



**Australian Government**

**Department of Health**



An Australian Government Initiative

# **Activity Work Plan 2019-2021: Integrated Team Care Funding**

***Australian Capital Territory PHN***

***When submitting this Activity Work Plan to the Department of Health, the PHN must ensure that all internal clearances have been obtained and the Activity Work Plan has been endorsed by the CEO.***

# 1. (a) Planned activities funded by the Indigenous Australians' Health Program Schedule for Integrated Team Care Funding

Proposed Activity 1	
ACTIVITY TITLE	<p><b>ITC1 – Improving access to culturally safe primary care</b></p> <p><b>ITC 1.A Care Coordination and Supplementary Services</b></p> <p><b>ITC 1.B Culturally Competent main stream services</b></p>
Program Key Priority Area	Indigenous Health
Needs Assessment Priority	Improve Aboriginal and Torres Strait Islander people's access to high quality, culturally appropriate health care, including primary care and care coordination services.
Aim of Activity	Contribute to improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through better access to primary care, care coordination, multidisciplinary care, and support for self-management.
Description of Activity	<p><b>ITC1. A: Care Coordination and Supplementary Services</b></p> <p><b>Care Coordinators</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with referring GPs to assist patients to coordinate their care and access required supplementary services.</li> <li>• Provide support and advice to patients to assist them to self-manage their chronic condition.</li> <li>• Provide education and support to assist patients to better understand their health condition and treatment.</li> <li>• Arrange home care or other support services required for patients.</li> <li>• Liaise with the patient's health care team as required.</li> <li>• Arrange transport for health care appointments</li> </ul> <p><b>Outreach Worker</b></p> <ul style="list-style-type: none"> <li>• Develop strong links to the community and help local Aboriginal and Torres Strait Islander people make better use of available health care services.</li> <li>• Undertake non-clinical tasks including community liaison, administration and support for patients in the ITC Program.</li> <li>• Provide practical assistance and feedback on access issues for patients.</li> </ul> <p><b>Indigenous Health Project Officer</b></p> <ul style="list-style-type: none"> <li>• Close liaison with commissioned service providers, internal staff and cross sector agencies to support co-ordinated team-based approaches to service provision.</li> <li>• Increase awareness and understanding across primary health services of the COAG targets to close the gap in Indigenous disadvantage.</li> <li>• Identify barriers to Aboriginal and Torres Strait Islander people accessing services and work with service providers to implement strategies to overcome these.</li> <li>• Coordinate relevant education events including cultural awareness training.</li> <li>• Prepare briefs and articles for newsletters and other publications and deliver presentations to promote the ITC Program and its outcomes.</li> </ul>

	<p>All staff employed or commissioned under this program are provided with access to Cultural Awareness training and resources. The Aboriginal staff commissioned under the program are able to network with and access staff development with other Aboriginal or Torres Strait Islander Health Workers or other care staff.</p> <p><b>ITC1. B: Culturally Competent Mainstream Services</b></p> <p>CHN recognises the importance of providing leadership around improving the health and wellbeing of Aboriginal and Torres Strait Islander people residing in our PHN catchment. Central to this, CHN aims to design and fund programs and services that improve access to integrated, culturally appropriate and culturally safe health and wellbeing services that take a holistic and united approach to meeting the needs of the Aboriginal and Torres Strait Islander population.</p> <p>This activity will include:</p> <ul style="list-style-type: none"> <li>• Development and implementation of a range of learning options that promulgates the Cultural Safety Framework, including: <ul style="list-style-type: none"> <li>○ Cultural awareness and competency training for primary care and service delivery staff employed under ACT PHN service delivery contracts</li> </ul> </li> <li>• Building capacity in the ACT primary care sector to deliver culturally safe and responsive health and wellbeing services</li> <li>• Contribution to the reduction of barriers to service delivery and access through building capacity of service provider organisations around culturally safe and responsive service delivery</li> <li>• Shifting the focus of services to value the broader importance of a holistic approach to the adoption of culturally safe practices</li> </ul> <p><b>GP Advisor</b></p> <ul style="list-style-type: none"> <li>• Close liaison with commissioned service providers, internal staff and cross sector agencies to support co-ordinated team based approaches to service provision.</li> <li>• Working closely with mainstream general practice to: support the provision of culturally sensitive services; increase the uptake of the Indigenous MBS items, and assist practices to encourage the Aboriginal and Torres Strait Islander patients to self-identify.</li> <li>• Prepare data reports for general practices to identify their Aboriginal and Torres Strait Islander patients and the type and level of MBS services provided to these patients.</li> </ul> <p>This activity focuses on workforce development. An organisation or consultant will be contracted to develop and deliver training to primary care and community sector workforce and develop a cultural safety framework to inform the procurement and management of ACT PHN contracted services.</p> <p>*AMS refers to Indigenous Health Services and Aboriginal Community Controlled Health Services, MPC refers to Mainstream Primary Care service provider.</p>
Target population cohort	Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

Indigenous specific	Yes
Coverage	Whole PHN Region
Consultation	ACT PHN has a representative on the ACT Health Aboriginal and Torres Strait Islander Health Partnership Forum and provides regular updates to the Forum Members. ACT PHN engages with, and seeks advice from, the ACT Aboriginal and Torres Strait Islander Elected Body, the Youth Aboriginal Corporation, and the local Aboriginal Health Service. Our ITC team members across our commissioned services and our internal staff are in constant contact with Aboriginal and Torres Strait Islander members of the community.
Collaboration	<ul style="list-style-type: none"> <li>• Grand Pacific Health</li> <li>• Winnunga Nimmityjah Aboriginal Health Service</li> <li>• Provider of cultural awareness training</li> </ul>
Activity milestone details	Activity is valid for full duration of AWP
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input checked="" type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input checked="" type="checkbox"/> Other approach (please provide details)</p> <p>ACT PHN may commission new service providers to deliver cultural competency training. The approach to market will be determined as part of our Procurement Activity Plan in alignment with the Procurement Framework.</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>