

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



## ITC - 1 - Improving access to culturally safe primary care



### Activity Metadata

**Applicable Schedule \***

Integrated Team Care

**Activity Prefix \***

ITC

**Activity Number \***

1

**Activity Title \***

Improving access to culturally safe primary care

**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 \***

(1) contribute to better treatment and management of chronic conditions for Aboriginal and Torres Strait Islander people enrolled in the program, (2) improve access to appropriate health care through care coordination and provision of supplementary services for eligible Aboriginal and Torres Strait Islander people with chronic disease, (3) foster collaboration and support between mainstream primary care and the Aboriginal and Torres Strait Islander health sector; (4) improve the capacity of mainstream primary care services to deliver culturally appropriate services to Aboriginal and Torres Strait Islander people; and (5) increase the uptake of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule (MBS) items, including Health Assessments for Aboriginal and Torres Strait Islander people and

follow up items.

### Description of Activity \*

ACT PHN commissions two providers, including the local ACCHO 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 Page 1 of 4 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 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

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

#### Priorities

| Priority                                       | Page reference |
|--|----------------|
| Aboriginal and Torres Straight Islander Health | 11             |



#### Activity Milestone Details/Duration

#### Activity Start Date

30/06/2016

#### Activity End Date

29/06/2024



## ITC - 2 - Cultural competency training



### Activity Metadata

**Applicable Schedule \***

Integrated Team Care

**Activity Prefix \***

ITC

**Activity Number \***

2

**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. This includes GPs, Practice Nurses, Practice Managers, reception staff and staff of commissioned service providers.

**Needs Assessment Priorities \*****Needs Assessment**

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

**Priorities**

| Priority                                     | Page reference |
|--|----------------|
| Aboriginal and Torres Strait Islander Health | 11             |



## Activity Milestone Details/Duration

### Activity Start Date

31/12/2018

### Activity End Date

29/06/2024



## ITC-Op - 1 - ITC Operations



## Activity Metadata

### Applicable Schedule \*

Integrated Team Care

### Activity Prefix \*

ITC-Op

### Activity Number \*

1

### Activity Title \*

ITC Operations

### Existing, Modified or New Activity \*

Existing