

South Eastern NSW - Integrated Team Care 2019/20 - 2023/24 Activity Summary View



ITC - 1 - ITC1 Care coordination and supplementary services

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

1

Activity Title *

ITC1 Care coordination and supplementary services

Existing, Modified or New Activity *

Modified



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 *

SENSWPHN'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. As well, the activity contributes to closing the gap in life expectancy through improved access to culturally sensitive mainstream primary care services.

SENSWPHN engaged the Ngarruwan Ngadju First Peoples Health and Wellbeing Research Centre at the University of Wollongong to lead a review of the ITC model, commencing in 2020. The review engaged existing providers using a mixed methods triangulation of qualitative and quantitative data.

The final report of the review has informed SENSWPHN's commissioning approach for the next three years, which provides:

- 1) An increased proportion (and overall majority) of funding being offered to the four Aboriginal Community Controlled providers in the region (on a preferred provider basis, using a weighted capitation approach), with Care Coordinators embedded within the organisations' primary care teams, for delivering services within the catchment of those organisations,

2) A new model of care coordination is being delivered region-wide to serve the existing high proportion of referrals from GPs.

Our commissioned service providers provide care coordination services for eligible clients as well as manage access to the Supplementary Services Fund for their client population. Specific, localised actions for each provider are documented in annual plans prepared by the provider and agreed by SENSWPHN.

Localised actions fall under the following categories:

- 1) Provide care coordination services and supplementary services to eligible clients.
- 2) Foster collaboration and support between the mainstream primary care and the Aboriginal and Torres Strait Islander health sector
- 3) Improve the capacity of mainstream primary care services to deliver culturally sensitive services.
- 4) Increase the uptake of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule (MBS) items.
- 5) Contribute to better treatment and management of chronic conditions for Aboriginal and Torres Strait Islander people.
- 6) Workforce type and breakdown to be determined during contract negotiations as the new approach is embedded.

SENSWPHN employs 1 FTE Regional ITC Coordinator directly. This role provides support and leadership to the commissioned ITC workforce. As well, this role works with mainstream providers to drive improvements around cultural competence and fostering collaboration and support between the mainstream primary care and the Aboriginal and Torres Strait Islander health sectors. SENSWPHN will establish an identified traineeship position to work within the ITC team as a commitment under our Innovate Reconciliation Action Plan.

Needs Assessment Priorities *

Needs Assessment

South Eastern NSW-NA-2022/23 - 2024/25

Priorities

Priority	Page reference
Aboriginal health – closing the gap in health outcomes	53
Aboriginal health – supporting the Aboriginal community controlled sector	53



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

Indigenous Specific *

Yes

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Young - Yass	10106
Wollongong	10704
Goulburn - Mulwaree	10105
Southern Highlands	11402
Illawarra Catchment Reserve	10702
Queanbeyan	10102
Dapto - Port Kembla	10701
South Coast	10104
Snowy Mountains	10103
Shoalhaven	11401
Kiama - Shellharbour	10703
Jervis Bay	90103



Activity Consultation and Collaboration

Consultation

Ongoing engagement for the ITC Program occurs at a senior level at our Aboriginal Health CEOs Advisory Committee.

As noted above, detailed consultation took place over the course of the recent review, led by the Ngaruwan Ngadju First Peoples Health and Wellbeing Research Centre of the UoW which was engaged to undertake the review.

Collaboration

- A regional steering committee has been established to provide advice and input to inform program delivery and recommendations from the Review.



Activity Milestone Details/Duration

Activity Start Date

30/06/2015

Activity End Date

29/06/2024



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



ITC - 2 - ITC2 Culturally Competent Mainstream Services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

2

Activity Title *

ITC2 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 *

SENSW PHN will build on earlier work to co-design and commission localised education and training to be offered to mainstream services in order to improve their cultural competence. Education and training will be developed and facilitated in a number of locations within the SE NSW catchment by Aboriginal education providers with input from place-based ITC Care Coordinators, local GPs and local elders.

All local ITC workers had previously been invited to participate in consultation to design our approach. Subject to feedback and lessons learnt from 2020/21, we expect to continue our approach of:

A series of half day workshops across the catchment, each of which will be localised according to their location.

A broad outline of workshop content is:

- Welcome by local elders
- Kinship session with Dr Lynette Rilev. aiming to help GPs and practice staff understand the importance of

relationships for Aboriginal people in the health setting

- History and Culture session with Ms Julie Moore, aiming to help GPs and practice staff understand Aboriginal culture and history and the impacts this can have on health
- Practical skills with local ITC workers and GPs, aiming to provide GPs and practice staff with practical advice on appropriately working with Aboriginal patients. Some examples include ensuring the practice asks specialist to possibly bulk bill Aboriginal clients for appointments, ensuring they are registered for CTG/PIP, requesting that referral for tests are bulk billed, appropriate style of communication, difference between CTG & ITC, ensuring the practice has a welcoming environment

Needs Assessment Priorities *

Needs Assessment

South Eastern NSW-NA-2022/23 - 2024/25

Priorities

Priority	Page reference
Aboriginal health – closing the gap in health outcomes	53
Aboriginal health – improving the cultural competence of mainstream services	53



Activity Demographics

Target Population Cohort

Mainstream service providers who offer services to Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

Indigenous Specific *

Yes

Indigenous Specific Comments

Coverage

Whole Region

Yes

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Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

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