



Australian Government

Department of Health



An Australian Government Initiative

Activity Work Plan 2019-2021: Integrated Team Care Funding

This Integrated Team Care Activity Work Plan template has the following parts:

1. The Activity Work Plan for the financial years 2019-20 and 2020-2021. Please complete one table for each activity to be undertaken in accordance with the Indigenous Australian's Health Programme Schedule, Item B3 – Integrated Team Care:
 - a) Care coordination and supplementary services; and
 - b) Culturally competent mainstream services.
2. The Indicative Budget for the financial years 2019-20 and 2020-21. Please attach an excel spreadsheet using the template provided to submit indicative budgets for:
 - a) Indigenous Australian's Health Programme Schedule, Item B.3 – Integrated Team Care.

Northern Sydney 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.

Overview

The Northern Sydney PHN (NSPHN) vision of *Achieving together – better health, better care*, is to transform the local service system, ensuring that the right care is delivered in the right place by the right provider to the right user. This approach continues to underpin the strategic vision of the Integrated Team Care (ITC) program.

During 2016, the NSPHN undertook extensive community consultation and co-design to agree a shared vision for Aboriginal Health services within the region, including the ongoing provision of the ITC program. During the 2016-2017 year, in an open tender process, the ITC was successfully commissioned to Northern Sydney Local Health District.

The NSPHN has supported Northern Sydney Local Health District to successfully transition complex care clients and expand the service across the region, engaging more clients and working closely with general practice. The commissioning service has been offered a contract to continue delivery of the ITC program for 2019-2021.

NSPHN has continued to support local capacity building of the Primary Care sector via Aboriginal and Torres Strait Islander cultural awareness education, supported by the NSPHN Aboriginal Health Coordinator.

NSPHN will continue to support and facilitate integration of local Aboriginal services, mainstream services, including all other NSPHN commissioned services in Mental Health and Alcohol and Other Drugs to:

- Continue to consult, seek to understand, and respond to the profile and needs of local communities to ensure that the service being delivered remains relevant and meet needs.
- To improve access and awareness of the services – for clients accessing and those referring into the ITC program (and other PHN programs) e.g. General Practice
- Facilitate a holistic and integrated service for clients with complex needs to navigate and access services across the region, as matched to need.

NSPHN remains committed to working proactively and inclusively with local communities and services to drive continual service delivery in the ITC program with the objective of improving access to health services and health outcomes for the local community.

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

| Proposed Activity 1 | | | | | | | | | | | | | | | | | | | | | | | |
|------------------------------------|--|----------------|-----|-----|-----|-----|------------------------------------|-----|-----------|--|--|-------------------|-----|-----------|--|--|------------------|-----|-----------|--|--|--|--|
| ACTIVITY TITLE | ITC1 – Care coordination and supplementary services | | | | | | | | | | | | | | | | | | | | | | |
| 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 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 care coordination, multidisciplinary care, and support for self-management. | | | | | | | | | | | | | | | | | | | | | | |
| Description of Activity | <p>NSPHN will continue to commission Northern Sydney Local Health District (NSLHD) Aboriginal Health Service to deliver the ITC program across the PHN region. The commissioned service will provide care coordination services to eligible Aboriginal and Torres Strait Islander people with complex chronic diseases who require coordinated, multidisciplinary care. The service will prioritise the most complex clients in the community, providing access to appropriate healthcare through care coordination and provision of supplementary services.</p> <p>Positions engaged by the NSLHD Aboriginal Health Service District, include an Indigenous Health Project Officer (IHPO), Aboriginal and Torres Strait Islander Outreach Worker (Outreach Worker) and Care Coordinator. The IHPO, Care Coordinator and Outreach Worker position descriptions are aligned to the ITC guidelines, with workforce development undertaken by NSLHD, as stipulated in the Funding Agreement. NSPHN will also support relevant education to the ITC workforce.</p> | | | | | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th>Workforce Type</th> <th>FTE</th> <th>AMS</th> <th>MPC</th> <th>PHN</th> </tr> </thead> <tbody> <tr> <td>Indigenous Health Project Officers</td> <td>0.2</td> <td>AHS-NSLHD</td> <td></td> <td></td> </tr> <tr> <td>Care Coordinators</td> <td>1.0</td> <td>AHS NSLHD</td> <td></td> <td></td> </tr> <tr> <td>Outreach Workers</td> <td>0.2</td> <td>AHS NSLHD</td> <td></td> <td></td> </tr> </tbody> </table> | Workforce Type | FTE | AMS | MPC | PHN | Indigenous Health Project Officers | 0.2 | AHS-NSLHD | | | Care Coordinators | 1.0 | AHS NSLHD | | | Outreach Workers | 0.2 | AHS NSLHD | | | | |
| Workforce Type | FTE | AMS | MPC | PHN | | | | | | | | | | | | | | | | | | | |
| Indigenous Health Project Officers | 0.2 | AHS-NSLHD | | | | | | | | | | | | | | | | | | | | | |
| Care Coordinators | 1.0 | AHS NSLHD | | | | | | | | | | | | | | | | | | | | | |
| Outreach Workers | 0.2 | AHS NSLHD | | | | | | | | | | | | | | | | | | | | | |
| Target population cohort | Aboriginal and Torres Strait Islander people with a diagnosed chronic condition | | | | | | | | | | | | | | | | | | | | | | |
| Indigenous specific | Yes | | | | | | | | | | | | | | | | | | | | | | |
| Coverage | Whole PHN Region | | | | | | | | | | | | | | | | | | | | | | |
| Consultation | In 2016, NSPHN undertook extensive consultation and co-design with members of the local community and regional health and non-health services to determine needs, gaps and opportunities to develop service specifications for | | | | | | | | | | | | | | | | | | | | | | |

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| | <p>Aboriginal and Torres Strait Islander people in the local Northern Sydney region. NSPHN will continue to consult, seek to understand, and respond to the profile and needs of local communities to ensure that the service being delivered remains relevant and meet needs through ongoing consultation with consumers and service providers, including general practice, continues to inform quality improvement activities for the service. NSPHN will utilise the NSPHN Commissioning Evaluation Framework, based on the quadruple aim, to evaluate the impact of the service to date and to identify future areas of services improvement.</p> |
| <p>Collaboration</p> | <p>The NSPHN continues to work closely with the Indigenous Communities of Northern Sydney. The NSPHN has a dedicated Aboriginal Health Coordinator who links with key stakeholder groups and organisations across the region to improve efficiencies and promote collaboration to improve access to services within the Aboriginal community. The NSPHN continues to be active and supportive members of regional committees to help shape and influence the system. Stakeholders include, but are not limited to:</p> <ul style="list-style-type: none"> • Regional Aboriginal and Torres Strait Islander Community - including existing ITC clients. • The NSPHN Clinical and Community councils – including Aboriginal community representation • North Sydney Local Health District (NSLHD) Regional Aboriginal Health Committee • NSPHN regional general practices, mainstream services, and allied health services • All NSPHN Commissioned services, including Indigenous and mainstream services • North Sydney Local Health District Aboriginal Health GP Outreach Clinic ‘Bungee Bidgel’ • NSLHD Aboriginal Mental Health Steering Committee • Indigenous Services Collaborative – forum including commissioned services, LHD including OOHc and education, to improve integration and referral pathways. |
| <p>Activity milestone details</p> | <p>Activity is valid for full duration of AWP</p> |
| <p>Commissioning method and approach to market</p> | <p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not yet known <input checked="" type="checkbox"/> Continuing service provider / contract extension <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. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details) <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> |

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| | 3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No 3b. Has this activity previously been co-commissioned or joint-commissioned? No |
| Decommissioning | Decommissioning is not planned |

Proposed Activity 2

| ACTIVITY TITLE | ITC2 – Culturally competent mainstream services | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|-------------|-----|-----|----------------|-----|-----|-----|-----|------------------------------------|-----|-------------|--|--|------------------|--|--|--|--|-------------|--|--|--|--|---|--|--|--|-----|
| 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 care coordination services. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | <p>NSPHN will continue to commission Northern Sydney Local Health District (NSLHD) Aboriginal Health Service to deliver the ITC program across the PHN region. The commissioned service will improve access for Aboriginal and Torres Strait Islander people to culturally appropriate mainstream primary care in the Northern Sydney region, working in partnership with NSPHN’s Indigenous Health Coordinator. Activities will include:</p> <ul style="list-style-type: none"> • Engagement with general practice and allied health services by NSLHD IHPO and NSPHN Indigenous Health Coordinator to: <ul style="list-style-type: none"> – Encourage the uptake of Aboriginal and Torres Strait Islander specific MBS items, including health assessments. – Increase service engagement with Aboriginal and Torres Strait Islander patients and provide a welcoming environment. – Provide information on referral criteria for the ITC program and other Indigenous specific programs. <p>In addition, NSPHN will continue to support local capacity building of the primary care sector via Aboriginal and Torres Strait Islander cultural awareness education, supported by the NSPHN Aboriginal Health Coordinator. Cultural education programs for general practice, allied health and commissioned service will include on-line modules and face-to-face workshops</p> <p>Positions engaged by the NSLHD Aboriginal Health Service District, include an Indigenous Health Project Officer (IHPO). The IHPO position description is aligned to the ITC guidelines, with workforce development undertaken by NSLHD, as stipulated in the Funding Agreement. NSPHN will also support relevant education to the ITC workforce.</p> <table border="1" data-bbox="432 1601 1393 1859"> <thead> <tr> <th>Workforce Type</th> <th>FTE</th> <th>AMS</th> <th>MPC</th> <th>PHN</th> </tr> </thead> <tbody> <tr> <td>Indigenous Health Project Officers</td> <td>0.2</td> <td>AHS - NSLHD</td> <td></td> <td></td> </tr> <tr> <td>Outreach Workers</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Consultants</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Other: Indigenous Health Coordinator</td> <td></td> <td></td> <td></td> <td>0.1</td> </tr> </tbody> </table> | | | | Workforce Type | FTE | AMS | MPC | PHN | Indigenous Health Project Officers | 0.2 | AHS - NSLHD | | | Outreach Workers | | | | | Consultants | | | | | Other: Indigenous Health Coordinator | | | | 0.1 |
| Workforce Type | FTE | AMS | MPC | PHN | | | | | | | | | | | | | | | | | | | | | | | | | |
| Indigenous Health Project Officers | 0.2 | AHS - NSLHD | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outreach Workers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Consultants | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other: Indigenous Health Coordinator | | | | 0.1 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Target population cohort | Aboriginal and Torres Strait Islander people with a diagnosed chronic condition | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Indigenous specific | Yes |
| Coverage | Whole PHN region |
| Consultation | <p>In 2016 NSPHN undertook extensive consultation and co-design with members of the local Community and regional health and non-health services to determine needs, gaps and opportunities to develop service specifications for Aboriginal people in the local Northern Sydney region. NSPHN will continue to consult, seek to understand, and respond to the profile and needs of local communities to ensure that the service being delivered remains relevant and meet needs through ongoing consultation with consumers and service providers, including general practice, continues to inform quality improvement activities for the service. NSPHN will utilise the NSPHN Commissioning Evaluation Framework, based on the quadruple aim, to evaluate the impact of the service to date and to identify future areas of services improvement</p> |
| Collaboration | <p>The NSPHN continues to work closely with the Indigenous Communities of Northern Sydney. The NSPHN has a dedicated Aboriginal Health Coordinator who links with key stakeholder groups and organisations across the region to improve efficiencies and promote collaboration to improve access to services within the Aboriginal community. The NSPHN continues to be active and supportive members of regional committees to help shape and influence the system. Stakeholders include, but are not limited to:</p> <ul style="list-style-type: none"> • Regional Aboriginal and Torres Strait Islander Community - including existing ITC clients. • The NSPHN Clinical and Community councils – including Aboriginal community representation • North Sydney Local Health District (NSLHD) Regional Aboriginal Health Committee • NSPHN regional general practices, mainstream services, and allied health services • All NSPHN Commissioned services, including Indigenous and mainstream services • North Sydney Local Health District Aboriginal Health GP Outreach Clinic ‘Bungee Bidge!’ • NSLHD Aboriginal Mental Health Steering Committee <p>Indigenous Services Collaborative – forum including commissioned services, LHD including OOHC and education, to improve integration and referral pathways.</p> |
| Activity milestone details | Activity is valid for full duration of AWP |

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| <p>Commissioning method and approach to market</p> | <p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not yet known <input checked="" type="checkbox"/> Continuing service provider / contract extension <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. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details) <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? Yes</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> |
| <p>Decommissioning</p> | <p>2. No decommissioning is planned</p> |