### Activity Metadata

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable Schedule *</td>
<td>Integrated Team Care</td>
</tr>
<tr>
<td>Activity Prefix *</td>
<td>ITC</td>
</tr>
<tr>
<td>Activity Number *</td>
<td>1</td>
</tr>
<tr>
<td>Activity Title *</td>
<td>ITC1 – Care coordination and supplementary services</td>
</tr>
<tr>
<td>Existing, Modified or New Activity *</td>
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</tbody>
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### Activity Priorities and Description

<table>
<thead>
<tr>
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<th>Details</th>
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<tbody>
<tr>
<td>Program Key Priority Area *</td>
<td>Aboriginal and Torres Strait Islander Health.</td>
</tr>
<tr>
<td>Aim of Activity *</td>
<td>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.</td>
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</tbody>
</table>

#### Description of Activity *

The ITC program will be delivered by two providers within the SEMPHN catchment. One is an Aboriginal Community Controlled Organisation (that operates an Aboriginal Medical Service) which has engaged a local public health service, and Aboriginal gathering places, to deliver the program. The other provider is a leading not for profit community health service who has partnered with a primary health care provider that directly services vulnerable communities.

The two providers and their associated organisations are:

1. Dandenong and District Aborigines Cooperative Limited (DDACL) in collaboration with Peninsula Health, Ngwala Willumbong, and Nairm Marr Djambana community meeting place, and
2. A partnership between Star Health Group Limited and Access Health (Salvation Army).
Each of the providers has the retained ITC workforce of Indigenous Health Project Officers, Care Coordinators and Outreach Workers to deliver the program. Indicative work undertaken is detailed below.

**Indigenous Health Project Officers (DDACL)**
- Lead and provide strategic direction for the ITC program
- Recruit, support and develop the ITC workforce
- Support and provide guidance to mainstream primary health care services to improve their cultural competency and provide a more culturally welcoming environment
- Provision of cultural awareness training
- Encourage self-identification by Aboriginal and Torres Strait Islander people
- Increase the uptake of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule items in General Practice

**Care Coordinators (DDACL, Peninsula Health and Star Health Group)**
- Improve the health literacy of Aboriginal and Torres Strait Islander people via the dissemination and promotion of relevant information about suitable care and management pathways and activities
- Coordination of multidisciplinary care for Aboriginal and Torres Strait Islander people
- Provision of supplementary services for Aboriginal and Torres Strait Islander people
- Facilitating the access of Aboriginal and Torres Strait Islander people with chronic illness and complex care needs to General Practices and Specialist Clinics, Allied Health services, and required equipment/medical aids

**Outreach Workers (DDACL, Ngwala Willumbong, Nairm Marr Djambana and Access Health)**
- Encouraging and assisting Aboriginal and Torres Strait Islander people with chronic illness and complex care needs to attend General Practises and Specialist Clinics, and Allied Health services. This may include support for travel, filling in forms, collecting prescriptions, and attending medical appointments
- Support for homeless Aboriginal and Torres Strait Islander people to use both mainstream and Indigenous health services
- Community and family liaison

**SEMPHN Provider Support Officers**
- Provide information and support to General Practices on Aboriginal and Torres Strait Islander people health service support initiatives
- Provide linkages to General Practice for the ITC Indigenous Health Project Officers (IHPOs)

**Whole ITC Workforce**
- Increase awareness and promote understanding of the Council of Australian Governments (COAG) targets and Indigenous Reform Service Delivery Principles to contribute to “Closing the Gap”
- Encourage self-identification by Aboriginal and Torres Strait Islander people
- Increase the uptake of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule items in General Practice

The ITC workforce has been provided numerous workforce development activities. These have included on-site and external training, attending conferences and relevant CPD. Some of the activities and opportunities included:
- Aboriginal and Torres Strait Islander Mental Health First Aid
- Assist Training
- WHS Training
- GLBTIQ inclusion practices
- AOD training for Registered Nurses
- Working with Vulnerable Children
- Emergency management
- Retina Camera Refresher
- Indigenous Chronic Disease conference attendance
- Two Vision Homeless and Health Conferences attendance

*AMS refers to Indigenous Health Services and Aboriginal Community Controlled Health Services*
Needs Assessment Priorities

SEMPHN Needs Assessment 2019/20-2021/22

Priorities

<table>
<thead>
<tr>
<th>Needs Assessment Priority</th>
<th>Page Reference</th>
</tr>
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<tbody>
<tr>
<td>Chronic Disease (Core)</td>
<td>58</td>
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</tbody>
</table>

Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition.

Indigenous Specific

Yes

Indigenous Specific Comments

SEMPHN, Dandenong and District Aborigines Cooperative Limited (DDACL), Star Health Group Limited, Access Health (Salvation Army), Peninsula Health, Ngwala Willumbong and Nairm Marr Djambana are the primary stakeholders in implementing and delivering these services. These stakeholders, with the exception of SEMPHN, all deliver some element of the ITC program in the SEMPHN catchment.

The stakeholders have formed the Integrated Team Care Consortium Steering Committee. This Committee meets on a quarterly basis to discuss the ITC program and resolve any issues stakeholders may have in delivering the services. The meetings also ensure a synergistic approach to the program delivery across the SEMPHN catchment.

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

SEMPHN undertook an approach to market and commissioned ITC services in late 2016. This process involved three components:

1. Workshops for interested parties were held to describe the broad process and concepts for the service,
2. In-depth workshop explained the specific commissioning process and opportunity to provide any clarification for interested parties, and
3. Competitive tender process held for the provision of services with Application, Assessment and Interview completed.

SEMPHN re-engaged the two existing ITC commissioned providers to deliver services after 30 June 2019.
SEMPHN, Dandenong and District Aborigines Cooperative Limited (DDACL), Star Health Group Limited, Access Health (Salvation Army), Peninsula Health, Ngwala Willumbong and Nairm Marr Djambana are the primary stakeholders in implementing and delivering these services. These stakeholders, with the exception of SEMPHN, all deliver some element of the ITC program in the SEMPHN catchment.

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<tr>
<td>Activity Number *</td>
<td>2</td>
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<tr>
<td>Activity Title *</td>
<td>ITC2 – Culturally competent mainstream services</td>
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SEMPHN Needs Assessment 2019/20-2021/22

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**Collaboration**

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