach of the training by improving accessibility across the region, offering a self-paced, on-demand training option.

This training explores the impacts of colonisation, racism, and structural inequality on Aboriginal communities, while building understanding of cultural diversity, connection, and practices such as Acknowledgement of Country. Through yarning circles, case studies, and local insights, participants will learn how to provide more culturally safe, accessible, and responsive services for Aboriginal people and families.

Participating services will be offered follow up support with relevant PHN staff as well as provided resources that will support; quality improvement activities, cultural safety audits, ensuring patients are registered for CTG/PIP, ensuring high quality 715 health assessments, requesting that referral for tests are bulk billed, appropriate communication style, difference between CTG and ITC and ensuring the practice has a welcoming environment.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
Aboriginal health - improving the cultural competence of mainstream services	78
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Other Approach (please provide details): No

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Decommissioning

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Decommissioning details?

Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

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