

# Australian Capital Territory - Integrated Team Care 2019/20 - 2023/24 Activity Summary View



## ITC - 1000 - Improving access to culturally safe primary care



### Activity Metadata

**Applicable Schedule \***

Integrated Team Care

**Activity Prefix \***

ITC

**Activity Number \***

1000

**Activity Title \***

Improving access to culturally safe primary care

**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 primary care, care coordination, multidisciplinary care, and support for self-management.

**Description of Activity \***

ACT PHN commissions two providers to deliver care coordination and supplementary services. Services include:

- Working collaboratively with referring GPs to assist patients to coordinate their care and access required supplementary services.
- Providing support and advice to patients to assist them to self-manage their chronic condition.
- Providing education and support to assist patients to better understand their health condition and treatment.
- Arranging home care or other support services required for patients.
- Liaising with the patient's health care team as required.
- Arranging transport for health care appointments

Outreach Worker •Developing strong links to the community and help local Aboriginal and Torres Strait Islander people make better use of available health care services. •Undertaking non-clinical tasks including community liaison, administration and support for patients in the ITC Program. •Providing practical assistance and feedback on access issues for patients. In addition to this, ACT PHN's Indigenous Health Project Officer and GP Advisor also facilitate culturally appropriate care through: •Close liaison with commissioned service providers, internal staff and cross sector agencies to support co-ordinated team-based approaches to service provision. •Increasing awareness and understanding across primary health services of the COAG targets to close the gap in Indigenous disadvantage. •Identifying barriers to Aboriginal and Torres Strait Islander people accessing services and work with service providers to implement strategies to overcome these. •Working closely with mainstream general practices to promote the use of indigenous specific MBS items and assist practices to encourage the Aboriginal and Torres Strait Islander patients to self-identify. •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.

## Needs Assessment Priorities \*

### Needs Assessment

ACT PHN Needs Assessment Update 2019/20-2020/21

#### Priorities

Priority	Page reference
Access to culturally appropriate health services	6
Improving health outcomes among Aboriginal and Torres Strait Islander people	6



## Activity Demographics

### Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

Yes

### Indigenous Specific Comments

This service is available only to Aboriginal and/or Torres Strait Islander people

### Coverage

#### Whole Region

Yes

SA3 Name	SA3 Code
Urriarra - Namadgi	80111
Molonglo	80110
Woden Valley	80109
Weston Creek	80108
South Canberra	80106
North Canberra	80105
Gungahlin	80104
Tuggeranong	80107
Canberra East	80103
Belconnen	80101



## Activity Consultation and Collaboration

### 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, Gagan Gulwan (the Youth Aboriginal Corporation), and Winnunga Nimmityjah Aboriginal Health Service (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

- Grand Pacific Health
- Winnunga Nimmityjah Aboriginal Health Service
- Coolamon Advisors



## Activity Milestone Details/Duration

### Activity Start Date

### Activity End Date

### Service Delivery Start Date

### Service Delivery End Date

### Other Relevant Milestones



## 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?

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**

N/A

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## Summary of activity changes for Department

### Activity Status

Ready for Submission



# ITC - 2000 - Cultural competency training



## Activity Metadata

### Applicable Schedule \*

Integrated Team Care

### Activity Prefix \*

ITC

### Activity Number \*

2000

### Activity Title \*

Cultural competency training

### 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 \*

To provide cultural competency training to mainstream primary health care providers in the ACT

### Description of Activity \*

The ACT PHN Indigenous Health Project Officer and GP Advisor will coordinate and facilitate access to cultural awareness training for Primary Care Health Professionals.

### Needs Assessment Priorities \*

#### Needs Assessment

ACT PHN Needs Assessment Update 2019/20-2020/21

#### Priorities

Priority	Page reference
Access to culturally appropriate health services	6

Improving health outcomes among Aboriginal and Torres Strait Islander people	6
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### Activity Demographics

**Target Population Cohort**

Primary health care providers

**In Scope AOD Treatment Type \***

**Indigenous Specific \***

**Indigenous Specific Comments**

**Coverage**

**Whole Region**

Yes



### Activity Consultation and Collaboration

**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 Gugan Gulwan (the Youth Aboriginal Corporation), and Winnunga Nimmityjah Aboriginal Health Service (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**

ACT PHN has collaborated with a local Indigenous owned and managed consulting company to develop a cultural competency framework.



### Activity Milestone Details/Duration

**Activity Start Date**

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



## 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?

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

N/A





## Summary of activity changes for Department

### Activity Status

Ready for Submission



## ITC-Op - 3000 - ITC Operations



### Activity Metadata

**Applicable Schedule \***

Integrated Team Care

**Activity Prefix \***

ITC-Op

**Activity Number \***

3000

**Activity Title \***

ITC Operations

**Existing, Modified or New Activity \***

Existing

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### Activity Priorities and Description

**Program Key Priority Area \***

**Other Program Key Priority Area Description**

**Aim of Activity \***

**Description of Activity \***

**Needs Assessment Priorities \***

**Needs Assessment**

**Priorities**

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## Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type \*

Indigenous Specific \*

Indigenous Specific Comments

Coverage

Whole Region



## Activity Consultation and Collaboration

Consultation

Collaboration



## Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



## 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): No

Is this activity being co-designed?

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

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

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



## Summary of activity changes for Department

### Activity Status

Ready for Submission

