



Australian Government
Department of Health



Activity Work Plan 2019-2021: 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 2019-20 and 2020-2021. 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 2019-20 and 2020-21. 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.

Brisbane South 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 Core Activity Work Plan covers the period from 1 July 2019 to 30 June 2022. 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

PHNs must use the table below to outline the activities proposed to be undertaken within the period 2019-2021. These activities will be funded under the IAHP Schedule for Integrated Team Care.

Proposed Activity 1	
ACTIVITY TITLE	ITC1 – Care coordination and supplementary services
Program Key Priority Area	Indigenous Health
Needs Assessment Priority	Improve Aboriginal and Torres Strait Islander people's access to high quality, culturally appropriate health care, including care coordination services.
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>The Brisbane South PHN strategic vision for the Integrated Team Care (ITC) program is to improve access to the most appropriate health services for Aboriginal and Torres Strait Islander peoples at the right time and in the right place. This is with a view to reduce potentially preventable hospital admissions and emergency department presentations, improve understanding and appropriate use of the healthcare system, and support Aboriginal and Torres Strait Islander peoples to take part in a healthy lifestyle.</p> <p>Brisbane South PHN appointed Brisbane North PHN as its Agent (under a formal Agency Agreement) to assist in the management and distribution of ITC funding for care coordination and supplementary services. Brisbane North PHN subcontracts the Institute for Urban Indigenous Health (IUIH) to deliver these services. The Agency Agreement between Brisbane South PHN and Brisbane North PHN is reviewed annually.</p> <p>Brisbane South PHN has directly commissioned IUIH (under a formal Services Agreement) for the delivery of the remaining ITC activities provided by Indigenous Health Project Officers (IHPOs) and Outreach Workers. Brisbane South PHN will review this Services Agreement annually.</p> <p>Brisbane South PHN will continue to work closely with key sectorial partners including Metro South Hospital and Health Service (Metro South Health), IUIH, Aboriginal and Torres Strait Islander Health Services (AMSs), non-government organisations, private service providers, and federal, state and local governments to ensure that planned actions are delivered.</p> <p>The objectives are to:</p> <ul style="list-style-type: none"> Contribute to better treatment and management of chronic conditions for Aboriginal and Torres Strait Islander people enrolled in the program.

- Improve access to appropriate health care through care coordination and provision of supplementary services for eligible Aboriginal and Torres Strait Islander people with chronic disease.
- Foster collaboration and support between the mainstream primary care and the Aboriginal and Torres Strait Islander health sectors.
- Increase the uptake of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule (MBS) items, including Health Assessments for Aboriginal and Torres Strait Islander people and follow up items.

Short-term outcomes

- Aboriginal and Torres Strait Islander identified health workforce is able to access training required.
- Provision of ITC services to improve coordination of care and access for Aboriginal and Torres Strait Islander peoples with chronic conditions.
- Local solutions to health needs of Aboriginal and Torres Strait Islander peoples.

Intermediate and Long-term outcomes

- Local health care providers provide culturally appropriate services to Aboriginal and Torres Strait Islander peoples.
- Aboriginal and Torres Strait Islander identified health workforce capacity and capability matches needs of the region.
- Aboriginal and Torres Strait Islander peoples with chronic conditions receive coordinated care.
- Aboriginal and Torres Strait Islander peoples are able to access primary health care services as required.
- Aboriginal and Torres Strait Islander peoples in the Brisbane South PHN region experience improved physical, social and emotional wellbeing.
- Aboriginal and Torres Strait Islander peoples in the Brisbane South PHN region receive the right care in the right place at the right time.

Workforce Type	FTE	AMS	MPC	PHN
Indigenous Health Project Officers	2		2	-
Care Coordinators	8	7	1	-
Outreach Workers	3		3	-

- Regional Care Coordinators monthly meetings to share learnings and to foster systems and processes for continuous quality improvement in complex chronic disease care.
- Annual ITC forum.
- Ongoing professional development opportunities.

*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	Whole of Brisbane South PHN region

Consultation	Brisbane South PHN will continue to work closely with groups within the Aboriginal and Torres Strait Islander sector, including IUIH, AMSs, Community Elders and members, non-government organisations, private service providers, Metro South Health, and federal, state and local governments to ensure that planned actions meet emergent community needs.																																			
Collaboration	<table border="1"> <thead> <tr> <th data-bbox="448 443 922 651">Stakeholder</th> <th data-bbox="922 443 999 651">Planning</th> <th data-bbox="999 443 1075 651">Co-design</th> <th data-bbox="1075 443 1152 651">Procurement</th> <th data-bbox="1152 443 1228 651">Implementation</th> <th data-bbox="1228 443 1305 651">Monitoring</th> <th data-bbox="1305 443 1398 651">Evaluation</th> </tr> </thead> <tbody> <tr> <td data-bbox="448 651 922 689">Consumers and community elders</td> <td data-bbox="922 651 999 689">●</td> <td data-bbox="999 651 1075 689">●</td> <td data-bbox="1075 651 1152 689">-</td> <td data-bbox="1152 651 1228 689">●</td> <td data-bbox="1228 651 1305 689">●</td> <td data-bbox="1305 651 1398 689">●</td> </tr> <tr> <td data-bbox="448 689 922 763">Non-government organisations including IUIH and AMSs</td> <td data-bbox="922 689 999 763">●</td> <td data-bbox="999 689 1075 763">●</td> <td data-bbox="1075 689 1152 763">●</td> <td data-bbox="1152 689 1228 763">●</td> <td data-bbox="1228 689 1305 763">●</td> <td data-bbox="1305 689 1398 763">●</td> </tr> <tr> <td data-bbox="448 763 922 801">Primary health care providers</td> <td data-bbox="922 763 999 801">●</td> <td data-bbox="999 763 1075 801">●</td> <td data-bbox="1075 763 1152 801">●</td> <td data-bbox="1152 763 1228 801">●</td> <td data-bbox="1228 763 1305 801">●</td> <td data-bbox="1305 763 1398 801">●</td> </tr> <tr> <td data-bbox="448 801 922 840">Hospital and Health Service</td> <td data-bbox="922 801 999 840">●</td> <td data-bbox="999 801 1075 840">●</td> <td data-bbox="1075 801 1152 840">-</td> <td data-bbox="1152 801 1228 840">●</td> <td data-bbox="1228 801 1305 840">●</td> <td data-bbox="1305 801 1398 840">●</td> </tr> </tbody> </table>	Stakeholder	Planning	Co-design	Procurement	Implementation	Monitoring	Evaluation	Consumers and community elders	●	●	-	●	●	●	Non-government organisations including IUIH and AMSs	●	●	●	●	●	●	Primary health care providers	●	●	●	●	●	●	Hospital and Health Service	●	●	-	●	●	●
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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> <p><input type="checkbox"/> Not yet known</p> <p><input checked="" type="checkbox"/> Continuing service provider / contract extension</p> <p><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.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <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>																																			

Proposed Activity 2

ACTIVITY TITLE	ITC2 – Culturally competent mainstream services
Program Key Priority Area	Indigenous Health
Needs Assessment Priority	Improve Aboriginal and Torres Strait Islander people’s access to high quality, culturally appropriate health care, including care coordination services.
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>The Brisbane South PHN strategic vision for the Integrated Team Care (ITC) program is to improve access to the most appropriate health services for Aboriginal and Torres Strait Islander peoples at the right time and in the right place. This is with a view to reduce potentially preventable hospital admissions and emergency department presentations, improve understanding and appropriate use of the healthcare system, and support Aboriginal and Torres Strait Islander peoples to take part in a healthy lifestyle.</p> <p>The Improving Indigenous Access to Mainstream Primary Care (IIAMPC) component of the ITC funding is delivered by the Institute of Urban Indigenous Health (IUIH). This formal Services Agreement is reviewed annually. Brisbane South PHN will continue to work closely with key sectorial partners including Metro South Hospital and Health Service (Metro South Health), IUIH, Aboriginal and Torres Strait Islander Health Services (AMSS), non-government organisations, private service providers, and federal, state and local governments to ensure that planned actions are delivered.</p> <p>The objectives of this activity are to:</p> <ul style="list-style-type: none"> • Improve access to appropriate health care through care coordination and provision of supplementary services for eligible Aboriginal and Torres Strait Islander people with chronic disease. • Foster collaboration and support between the mainstream primary care and the Aboriginal and Torres Strait Islander health sectors. • Improve the capacity of mainstream primary care services to deliver culturally appropriate services to Aboriginal and Torres Strait Islander people. • Increase the uptake of Aboriginal and Torres Strait Islander specific Medicare Benefits Schedule (MBS) items, including Health Assessments for Aboriginal and Torres Strait Islander people and follow up items. <p>ITC is provided by teams of IHPOs, Care Coordinators and Outreach Workers who work in the Brisbane South PHN region across both mainstream, and Aboriginal and Torres Strait Islander health sectors, as per Department of Health Integrated Team Care Implementation Guidelines.</p> <p>Activities that may be undertaken in order to meet ITC program requirements and, more broadly, assist mainstream primary care services to become more culturally competent include:</p> <ul style="list-style-type: none"> • Identify and promote opportunities for engagement, networking and exchange between mainstream primary care and Aboriginal and Torres Strait Islander community controlled health sector staff through, for

example, educational events, in-service training and community activities.

- Encourage specific workforce skills and knowledge exchange, for example, through visits by mainstream primary care practice managers and key clinical staff to Aboriginal and Torres Strait Islander community controlled health sector clinics, and vice versa.
- Continue to refine and improve training in the application of MBS items which form an important part of the cycle of care for Aboriginal and Torres Strait Islander clients, as a component of the cultural training package delivered to mainstream general practice staff.
- Actively promote community and cultural events to mainstream practices, providing linkages to facilitate attendance and participation of practice staff.
- Provide more intensive support and mentorship for mainstream primary care providers: (1) in areas where access to services provided by Aboriginal and Torres Strait Islander community controlled health services is limited; and (2) mainstream general practices demonstrate a strong commitment to enhancing their accessibility and responsiveness to their local Aboriginal and Torres Strait Islander populations.
- Support provision of timely advice, support and assistance for mainstream primary care providers to enhance understanding of the needs of Aboriginal and Torres Strait Islander clients and to improve engagement and accessibility of services overall.
- Continue to develop, refine and deliver specific strategies for working with pharmacies to address gaps in knowledge and capacity in delivering services for Aboriginal and Torres Strait Islander people; continue to draw on the networks and expertise of the IUIH Regional Pharmacist to assist with engagement and peer education, as well as developing / refining Close the Gap (CTG) co-payment scheme educational resources and tools.

Short-term outcomes

- Local health care providers educated on culturally appropriate practices.
- Provision of ITC services to improve coordination of care and access for Aboriginal and Torres Strait Islander peoples with chronic conditions.
- Local solutions to health needs of Aboriginal and Torres Strait Islander peoples.

Intermediate and Long-term outcomes

- Local health care providers provide culturally appropriate services to Aboriginal and Torres Strait Islander peoples.
- Aboriginal and Torres Strait Islander peoples with chronic conditions receive coordinated care.
- Aboriginal and Torres Strait Islander peoples are able to access primary health care services as required.
- Aboriginal and Torres Strait Islander peoples in the Brisbane South PHN region experience improved physical, social and emotional wellbeing.
- Aboriginal and Torres Strait Islander peoples in the Brisbane South PHN region receive the right care in the right place at the right time.

	Workforce Type	FTE	AMS	MPC	PHN		
	Indigenous Health Project Officers	2		2	-		
	Outreach Workers	3		3	-		
	Consultants						
	Other: specify						
	<ul style="list-style-type: none"> Regional Care Coordinators monthly meetings to share learnings and to foster systems and processes for continuous quality improvement in complex chronic disease care. Annual ITC forum. Ongoing professional development opportunities. <p>*AMS refers to Indigenous Health Services and Aboriginal Community Controlled Health Services</p>						
Target population cohort	Aboriginal and Torres Strait Islander people with a diagnosed chronic condition						
Indigenous specific	Yes						
Coverage	Whole of Brisbane South PHN region						
Consultation	Brisbane South PHN will continue to work closely with groups within the Aboriginal and Torres Strait Islander sector, including IUIH, AMSs, Community Elders and members, non-government organisations, private service providers, Metro South Health, and federal, state and local governments to ensure that planned actions meet emergent community needs.						
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.						
	Stakeholder	Planning	Co-design	Procurement	Implementation	Monitoring	Evaluation
	Consumers and community elders	●	●	-	●	●	●
	Non-government organisations including IUIH and AMSs	●	●	●	●	●	●
	Primary health care providers	●	●	●	●	●	●
	Hospital and Health Service	●	●	-	●	●	●
Activity milestone details	Activity is valid for full duration of AWP						

Commissioning
method and
approach to
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1. Please identify your intended procurement approach for commissioning services under this activity:

- Not yet known
- Continuing service provider / contract extension
- 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.
- Open tender
- Expression of Interest (EOI)
- Other approach (please provide details)

2a. Is this activity being co-designed?

Yes

2b. Is this activity this result of a previous co-design process?

Yes

3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements?

No

3b. Has this activity previously been co-commissioned or joint-commissioned?

No