

# Western Sydney - Integrated Team Care 2024/25 - 2027/28 Activity Summary View



## ITC - 1000 - ITC 1 - Care Coordination and Supplementary Services



### Activity Metadata

**Applicable Schedule \***

Integrated Team Care

**Activity Prefix \***

ITC

**Activity Number \***

1000

**Activity Title \***

ITC 1 - 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 improving health outcomes and access to culturally appropriate, mainstream primary care 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 \***

Through this activity the commissioned provider will:

- Be contracted to deliver the care coordination component of the ITC program in Western Sydney. Access to the service will be via referral from a local service provider or mainstream GP.
- Employ Care Coordinators and Outreach workers and Indigenous Health Project Officers (IHPOs)
- Support Care Coordinators and Outreach workers in their roles to ensure optimum outcomes for the community.
- Identify Aboriginal and/or Torres Strait Islander clients who are eligible for the ITC program.

Through this activity the team will:

- IHPOs will assist both outreach workers and Care Coordinators in assessing client needs, planning, developing multi-program strategies, and establishing connections across various sectors.

Outreach Workers will encourage Aboriginal and Torres Strait Islander people to use health services and ensure those services are culturally appropriate.

Additionally, the activities outlined below is for WSPHN commissioned provider to effectively respond to the significant rise in demand for specialist services, transport, and exceptional circumstances requests:

- Assist patients in accessing services by helping with transportation.
  - Take part in Community liaison activities
  - Undertake administration and support
  - Provide practical assistance
  - Provide feedback regarding access problems

## Needs Assessment Priorities \*

### Needs Assessment

Western Sydney Primary Health Network (WSPHN) 2025-2028

### Priorities

Priority	Page reference
Identified Priorities	Pages 105 -109



## Activity Demographics

### Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

### Indigenous Specific Comments

### Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Auburn	12501
Dural - Wisemans Ferry	11502
Baulkham Hills	11501
Merrylands - Guildford	12503
Ryde - Hunters Hill	12602
Pennant Hills - Epping	12601
Carlingford	12502
Rouse Hill - McGraths Hill	11504
Mount Druitt	11603
Parramatta	12504
Blacktown - North	11602
Blacktown	11601



## Activity Consultation and Collaboration

### Consultation

Stakeholder engagement and consultation activities undertaken to support this activity are:

- Talking with community members, Elders and service providers when undertaking the Needs Assessment
- Engaging with Aboriginal and Torres Strait Islander health organisations.
- Local health care stakeholders, including LHD's and SCHN and other local stakeholders relevant to addressing health matters
- Clinical and Consumer Councils providing advice and input in plans
- Local Indigenous health services and mainstream primary health services in a partnership approach for the delivery of primary care services

Further consultation will be conducted throughout the plan period to ensure the services being delivered are in line with stakeholder and community needs and priorities for the ITC program.

### Collaboration

WSPHN works in collaboration with the following stakeholders to inform the needs of the community and to determine locally appropriate and integrated service solutions:

- Marrin Weejali
- Aboriginal and Torres Strait Islander Communities (including men, women, and children)
- WSLHD, SCHN
- GP practices
- Other local Health care providers
- Greater Western Aboriginal Health Service
- Peak bodies



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2016

### Activity End Date

30/06/2025

### Other Relevant Milestones

Activity is valid for full duration of 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?

No

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

n/a



## ITC - 2000 - ITC 2 - Culturally competent mainstream services



### Activity Metadata

**Applicable Schedule \***

Integrated Team Care

**Activity Prefix \***

ITC

**Activity Number \***

2000

**Activity Title \***

ITC 2 - Culturally competent mainstream services

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Indigenous Health

**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 \***

The ITC model for this activity has taken into account the unique operating cultures and distinctive needs of Aboriginal and Torres Strait Islander people.

The description of the ITC model for this activity includes:

- Workforce analysis: undertake a workforce survey to identify cultural development needs and general practice quality improvement opportunities.
- Gap Analysis: identify new skills the workforce will need to provide culturally competent mainstream services
- Strategy development to address future gaps and include programs, policies, and practices that assist an organisation to be culturally competent.
- Implement workforce plan in order to:
  - o Communicate improvement plans to mainstream primary care providers

- o Allocate necessary resources to carry out identified strategies
- o Clarify roles and responsibilities in implementing the strategies.
- o Define performance measures, milestones & deliverables

Additional work to be undertaken as part of this activity include: -

- Facilitating access to resources that support cultural workforce planning and development
- Showcasing approaches that support integrated care, including integrated pathways, linkages and models of care
- Facilitating training to improve the capacity of mainstream primary care providers to confidently deliver safe, accessible and culturally responsive services
- Facilitating cultural competency training for commissioned providers
- Increasing the uptake of specific Aboriginal and Torres Strait Islander MBS items including 715 – Health Assessment for Aboriginal and Torres Strait Islander people, care planning and follow-up items.
- Developing linkages, pathways and other approaches that support cross-sector networking, information and knowledge exchange
- Assisting practices to encourage Aboriginal and Torres Strait Islander patients to self-identify
- Developing culturally appropriate terminology cheat sheets
- Helping practices create a more welcoming environment e.g., Indigenous artwork and posters.

### Needs Assessment Priorities \*

#### Needs Assessment

Western Sydney Primary Health Network (WSPHN) 2025-2028

#### Priorities

Priority	Page reference
Identified Priorities	Pages 105 -109



### Activity Demographics

#### Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

#### In Scope AOD Treatment Type \*

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#### Indigenous Specific Comments

#### Coverage

##### Whole Region

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Blacktown	11601



## Activity Consultation and Collaboration

### Consultation

- Talking with community members, Elders and service providers
- Aboriginal and Torres Strait Islander health and social care providers
- GPs, Allied Health, Pharmacist and Specialist providers
- Local health care stakeholders, including Western Sydney Local Health District and other local stakeholders relevant to addressing health matters.
- Further consultation will be conducted throughout the plan period to ensure the services being delivered are in line with stakeholder and community needs and priorities for the ITC program.

### Collaboration

Below is a list and description of the role of each stakeholder that will be involved in designing and/or implementing the activity;-

- Local Primary Healthcare Providers: Participation in working groups and workforce development
- National and State Peak Bodies: Peak bodies are often engaged in the development of pathways providing up to management guidelines, and national and state health policy
- Local Aboriginal NGO's and community health groups – Consultation and participation in working groups. Provide advice on emerging issues, joint planning of initiatives including education and health promotion activities
- GP and local healthcare professionals training and education is jointly planned with RACGP and WSLHD to support local education to GPs and practice nurses, including cultural competency training.
- WSLHD and SCHN Consultation and planning
- Aboriginal Organisations (Marrin Weejali, Baabayn) consultation and collaboration to deliver this activity
- WSPHN internal GP focus team consultation and planning



## Activity Milestone Details/Duration

### Activity Start Date

1/07/2016

**Activity End Date**

30/06/2025

**Service Delivery Start Date**

**Service Delivery End Date**

**Other Relevant Milestones**



## Activity Commissioning

**Please identify your intended procurement approach for commissioning services under this activity:**

**Not Yet Known:** No

**Continuing Service Provider / Contract Extension:** No

**Direct Engagement:** No

**Open Tender:** No

**Expression Of Interest (EOI):** No

**Other Approach (please provide details):** Yes

**Is this activity being co-designed?**

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**Is this activity the result of a previous co-design process?**

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**Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?**

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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**

n/a

