

Central Queensland, Wide Bay, Sunshine Coast - Integrated Team Care 2021/22 - 2024/25 Activity Summary View



ITC - 1 - ITC-P1: ITC Program



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

1

Activity Title *

ITC-P1: ITC Program

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 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 *

Strategy 1: Achieve improved treatment and management of chronic conditions for Aboriginal and Torres Strait Islander people, through better access to the required services and better care coordination and provision of supplementary services.

Procurement of regional ITC service provision through current contracting arrangements with service providers. In the Rockhampton LGA, a tender process will be commenced to identify a second preferred ITC service provider. PHN has

collaboratively negotiated with the single Rockhampton service provider to split the status allocation and recruit a second service provider. This is due, in the main, to the inability to recruit and retain staff, leading to very low service delivery outcomes for the Rockhampton community. The Commonwealth Department of Health (DoH) and state DoH representatives are aware of the situation and the risk to annual reporting that this course of action represents.

Procure:

- ITC-P1.1 - Supplementary Services, as an integral activity of the ITC program, are procured by all ITC service providers across the PHN region.
- ITC-P1.2 - Continue to contract Bidgerdii Community Health Service to provide ITC program in Central Queensland at a reduced contract funding amount.
- ITC-P1.3 - Recruit a second Rockhampton-based ITC service provider with the balance of the Central Queensland funding allocation.
- ITC-P1.4 - Continue to contract Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) T/A Nhulundu Wooribah Indigenous Health Organisation to provide ITC program in Central Queensland.
- ITC-P1.5 - Continue to contract Yoonthalla Services Woorabinda to deliver ITC services in Woorabinda Local Government Area.
- ITC-P1.6 - Continue to contract Vector Health to provide allied health services to the community of Woorabinda.
- ITC-P1.7 - Continue to contract Institute for Urban Indigenous Health (IUIH) and Galangoor Duwalami Primary Health Care Service to provide ITC services in the Fraser Coast LGA, in Wide Bay.
- ITC-P1.8 - Continue to contract Blue Care to deliver ITC services in the North Burnett LGA, in Wide Bay.
- ITC-P1.9 – Continue to contract Indigenous Wellbeing Centre (IWC) to deliver ITC services for the Bundaberg region.
- ITC-P1.10 - Continue to contract North Coast Aboriginal Corporation for Community Health (NCACCH) to deliver ITC services in the Sunshine Coast and Gympie LGAs.

Partner:

- ITC-P1.11 - Partner with CheckUP and Central Queensland Hospital and Health Service (CQ HHS) to ensure streamlined delivery and aligned resourcing for funding of allied health services at the Woorabinda allied health clinic, including physiotherapy, diabetes education, exercise physiotherapy, psychology and podiatry.
- ITC-P1.12 - Partner with Sunshine Coast Hospital and Health Service (SCHHS) to support the Cultural Healing program in Gympie.
- ITC-P1.13 - Partner with Central Queensland Hospital and Health Service (CQHHS), Woorabinda Aboriginal Shire Council and Yoonthalla Services Woorabinda in continuing to support the Woorabinda community to achieve the community aspirations of self-determination and self-management.

Provide:

- ITC-P1.14 - Support the ongoing management and uptake of HealthPathways system to ensure it continues to be the source of truth in supporting ITC providers and GP referrers.
- ITC-P1.15 - Continue to provide the approved ITC IHPO position located in the PHN Rockhampton office to support external ITC providers in the Central Queensland area.
- ITC-P1.16 - Continue to provide approved ITC IHPO position located in the Bundaberg PHN Office to support external ITC providers in the Wide Bay area.
- ITC-P1.17 - Engage with consumers to monitor access, satisfaction with services provided and understand health needs.

ITC service provision is monitored and supported by the three IHPO positions across the region, two of which are PHN staff members and one which sits in North Coast Aboriginal Corporation for Community Health in the Sunshine Coast area.

IHPO Activity:

The role of the IHPO in the ITC program involves, but is not limited to:

- developing and implementing a coordinated team-based approach to Aboriginal and Torres Strait Islander health, especially between the IHPO, Outreach Worker and Care Coordinator positions;
- developing and implementing strategies to improve access to mainstream primary care for Aboriginal and Torres Strait Islander people, including through outreach programs such as the Medical Outreach – Indigenous Chronic Disease Program (MOICDP), Rural Health Outreach Fund (RHOF), Indigenous Cardiac Outreach Program (ICOP), the Indigenous Respiratory Outreach Clinics (IROC) and the Visiting Optometrists Scheme (VOS);
- increasing awareness of and maximising links between services for Aboriginal and Torres Strait Islander people, including those provided by Commonwealth and state/territory governments, AMSS, and other organisations;

- facilitate working relationships and communication exchange between mainstream organisations, AMSs and their peak bodies;
- collaborating with local Aboriginal And Torres Strait Islander health services and mainstream health services in a partnership approach for the delivery of primary care services.

In addition to this, the IHPO Central Queensland will continue to provide assistance, where appropriate, to the newly established Yoonthalla Services Woorabinda (Yoonthalla) community-controlled organisation.

Care Coordination and Outreach Worker Activity:

Care Coordinators and Outreach Workers work directly with clients to ascertain need, advocate with health professionals, coordinate care activity, identify opportunities for further support through supplementary services and other funding streams, promote self-management and health literacy and encourage and support clients to access supports when required.

Care Coordinators and Outreach Workers liaise with general practitioners and practice staff, Hospital and Health Services’ staff, private service providers and community care organisations to ensure the effectiveness of the patient journey between community, primary, secondary and tertiary health care. Care Coordinators and Outreach Workers play a large role in marketing and promoting the ITC Program to stakeholders as an option for Aboriginal and Torres Strait Islander community members who require support to manage their chronic disease needs.

Needs Assessment Priorities *

Needs Assessment

2021-24 Health Needs Assessment

Priorities

Priority	Page reference
Chronic Disease Prevention and Management	142
System Integration and Collaboration	149



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition.

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Biloela	30804
Burnett	31902
Noosa Hinterland	31608
Caloundra	31602
Maroochy	31603
Sunshine Coast Hinterland	31606
Buderim	31601
Nambour	31607
Gladstone	30805
Bundaberg	31901
Noosa	31605
Rockhampton	30803
Central Highlands (Qld)	30801
Maryborough	31905
Gympie - Cooloola	31903
Hervey Bay	31904



Activity Consultation and Collaboration

Consultation

Consultation has been undertaken with:

- ACCHOs
- Hospital and Health Services
- general practice
- allied and primary health care providers
- Clinical and Community Advisory Councils
- local and state government
- NGOs, carer groups, human and social services sector

Collaboration

Ongoing collaboration occurs with the following:

- Local Hospital and Health Services
- o planning, integration, coordination between primary, secondary and tertiary care sectors
- Primary and allied health care providers
- o assessment, intervention and referral; planning and advisory
- Local and state government
- Peak bodies and ACCHOs
- o planning, advisory, implementation and referral as appropriate
- Clinical and Community Councils
- o planning, advisory



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2024

Service Delivery Start Date

1 July 2019

Service Delivery End Date

30 June 2024

Other Relevant Milestones

Activity is valid for full duration of AWP



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?

n/a

Co-design or co-commissioning comments

Co-designed with the parties listed in the Consultation section of AWP.



ITC - 2 - ITC-P2: Aboriginal and Torres Strait Islander Community Engagement



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

2

Activity Title *

ITC-P2: Aboriginal and Torres Strait Islander Community Engagement

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 ***

Partner with regional Aboriginal and Torres Strait Islander stakeholders to support engagement activities with communities and raise the profile of the ITC program.

Description of Activity *

Partner:

ITC-P2.1 - Continue to support NAIDOC week events across the PHN region with in-kind contributions such as marketing and promotion, volunteering. In addition to the in-kind supports for NAIDOC week, the IHPOs and Care Coordinators are working across the region to identify and provide further in-kind support to community-based activities with a specific focus on chronic disease management and prevention activities.

ITC-P2.2 - Provide a yearly forum, using virtual meeting and conferencing opportunities, between PHN and all ITC service provider staff to support ongoing high-quality care and efficient, effective and appropriate services. Particular focus on upskilling ITC workforce in areas of ITC guidelines, budgeting and expenditure, client management, demand management, chronic disease, MMEx, networking between services and forward planning for the ITC program across the region.

ITC-P2.3 - Support the Reconciliation Action Plan (RAP) consultations and development across the PHN region with in-kind contributions and accessing referencing opportunities with ITC clients. The PHN now has completed the Reflect RAP and is working towards the “Innovate” RAP.

Planning is being undertaken to implement phase 3 of community consultation with an Aboriginal and Torres Strait Islander Community Advisory Council in the process of being established. This Council will have a regionally diverse membership that will include ITC clients of current service providers. The Aboriginal and Torres Strait Islander Community Advisory Council will allow referencing opportunities with ITC clients, and give other community members the opportunity to collaboratively contribute to continuous improvement activities, and adjustments to the program based on feedback received.

The ITC contracts are specific in the stipulation of the activities of the Indigenous Health Project Officers (IHPOs) and Outreach Workers (OWs). There is an expectation on behalf of the PHN that the IHPOs and the OWs are effective in providing collaboration and support between the mainstream primary care and Aboriginal and Torres Strait Islander health sectors. This may be achieved in numerous ways, dependent on the area and the relationships within it.

Needs Assessment Priorities *

Needs Assessment

2021-24 Health Needs Assessment

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander Health	79



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition.

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Biloela	30804
Burnett	31902
Noosa Hinterland	31608
Caloundra	31602
Maroochy	31603
Sunshine Coast Hinterland	31606
Buderim	31601
Nambour	31607
Gladstone	30805
Bundaberg	31901
Noosa	31605
Rockhampton	30803
Central Highlands (Qld)	30801
Maryborough	31905
Gympie - Cooloola	31903
Hervey Bay	31904



Activity Consultation and Collaboration

Consultation

Consultation has been undertaken with:

- ACCHOs
- Hospital and Health Services
- general practice
- allied and primary health care providers
- Clinical and Community Advisory Councils
- local and state government
- NGOs, carer groups, human and social services sector

Collaboration

Ongoing collaboration occurs with the following:

- Local Hospital and Health Services
- o planning, integration, coordination between primary, secondary and tertiary care sectors

- Primary and allied health care providers
 - o assessment, intervention and referral; planning and advisory
- Local and state government
- Peak bodies and ACCHOs
 - o planning, advisory, implementation and referral as appropriate
- Clinical and Community Councils
 - o planning, advisory



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2024

Service Delivery Start Date

1 July 2019

Service Delivery End Date

30 June 2024

Other Relevant Milestones

Activity is valid for full duration of AWP



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

Is this activity being co-designed?

No

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?

n/a

Co-design or co-commissioning comments

Co-design is the product of this activity.



ITC - 3 - ITC-P3: Improve the Capacity of Mainstream Primary Care Services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

3

Activity Title *

ITC-P3: Improve the capacity of mainstream primary care 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 ***

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 *

Partner:

ITC-P3.1 - Increase cultural awareness of mainstream primary health care service providers and staff.

Continue relationship with Generalist Medical Training, James Cook University, to include GP and staff in cultural awareness training sessions as availability dictates and offers to fill vacancies are made.

Provide:

ITC-P3.2 - Increase cultural competence of PHN staff by participating in appropriate cultural competence training for staff.

- Woorabinda Passport: Yoonthalla Services Woorabinda has a community mandate to deliver a community cultural immersion experience for all organisations that deliver programs and services in Woorabinda. A large number of PHN executive and senior management team members, as well as the Board Chair, have taken part in the workshops and PHN staff who deliver services in

Woorabinda are expected to complete the experience. PHN is currently negotiating with Yoonthalla in regard to scheduling and securing places in the workshops. COVID-19 has impacted significantly on the ability to deliver this experience on country.

- Internal support from the PHN Education Coordinator and the Aboriginal and Torres Strait Islander Health Working Group to deliver the RACGP accredited Cultural Competence training across the region on a regular timetable. Each quarter, one area in the PHN catchment (CQ, WB and SC) will host a Cultural Competence Training workshop. This program was presented to the RACGP for accreditation purposes in April, 2021. Local community participation in the development was gathered from across the region and appears in various ways in the program including Elders and Traditional Custodians conducting Welcomes and Acknowledgements to Country, filmed vignettes of regional peoples' stories of their interactions with the health care system as Aboriginal and Torres Strait Islander health consumers.
- To achieve these activities, the PHN is networking with the ACCHOs, GPs, allied health and primary health care providers, the HHSs and associated service providers to improve coordination.

As per the ITC Guidelines, activities to improve the cultural competency of mainstream primary care include, but are not limited to:

- Delivering Cultural Competency training for staff;
- Promoting the uptake of Aboriginal and Torres Strait Islander MBS items such as 715 health checks and ensuring follow-up services are utilised; and Supporting regional general practices and allied health clinics to create a more welcoming environment e.g. Aboriginal and Torres Strait Islander flags, artwork and posters.

Procure:

ITC-P3.3 – Provide cultural awareness training for general practice, allied health staff and primary health care clinicians delivering services to Aboriginal and Torres Strait Islander people in Central Queensland, Wide Bay and Sunshine Coast.

Needs Assessment Priorities *

Needs Assessment

2021-24 Health Needs Assessment

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander Health	79



Activity Demographics

Target Population Cohort

Regional service providers who support, treat and otherwise care for Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Biloela	30804
Burnett	31902
Noosa Hinterland	31608
Caloundra	31602
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Sunshine Coast Hinterland	31606
Buderim	31601
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Noosa	31605
Rockhampton	30803
Central Highlands (Qld)	30801
Maryborough	31905
Gympie - Cooloola	31903
Hervey Bay	31904



Activity Consultation and Collaboration

Consultation

Consultation has been undertaken with:

- ACCHOs

Hospital and Health Services

- general practice
- allied and primary health care providers
- Clinical and Community Advisory Councils
- local and state government
- NGOs, carer groups, human and social services sector

Collaboration

Ongoing collaboration occurs with the following:

- Local Hospital and Health Services
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- Primary and allied health care providers
 - o assessment, intervention and referral; planning and advisory
- Local and state government
- Peak bodies and ACCHOs
 - o planning, advisory, implementation and referral as appropriate
- Clinical and Community Councils
 - o planning, advisory



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2024

Service Delivery Start Date

1 July 2019

Service Delivery End Date

30 June 2024

Other Relevant Milestones

Activity is valid for full duration of AWP



Activity Commissioning

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

- Not Yet Known:** Yes
- Continuing Service Provider / Contract Extension:** No
- 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?

No

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?

n/a

Co-design or co-commissioning comments

Co-designed with community and stakeholders from the sector.



ITC - 4 - ITC-P4: Increase uptake of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

4

Activity Title *

ITC-P4: Increase uptake of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule

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 *

Partner:

- ITC-P4.1 - Partner to support the Well Persons' Health Check Day on the Sunshine Coast and in Gympie.

o The aim of WPHC Day is to educate and increase awareness of the health issues affecting our Aboriginal and Torres Strait Islander community. Community members are provided with the opportunity to complete general physical, mental and sexual health checks and encouraged to follow up with their local GP for an Aboriginal Health Assessment (715). Influenza vaccinations are also available on the day.

- ITC-P4.2 - Continue to partner with Generalist Medical Training (GMT) to support cultural awareness training of medical students and registrars across the region.

- ITC-P4.4 - Partner with Aboriginal and Torres Strait Islander organisations across the region to support specific events such as NAIDOC, National Reconciliation Day etc. in order to raise awareness of the ITC program and its benefit to eligible community

members.

o The IHPOs and Care Coordinators are working across the region to identify and provide further in-kind support to community based activities with a specific focus on chronic disease

Provide:

- ITC-P4.6 - Provide collaboration opportunities with local providers for IHPOs and OWs so that practice activities are aligned.
- ITC-P4.7 - Provide opportunities for IHPOs and OWs to work directly with the PHN Health System Improvement Officers, visiting general practices and forging relationships with key practice personnel.

Needs Assessment Priorities *

Needs Assessment

2021-24 Health Needs Assessment

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander Health	79



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition.

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Yes

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Activity Consultation and Collaboration

Consultation

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- Hospital and Health Services
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- Clinical and Community Councils
- o planning, advisory



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2024

Service Delivery Start Date

1 July 2019

Service Delivery End Date

30 June 2024

Other Relevant Milestones

Activity is valid for full duration of AWP



Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

Is this activity being co-designed?

No

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

No

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?

n/a

Co-design or co-commissioning comments

Co-designed through extensive sector engagement.