



Australian Government
Department of Health



An Australian Government Initiative

Northern Sydney Primary Health Network

Integrated Team Care

Activity Workplan 2021-2024

Northern Sydney - Integrated Team Care 2021/22 - 2023/24 Activity Summary View



ITC - 1 - Care coordination and supplementary services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

1

Activity Title *

Care coordination and 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 *

Contribute to improve 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 *

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.

Positions engaged by the NSLHD Aboriginal Health Service, include a Care Coordinator, Indigenous Health Project Officer (IHPO), Aboriginal and Torres Strait Islander Outreach Worker (Outreach Worker). The Care Coordinator, IHPO 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.

Workforce Type	FTE	AMS	MPC PHN
Indigenous Health Project Officers	0.3	AHS-NSLHD	
Care Coordinators	1.0	AHS-NSLHD	
Outreach Workers	0.3	AHS-NSLHD	

Needs Assessment Priorities *

Needs Assessment

Northern Sydney PHN Needs Assessment 2022-2025

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander people - access and navigation of primary care services	86



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

Indigenous Specific *

Yes

Indigenous Specific Comments

This service is commissioned to the Northern Sydney Local Health District - Aboriginal Health Service.

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

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 Aboriginal and Torres Strait Islander people in the local Northern Sydney region. NSPHN will continue to engage with consumers and service providers, including general practice to consult, seek to understand and respond to the profile and needs of local communities to ensure the service being delivered remains relevant and meets the needs of the local population. NSPHN continues to utilise the NSPHN Commissioning Evaluation Framework (CEF), based on the Quadruple Aim to evaluate the impact of the service and identify opportunities for service improvement. NSPHN works closely with the commissioned service provider to support ongoing quality

improvement through quarterly provider support meetings and submission of quarterly progress reports and data reporting templates, aligned to the CEF. NSPHN undertakes an annual evaluation of the service collating information captured from progress reports, provider support meetings and data reporting templates in a dashboard format, aligned to the CEF. The dashboard is presented to the NSPHN Board and Clinical Governance Committee and informs development of quality improvement metrics for the next financial year.

Collaboration

NSPHN continues to work closely with the Indigenous Communities of Northern Sydney. 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.

NSPHN continues to be active and support members of regional committees to help shape and influence the system. Stakeholders include, but are not limited to:

- 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
- NSPHN First Nations Collaborative – multi sector forum including representation from commissioned services, LHD including OOH, local councils, social housing providers and education (including TAFE NSW), to improve integration and referral pathways.



Activity Milestone Details/Duration

Activity Start Date

01/07/2016

Activity End Date

30/06/2024

Service Delivery Start Date

April 2017

Service Delivery End Date

June 2024

Other Relevant Milestones

Activity is valid for the full duration of the AWP.



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?

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

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

See activity consultation and collaboration for further detail.



ITC - 2 - Culturally competent mainstream services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

2

Activity Title *

Culturally competent mainstream 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 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 *

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:

- Engagement with general practice and allied health services by NSLHD Indigenous Health Project Officer and NSPHN Indigenous Health Coordinator to:
 - 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.

In addition, NSPHN will continue to support local capacity building of the primary care sector via Aboriginal and Torres Strait Islander cultural safety education, supported by the NSPHN Aboriginal Health Coordinator. Cultural safety programs for general practice, allied health and commissioned service will include on-line modules and face-to-face workshops.

Positions engaged by the NSLHD Aboriginal Health Service, 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.

Workforce Type	FTE	AMS	MPC	PHN
Indigenous Health Project Officers	0.3	AHS-NSLHD		
Care Coordinators				
Outreach Workers				
Other: Indigenous Health Coordinator	0.1			NSPHN

Needs Assessment Priorities *

Needs Assessment

Northern Sydney PHN Needs Assessment 2022-2025

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander people - workforce	86



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

Indigenous Specific *

Yes

Indigenous Specific Comments

The focus of educational activities is on increasing Indigenous cultural safety.

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

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 Aboriginal people in the local Northern Sydney region. NSPHN will continue to engage with consumers and service providers, including general practice to consult, seek to understand and respond to the profile and needs of local communities to ensure the service being delivered remains relevant and meets the needs of the local population. NSPHN continues to utilise the NSPHN Commissioning Evaluation Framework (CEF), based on the Quadruple Aim to evaluate the impact of the service and identify opportunities for service improvement. NSPHN works closely with the commissioned service provider to support ongoing quality improvement through quarterly provider support meetings and submission of quarterly progress reports and data reporting templates, aligned

to the CEF. NSPHN undertakes an annual evaluation of the service collating information captured from progress reports, provider support meetings and data reporting templates in a dashboard format, aligned to the CEF. The dashboard is presented to the NSPHN Board and Clinical Governance Committee and informs development of quality improvement metrics for the next financial year.

Collaboration

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 support members of regional committees to help shape and influence the system. Stakeholders include, but are not limited to:

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Activity Milestone Details/Duration

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Activity End Date

30/06/2024

Service Delivery Start Date

April 2017

Service Delivery End Date

June 2024

Other Relevant Milestones



Activity Commissioning

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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

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

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

See activity consultation and collaboration.