

North Coast - Integrated Team Care 2023-24 - 2027-28 Activity Summary View



ITC - 1 - ITC1 – Care coordination and supplementary services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

1

Activity Title *

ITC1 – 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

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 *

North Coast ITC services were established in 2017 through two commissioning methods: (1) direct approach to 6 Aboriginal Community Controlled Health Services (ACCHS) covering 9 sites; and (2) Request for Proposals for delivering services to Aboriginal and Torres Strait Islander people receiving care coordination and supplementary services from mainstream general practices. From 1st July 2024, ITC contracts are now delivered by Aboriginal Community Controlled Health Services (ACCHS). Each Aboriginal Community controlled health service determines the staffing capacity for each contract.

The contracted ITC service providers are largely meeting the expected KPIs for service delivery. Care Coordinators support eligible

clients through one-on-one care coordination and access to supplementary services. Outreach Workers help clients to access health care services including assistance with travel to their medical appointments and ensuring that services are culturally competent. Clients access ITC services via GP referral to an Aboriginal Medical Service. Three Aboriginal Medical Services provide General Practice ITC that spans HNC's footprint.

HNC has a newly established Aboriginal health Partnership agreement. This partnership approach involves an agreement between HNC and 6 ACCHS and seeks to progress the National Aboriginal and Torres Strait Islander Health Plan 2021-2031. There are 4 areas of reform which are related to this agreement:

1. Formal partnerships and shared decision making
2. Building the community-controlled sector
3. Transforming government organisations
4. Shared access to data and information at a regional level

The Aboriginal Health Partnership team supports ITC contracted providers regularly via phone, email and face to face. Activities include providing clarification, support with reporting, working with ITC Contracted Services on projects to improve access to the ITC program and raising the awareness of the ITC program. A community of practice including staff from all providers is held monthly. This is enabling peer support improved consistency of delivery. The Aboriginal health team also meet regularly with Local Health Districts, ACCHSs and non-profit organisations to collectively improve access to health services for Aboriginal and Torres Strait Islander peoples.

In 2023-2025 the HNC Aboriginal Health Partnership undertook a review of the ITC program. The purpose of this review was to examine the effectiveness of the ITC model for all services within the region. This includes the resource allocation model, reporting improvements, resource pooling, a review of medical specialists and advocacy and workforce support. The review findings are guiding collaborative program improvements.

In 2024-2026 HNC will continue to contract the 11 existing ITC service providers to deliver Care Coordination and Supplementary Services. During this period the HNC Aboriginal Partnership will determine how the program can continue to meet the needs of the ACCHSs and communities.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024-25 – 2026-27

Priorities

Priority	Page reference
Improve access to culturally appropriate, timely and cost-effective primary health care services for Aboriginal peoples in the North Coast region	148
Explore opportunities to improve access to specialist medical services for Aboriginal peoples, particularly Paediatrics and ENT	149
Explore opportunities to reduce incidence of type 2 diabetes, chronic kidney disease, renal failure, rheumatic fever and COPD in Aboriginal peoples, with a priority focus in Kempsey LGA	141
Improve cultural competency and appropriateness of workforce in mainstream services for Aboriginal communities	141



Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

Indigenous Specific *

Yes

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Port Macquarie	10804
Inverell - Tenterfield	11002
Kempsey - Nambucca	10802
Richmond Valley - Coastal	11201
Tweed Valley	11203
Clarence Valley	10401
Coffs Harbour	10402
Richmond Valley - Hinterland	11202



Activity Consultation and Collaboration

Consultation

HNC will continue its ongoing consultative approach with stakeholders working in Aboriginal health including Aboriginal Medical Services, Aboriginal health and social care organisations, Clinical Councils, Local Health Districts and Aboriginal community advisory structures.

From July 2019 HNC implemented a weighted needs-based funding formula for ITC. The funding formula was developed in collaboration with all ITC providers and specialist expertise from a health economist.

From June 2022 HNC worked collaboratively with ACCHS to develop a roadmap of how the ITC program could be structured locally should the Department of Health contract the ACCHSs direct to deliver Care Coordination and Supplementary Services.

Collaboration

HNC will continue its ongoing approach to co-designing commissioned services in collaboration with the Aboriginal Health sector, the Local Health Districts, clinicians and community members.



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2026

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?

Yes

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

Co-design or co-commissioning comments

The Healthy North Coast Aboriginal Health Partnership was established in May 2023. The Partnership includes Bulgarr Ngaru Medical Aboriginal Corporation, Rekindling the Spirit, Bullinah Aboriginal Health Service, Galambila Aboriginal Health Service, Durri Aboriginal Corporation Medical Service and Werin Aboriginal Medical Service.

The Partnership recognises that Aboriginal community and organisations are the experts in Aboriginal health.

The commissioning and co-design approach of the Healthy North Coast Aboriginal Health Partnership is grounded in collaboration, cultural responsiveness, and shared decision-making. It ensures Aboriginal communities and Aboriginal Community Controlled Health Organisations (ACCHOs) are central to every stage of the commissioning cycle, from needs assessment and planning to service design, procurement, and evaluation. Health priorities are identified through culturally safe consultations and community-driven data, with services designed to reflect Aboriginal values, lived experiences, and social determinants of health.

In practice, this approach involves co-designing services with ACCHOs and community members to ensure cultural safety and relevance, particularly in programs where Aboriginal people are a priority group. The procurement process favours Aboriginal organisations and includes capacity-building support. Evaluation is continuous and community-informed, using both qualitative and quantitative methods to assess impact and guide improvements. Overall, the approach empowers Aboriginal communities to lead decisions that affect their health and wellbeing, ensuring services are tailored, respectful, and effective.





ITC - 2 - ITC2 – Culturally competent mainstream services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

2

Activity Title *

ITC2 – Culturally competent mainstream services

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aboriginal and Torres Strait Islander 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 *

HNC employ a Senior Manager and Aboriginal Health Coordinator role to work alongside HNC Primary Health Regional Managers to ensure culturally appropriate mainstream primary health care services are delivered on the North Coast. HNC employ skilled Aboriginal and/or Torres Strait Islander professionals to fulfill this role.

HNC will:

- Contract cultural educators to provide face to face cultural awareness training across the region every year of funding.
- Provide in-situ cultural safety and Closing the Gap coaching, support and education to primary health care providers as required.
- Promote Closing the Gap initiatives to non-Aboriginal primary health care providers through resources and one on one engagement.
- Raise awareness of Aboriginal and Torres Strait Islander days of celebration within primary health care settings to improve cultural understanding.

Indigenous Health Project Officers: FTE 2.0 AMS 0 MPC 0 PHN 2

Outreach Workers: FTE 0 AMS 0 MPC 0 PHN 0

Consultants: FTE 0 AMS 0 MPC 0 PHN 1

Other: specify: FTE 0 AMS 0 MPC 0 PHN 0

HNC will support individual IHPO's to attend cultural awareness programs and professional development opportunities in cultural safety as required.

HNC will work with Local Health Districts, ACCHSs and other non-profit organisations in the health sector to support cultural safety programs to increase reach of localised programs to primary health professionals.

From June 2022 HNC will work collaboratively with ACCHS to develop a roadmap of how the ITC program could be structured locally should the Department of Health contract the ACCHSs direct to deliver Care Coordination and Supplementary Services. HNC will support this transition, as well as improved relationships with ACCHSs, through the establishment of a Healthy North Coast Aboriginal Partnerships.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024-25 – 2026-27

Priorities

Priority	Page reference
Improve access to culturally appropriate, timely and cost-effective primary health care services for Aboriginal peoples in the North Coast region	148
Explore opportunities to improve access to specialist medical services for Aboriginal peoples, particularly Paediatrics and ENT	149
Explore opportunities to reduce incidence of type 2 diabetes, chronic kidney disease, renal failure, rheumatic fever and COPD in Aboriginal peoples, with a priority focus in Kempsey LGA	141
Increase health check and follow up rates for Aboriginal peoples to improve management and early detection of chronic disease	141
Improve cultural competency and appropriateness of workforce in mainstream services for Aboriginal communities	141



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people

Indigenous Specific *

Yes

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Port Macquarie	10804
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Kempsey - Nambucca	10802
Richmond Valley - Coastal	11201
Tweed Valley	11203
Clarence Valley	10401
Coffs Harbour	10402
Richmond Valley - Hinterland	11202



Activity Consultation and Collaboration

Consultation

HNC will continue its ongoing consultative approach with stakeholders working in the Aboriginal health sector including ACCHSs, other Aboriginal health organisations, Clinical Councils, Local Health Districts and Aboriginal community advisory structures.

Collaboration

HNC will continue its ongoing approach to co-designing commissioned services in collaboration with the Aboriginal health sector, Local Health Districts, clinicians and community members.



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2026

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?

Not applicable

Co-design or co-commissioning comments

Not Applicable
