



Australian Government

Department of Health



An Australian Government Initiative

Activity Work Plan FY2021 to FY2024

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 2020-21 to 2023-2024. 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 2020-21 to 2023-24 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.

Adelaide 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

This Integrated Team Care Activity Work Plan covers the period from 1 July 2020 to 30 June 2024. To assist with PHN planning, each activity nominated in this work plan can be proposed for a period of up to 36 months. Regardless of the proposed duration for each activity, the Department of Health will require PHNs to submit updates to the Activity Work Plan on an annual basis.

Important documents to guide planning

The following documents will assist in the preparation of your Activity Work Plan:

- Activity Work Plan guidance material;
- PHN Needs Assessment Guide;
- PHN Program Performance and Quality Framework;
- Primary Health Networks Grant Programme Guidelines;
- Integrated Team Care Program Implementation Guidelines; and
- Clause 3, Financial Provisions of the Standard Funding Agreement.

Formatting requirements

- Submit plans in Microsoft Word format only.
- Submit budgets in Microsoft Excel format only.
- Do not change the orientation of any page in this document.
- Do not add any columns or rows to tables, or insert tables/charts within tables – use attachments if necessary.
- Delete all instructions prior to submission.

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

ITC1 – Care Coordination and Supplementary Services

ACTIVITY TITLE	ITC1 – Care Coordination and Supplementary Services
Program Key Priority Area	Indigenous Health
Needs Assessment Priority	IH-GPH3. Accessibility to and appropriateness of primary health care services for Aboriginal and Torres Strait Islander people
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><i>Provide a description of the ITC model for this activity, including how the activity and core coordination services will be delivered. Please also include a description of the work to be undertaken by Indigenous Health Project Officers, Care Coordinators and Outreach Workers, including the anticipated FTE. Specify which positions will be engaged by the PHN or commissioned organisation(s). If engaged at a commissioned organisation, specify whether it is an AMS*, mainstream primary care service or PHN:</i></p> <p>Services will work within the Adelaide PHN region, across both Aboriginal and Torres Strait Islander Health and mainstream primary care sectors.</p> <p>Integrated Team Care service activity will focus on providing care coordination and wrap around services to Aboriginal and Torres Strait Islander people with chronic conditions who:</p> <ul style="list-style-type: none"> • are at greater risk of experiencing avoidable hospital admissions • are not yet using or managing a mix of community-based services and need to overcome barriers to accessing services • do not comply with medical regimes • have poor health literacy of their chronic disease and would benefit from more intensive education/ support <p>Integrated Team care clients with a mental health conditions will be linked into appropriate mental health services. Team members will liaise with mental health services working with these complex clients to ensure that chronic disease and mental health treatments are well coordinated and complement each other.</p> <p>Integrated Team Care activity that is integral to all roles include:</p> <ul style="list-style-type: none"> • developing and disseminating resources for Aboriginal and Torres Strait Islander people about accessing services and managing chronic disease • developing referral pathways that incorporate available services, both locally and in collaboration with other Integrated Team Care services, across metropolitan Adelaide

- supporting mainstream primary care providers to encourage Aboriginal and Torres Strait Islander people to identify their Indigenous status when accessing mainstream primary care services
- client advocacy in relation to health care needs
- supporting inter-agency collaboration
- promoting the wellbeing benefits of regular Aboriginal Health Assessments, to Aboriginal and Torres Strait Islander people and to general practices involved in Integrated Team Care client care.

Care Coordinators (CC)

- support clients to access the services needed to treat their chronic conditions according to General Practitioner (GP) management plans.
- provide relevant clinical care, education and assistance for clients to participate in regular reviews by their primary care providers.
- work with clients to assist developing chronic condition self-management skills.
- coordinate client appointments with allied health and specialist providers.
- engagement and ongoing liaison with GPs and Practice Nurses to assist in maximising access to Team Care Arrangements and additional services requiring Supplementary Service funding.
- utilise Supplementary Services funds where relevant to expedite client access to urgent and essential allied health or specialist services, necessary transport to services, where this is not available in a clinically acceptable timeframe.

Aboriginal and Torres Strait Islander Outreach Workers (ATSIOW) undertake a range of non- clinical tasks and will work with clients to

- increase access to health services
- link clients into support and social support agencies as well as community-based support programs
- promote the principles of culturally competent service provision with all agencies they engage with
- work with other Integrated Team Care members to assist local Aboriginal and Torres Strait Islander people make better use of available health care services, especially mainstream health services
- provide practical assistance for clients, taking clients to appointments and services, including for GP care planning, follow-up care, specialist services and community pharmacies.

The Indigenous Health Project Officer will ensure there is a focus on promoting Aboriginal and Torres Strait Islander Health with mainstream practices and work to improve the integration of care across the region.

The role main activities include:

- identifying and addressing barriers faced by Aboriginal and Torres Strait Islander people when accessing mainstream primary care services.
- Promoting and providing information on initiatives to increase PIPHI registration, CTG co-pay and support and the promotion of Aboriginal Health Checks.

	<ul style="list-style-type: none"> Facilitating and supporting working relationships and communication with primary health care providers in relation to the IAHP and cultural learning and awareness training Collaborating with the Adelaide Primary Health Network practice support team to ensure there is planned and targeted support provided to primary care providers in the Adelaide PHN region that supports area of focus such as immunisation, quality improvement activities in general practice <table border="1" data-bbox="448 551 1369 701"> <thead> <tr> <th>Workforce Type</th> <th>FTE</th> <th>AMS</th> <th>MSP</th> <th>PHN</th> </tr> </thead> <tbody> <tr> <td>Indigenous Health Project Officers</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Care Coordinators</td> <td>5.4</td> <td></td> <td>1</td> <td></td> </tr> <tr> <td>Outreach Workers</td> <td>6.8</td> <td></td> <td>1</td> <td></td> </tr> </tbody> </table> <p>AMS = Aboriginal Medical Service MSP = Mainstream Service Provider</p> <p><i>Please provide a description of workforce development provided for staff under this activity.</i></p> <p>All staff continue to participate in cultural learning activities. Various interagency forums are supported by the provider and Adelaide PHN. Adelaide PHN will be working with the provider to implement a workforce development plan to ensure staff have access to up to date accredited training and access to conferences and forums.</p> <p><i>*AMS refers to Indigenous Health Services and Aboriginal Community Controlled Health Services</i></p>	Workforce Type	FTE	AMS	MSP	PHN	Indigenous Health Project Officers					Care Coordinators	5.4		1		Outreach Workers	6.8		1	
Workforce Type	FTE	AMS	MSP	PHN																	
Indigenous Health Project Officers																					
Care Coordinators	5.4		1																		
Outreach Workers	6.8		1																		
Target population cohort	Aboriginal and Torres Strait Islander people with a diagnosed chronic condition																				
Indigenous specific	Yes																				
Coverage	Entire Adelaide PHN Region																				
Consultation	<p><i>Please provide details of stakeholder engagement and consultation activities undertaken or to be undertaken to support this activity.</i></p> <ul style="list-style-type: none"> After 2 years of consultation with the Aboriginal community, local Elders, our membership groups, stakeholders and staff, Adelaide PHN received final endorsement from Reconciliation Australia for its Innovate Reconciliation Action Plan. The Innovate RAP spans over a period of two years from July 2020 – July 2022 and is led by an internal working group with representation from all portfolios across the organisation. Through the Innovate RAP, Adelaide PHN will map out the next phase of our path towards reconciliation and will: <ul style="list-style-type: none"> Support the strengthening and maintenance of our relationships with Aboriginal people, communities and organisations, and Support us in working effectively with Aboriginal people and communities in ensuring that the services we commission are culturally safe, appropriate and respectful 																				

	<ul style="list-style-type: none"> • Organisational resources are committed to regularly inform stakeholders about the program and supporting cultural responsiveness. • Key stakeholders including the Aboriginal and Torres Strait Islander community are aware of commissioned services and activities which support culturally safe service delivery. • Together with the provider, the Adelaide PHN hosts and attends sector events and community events to engage broadly with stakeholders • The Adelaide PHN has established an Aboriginal Community Advisory Council. The establishment of this Council has drawn on broad community representation from across the region and is now an integral part of Adelaide PHN membership structure. The Aboriginal Community Advisory Council provides advice to Adelaide PHN Board, to Adelaide PHN to understand locally relevant Aboriginal community perspectives in relation to health, on community experience of health care, and how services can be delivered, on interpretation of local health data, about the health and service needs of the community. • The commissioned service provider delivering the ITC program has established an Aboriginal Reference Group to provide guidance and consultancy for services provided through the ITC program.
<p>Collaboration</p>	<p><i>List stakeholders that will be involved in designing and/or implementing the activity, including stakeholders such as Local Health Networks, state/territory governments, or other relevant support services. Describe the role of each party.</i></p> <p>As the program has been established for a length of time, stakeholders work well with established pathways for implementation of the program.</p> <ul style="list-style-type: none"> • Local Health Networks – assist ITC in the development of referral pathways for clients accessing their Primary Health Care and acute services. • General mainstream practices - engage with ITC team and clients to ensure care coordination and chronic disease self-management is supported. • ACCHOs- support and collaborate with referral pathways to ensure appropriate shared care arrangements. • Aboriginal Hospital Liaison units – Both teams work closely to ensure appropriate referrals are put in place to ensure wrap around supports for clients accessing in and out of acute care services • Social support services such as Housing, Centrelink, emergency relief funding are all key stakeholders of the program that offer pathways and assist the ITC team to provide wrap around services that support clients with self-management and keeping healthy in the home. • Joint community events and stakeholder forums with the above stakeholders take place throughout the year to support collaboration and provide consistent health messages to the community.

Activity milestone details	Activity is valid for full duration of AWP
Commissioning method and approach to market	<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? Yes^(OBJ)</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^(OBJ)</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>
Decommissioning	<p>Outline any decommissioning that this activity may result in and potential implications. N/A</p>

ITC2 – Culturally competent mainstream services

Proposed Activity 2	
ACTIVITY TITLE	ITC2 – Culturally competent mainstream services
Program Key Priority Area	Indigenous Health
Needs Assessment Priority	IH-GPH3. Accessibility to and appropriateness of primary health care services for Aboriginal and Torres Strait Islander people
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><i>Provide a description of the ITC model for this activity. Please also describe the work to be undertaken as part of this activity, including the anticipated FTE. Specify which positions will be engaged by the PHN or commissioned organisation(s). If engaged at a commissioned organisation, specify whether it is an AMS*, mainstream primary care service or PHN.</i></p> <p>The Adelaide PHN provides extra resources for the Indigenous Health Project Officer (IHPO). This position ensures there is a focus on promoting Aboriginal and Torres Strait Islander Health with mainstream practices and work to improve the integration of care across the region.</p> <p>The IHPO role provides face to face information and education sessions with the aim to increase cultural safety to deliver appropriate services for Aboriginal and Torres Strait Islander peoples across the Adelaide metropolitan region.</p> <p>This includes</p> <ul style="list-style-type: none"> • promoting improved identification and recording of Aboriginal patients • supporting cultural learning • promotion of PIP IHI and MBS item numbers for services • supporting the connection of services to improve referral pathways and patient experience. • Supporting the increased participation of mainstream primary health care providers in education programs specific to Aboriginal and Torres Strait Islander health and cultural learning • facilitating and supporting working relationships and communication with mainstream primary health care providers in relation to the IAHP • working in in close collaboration with Adelaide PHN to support integration with other initiatives and service access for Aboriginal and Torres Strait Islander people across the Adelaide metropolitan region • providing support and advice to the Adelaide PHN in relation to strategic activities including but not limited to; Adelaide PHN membership, Reconciliation Action Plan implementation, Cultural awareness training and opportunities

Workforce Type	FTE	AMS	MSP	PHN
Indigenous Health Project Officers	1		1	
Outreach Workers				
Consultants	1			
Other: specify				

AMS = Aboriginal Medical Service
MSP = Mainstream Service Provider

Please provide a description of workforce development provided for staff under this activity.

The Adelaide PHN works with the provider in a capacity building role, such as participating in regular workforce network to share and discuss relevant program, training, professional development events and information. The IHPO role is utilized to identify these above opportunities which assist with cultural capacity building.

Various interagency forums and training are supported by the provider and Adelaide PHN.

Adelaide PHN are working with the provider to implement a workforce development plan to ensure staff have access to up to date accredited training and access to conferences and forums.

Adelaide PHN are working with educator providers to ensure cultural competency training and education is available to all commissioned service providers. This is delivered on an as needs basis and is supported by the work of the IHPO which assists in identifying educational needs of providers.

*AMS refers to Indigenous Health Services and Aboriginal Community Controlled Health Services

Target population cohort	Aboriginal and Torres Strait Islander people with a diagnosed chronic condition
Indigenous specific	Yes
Coverage	Entire Adelaide PHN region
Consultation	<p>Please provide details of stakeholder engagement and consultation activities undertaken or to be undertaken to support this activity.</p> <p>Adelaide PHN have in place a communications strategy to inform all stakeholders of information and sessions available.</p> <p>Ongoing engagement with the Cultural Learning Provider, reviewing attendance, and participant evaluations.</p>
Collaboration	List stakeholders that will be involved in designing and/or implementing the activity, including stakeholders such as Local Health Networks, state/territory governments, or other relevant support services. Describe the role of each party.

	<ul style="list-style-type: none"> • Mainstream General Practices – a key focus of the program is working with GPs and providing specific information with face to face visits on the Aboriginal and Torres Strait Islander IAHP initiatives. GP practices provide feedback to the IHPO post sessions and request information required. • Primary Health Care providers across the Adelaide PHN region • Education Providers
<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? Yes</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>Outline any decommissioning that this activity may result in and potential implications. N/A</p>