

Western NSW - Integrated Team Care 2023/24 - 2027/28 Activity Summary View



ITC - 1 - ITC-01 – Care Coordination & Supplementary Services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

1

Activity Title *

ITC-01 – Care Coordination & Supplementary 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 health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through better access to care coordination, multidisciplinary care, support for self-management, and culturally appropriate primary care services.

Description of Activity *

The ITC program across the WNSW PHN will be delivered in the following way:

- Each of the Aboriginal Community Controlled Health Organisations (ACCHOs) in the region will be offered the opportunity to deliver the ITC program directly to their clients. Where an ACCHO chooses not to deliver the service, WNSW PHN will work with that ACCHO to identify and engage an appropriate provider to support that client cohort.
- Additional service providers will be commissioned to deliver ITC to those Aboriginal people who do not, or cannot, access their

healthcare from an ACCHO, across six different geographic lots.

Care coordination will be provided in consultation with the referring GP and in accordance with the client’s care plan. In line with the Program Implementation Guidelines, a locally determined mix of Outreach Workers and Care Coordinators will deliver the ITC Program.

Each commissioned service provider will manage their own Supplementary Services Funds.

Each commissioned service provider will be required to participate in an ITC Network/Community of Practice that will be facilitated to support:

- the joint development of future measures of success and key performance indicators for the Program.
- access to peer support, professional guidance and mentoring where required.
- access to formal training and professional development

This network/community of practice will be facilitated by a 1 FTE dedicated PHN employed project manager (Identified).

Needs Assessment Priorities *

Needs Assessment

WNSW PHN - Health Needs Assessment - 2024/25 to 2026/27

Priorities

Priority	Page reference
First Nations people with chronic conditions require improved culturally safe care that aligns with community traditions in order to improve the management of early onset of disease	123
First Nations communities require greater access to services and support to significantly reduce rates of early death due to chronic illness	123



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 program was co-designed to ensure Aboriginal leadership and delivery. Access to the service is solely limited to clients that identify as Aboriginal or Torres Strait Islander. In addition, all services will delivered by or in partnership with an Aboriginal organisations.

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Blue Mountains - South	12402
Bathurst	10301
Lower Murray	10902
Lachlan Valley	10302
Lithgow - Mudgee	10303
Orange	10304
Dubbo	10503
Broken Hill and Far West	10502
Bourke - Cobar - Coonamble	10501



Activity Consultation and Collaboration

Consultation

The WNSW PHN works with many organisations in delivering this unique ITC Program and a key feature is strong Indigenous partnership alliances. Some core relationships for consultation include:

- WNSW PHN Aboriginal Health Council
- All ACCHOs across the WNSW PHN region
- Western NSW Local Health District
- Far West NSW Local Health District
- Local Health District Aboriginal Health and Wellbeing Teams
- Bila Muuji Aboriginal Health Services Incorporated (regional peak ACCHO/AMS consortium group).
- Regional Assemblies:
 - The Murdi Paaki Regional Assembly (MPRA) (represents 16 Aboriginal communities in Western NSW. They are Broken Hill, Wentworth/Dareton, Ivanhoe, Menindee, Wilcannia, Cobar, Bourke, Enngonnia, Brewarrina, Goodooga, Weilmoringle, Lightning Ridge, Walgett, Coonamble, Gulargambone, Collarenebri).
 - The Three Rivers Regional Assembly (region extends from Lithgow in the east of NSW through to Nyngan in the west, representing the interests of Aboriginal people across the communities of Bathurst, Dubbo, Gilgandra, Mudgee, Narromine, Nyngan, Orange, Parkes, Peak Hill, Trangie, Warren and Wellington).
- Aboriginal Lands Council groups.

Consultation and maintaining these relationships include regular meetings, regular provider and program updates (to the WNSW PHN Aboriginal Health Council) and Project monitoring i.e. PHN reporting and evaluation, stakeholder, patient and GP feedback and program governance.

Collaboration

Collaboration with stakeholders is vital for the ongoing success of this program and involves maintaining relationships with the organisations listed under the Consultation section above.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2026

Service Delivery Start Date

01/07/2019

Service Delivery End Date

30/06/2026

Other Relevant Milestones

NA

**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): 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

Yes

Decommissioning details?

This will be informed by the DHDA advice regarding the transition of the funding and services to the ACCHO sector. Regardless, given the activity funding is due to cease on 30 June 2026 currently, and unless future funding is confirmed beyond a letter of comfort, WNSW PHN will commence the de-commissioning process in January 2026. This will be informed by advice from the DHDA with planning for decommissioning to be undertaken in partnership with the relevant commissioned service providers in order to facilitate minimal impact to community.

Co-design or co-commissioning comments

NA



ITC - 2 - ITC-02 – Culturally Responsive Primary Health Services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

2

Activity Title *

ITC-02 – Culturally Responsive Primary Health 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 ***

The purpose of activity is to enhance and influence improved health outcomes for Aboriginal people and to offer strategies to address systemic racism and discrimination in primary health care.

All activities will be informed by our WNSW PHN Cultural Safety Framework.

Description of Activity *

This activity will include the following components:

- Cultural Safety training and education to the Primary Health sector. The target audience for this training includes (but is not limited to): Specialists, GPs, Registrars, Nurses, Allied Health Professionals, Dental clinicians, Pharmacists, Reception Staff and other primary care providers working within Specialist Practices. The education program will be provided by an appropriately skilled facilitators.
- Implementation of WNSW PHN Cultural Safety Framework. Activities include promotion of the framework for use across the primary care sector including commissioned service providers.
- Through the Practice Development function, embedding a focus on cultural responsiveness and Aboriginal Health Initiatives within the mainstream General Practices.
- Promotion and implementation of our ""Waluwin"" resource to facilitate appropriate Aboriginal engagement across the

primary care sector.

- Employment of a 1.0 FTE Program Officer role located within the WNSW PHN to work across the region and increase awareness of the ITC program. Key functions includes a focus on implementing the WNSW PHN cultural safety framework across ACCHOs and mainstream general practices.

Needs Assessment Priorities *

Needs Assessment

WNSW PHN - Health Needs Assessment - 2024/25 to 2026/27

Priorities

Priority	Page reference
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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 program was co-designed to ensure Aboriginal leadership and delivery. Access to the service is solely limited to clients that identify as Aboriginal and/or Torres Strait Islander. In addition, all ITC commissioned service providers are Aboriginal organisations.

Coverage

Whole Region

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Activity Consultation and Collaboration

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Other Relevant Milestones

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Decommissioning details?

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Co-design or co-commissioning comments

NA