Activity Work Plan 2019-2021:
Integrated Team Care Funding

This Integrated Team Care Activity Work Plan has the following parts:

   a) Care coordination and supplementary services; and
   b) Culturally competent mainstream services.

Northern Queensland PHN
1. **(a) Planned activities funded by the Indigenous Australians’ Health Program Schedule for Integrated Team Care Funding**

These activities will be funded under the IAHP Schedule for Integrated Team Care.

<table>
<thead>
<tr>
<th>Proposed Activity 1</th>
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<tbody>
<tr>
<td><strong>ACTIVITY TITLE</strong></td>
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<tr>
<td><strong>Program Key</strong></td>
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<tr>
<td><strong>Priority Area</strong></td>
</tr>
<tr>
<td><strong>Needs Assessment</strong></td>
</tr>
<tr>
<td><strong>Aim of Activity</strong></td>
</tr>
<tr>
<td><strong>Description of Activity</strong></td>
</tr>
</tbody>
</table>
activities will be a significant component of the implementation of ITC and model/s will seek to improve evaluation of contract monitoring, reporting, and performance evaluation.

The continuity of existing services will be maintained under previously approved arrangements until new model/s are commissioned and implemented in January 2020.

<table>
<thead>
<tr>
<th>Workforce Type</th>
<th>FTE</th>
<th>AMS</th>
<th>MPC</th>
<th>PHN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indigenous Health Project Officers</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Care Coordinators</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Outreach Workers</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

It is not anticipated that NQPHN will engage ITC staff directly. The workforce breakdown will be determined through the development of model/s and the commissioning process.

*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 NQPHN region

Consultation

Consultations across all areas of the NQPHN region including representatives from existing ITC contracted service providers, general practice, allied health and specialist mainstream service providers, consumers of ITC services, carers, community members, Aboriginal Medical Services and Hospital and Health Services (HHSs).

Collaboration

Wide ranging collaboration has occurred in the co-design element of this project. A consultant was commissioned to undertake the process. The consultant has collaborated widely to gain insights. An Indigenous Advisory Group (IAG) has been convened as part of the validation process for proposed model/s. The IAG is composed of Executive Directors of Indigenous Health within the HHSs, representatives of Queensland Aboriginal and Islander Health Council (QAIHC), CEO from an AMS outside NQPHN, and three Indigenous academics.

Activity milestone details

Activity is valid for full duration of AWP

Commissioning method and approach to market

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?
### Proposed Activity 2

<table>
<thead>
<tr>
<th>ACTIVITY TITLE</th>
<th>ITC2 – Culturally competent mainstream services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Key Priority Area</td>
<td>Indigenous Health</td>
</tr>
<tr>
<td>Needs Assessment Priority</td>
<td>Improve Aboriginal and Torres Strait Islander people’s access to high quality, culturally appropriate health care, including care coordination services.</td>
</tr>
<tr>
<td>Aim of Activity</td>
<td>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</td>
</tr>
</tbody>
</table>
| Description of Activity | **ITC2 Culturally competent mainstream services**

NQPHN will strive to ensure that activities in this area accord with the Vision of the Cultural Respect Framework 2016-2026 which states that “The Australian health system is accessible, responsive, and safe for Aboriginal and Torres Strait Islander people where cultural values, strengths, and differences are recognised and incorporated into the governance, management, and delivery of health services.”

Many mainstream health services are unaware of cultural considerations which enable Aboriginal and Torres Strait Islander people to successfully access culturally responsive services in a culturally safe, accessible manner. NQPHN will ensure that cultural competency is an attribute of all organisations commissioned to provide services in ITC activity and provide a range of support activities to general practices and other health care providers.

The new model/s for ITC will consider the issue of cultural competency, define roles, and ensure that the improvements in cultural competency are delivered in the most effective end effective way. Mechanisms to ensure this, will be tailored in each model.

The ITC program will promote the principles of Cultural Competency and raise awareness of cultural protocols as appropriate within mainstream services.

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Yes

2b. Is this activity the result of a previous co-design process?
No

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

Decommissioning

Current providers were invited to participate fully in the co-design processes for future models. Continuity of ITC services will be maintained with modification of current contracts if required in the interim period for up to six months to December 2019. Transition arrangements from existing services to new models of delivery will be planned and executed to ensuring minimal disruption. Strong communication activities will be activated to ensure smooth transition and community awareness and service provider realignment.
including respectful behaviour, health literacy levels, creation of welcoming environments, responsive and respectful reception and intake processes. The critical role of health workforce to achieve culturally respectful services is recognised. The ITC supported workforce of Indigenous health project officers particularly the outreach workers, will be deployed to help ensure ITC services in mainstream services are culturally competent. These officers will receive ongoing support and development activities including formal training, peer support, professional guidance, and mentoring. Mainstream providers entering ITC contracts will be required to ensure that education and training in cultural competency is undertaken by the organisation and maintained by undertaking refresher at least every three years. Regular review of performance will be reported and include service patient satisfaction/experience and assessment of increased access to services by new patients from Aboriginal and Torres Strait Islander backgrounds. This will identify areas for improvement.

NQPHN will seek opportunities to:

- integrate the NQPHN Reconciliation Action Plan 2018 activities into services, particularly those delivering ITC and IAHP services
- identify with appropriate partners, including ACCHOs, mechanisms to strengthen partnerships to assist in the identification of barriers and enablers to workforce issues including Aboriginal and Torres Strait Islander participation in the workforce and devise effective localised strategies
- develop culturally appropriate and accessible education and employment pathways
- take opportunities to align with the Cultural Respect Framework 2016-2026 and to embed the principles in all contract arrangements, particularly those relating to ITC model/s of care
- encourage development of Reconciliation Action Plans/statements for participating mainstream organisations.

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<tr>
<td>Consultants</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>Other: specify</td>
<td>N/A</td>
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It is not anticipated that NQPHN will engage ITC staff directly. The workforce breakdown will be determined through the development of model/s and the commissioning process for the ITC process. It is anticipated that outreach workers will support the improvement of cultural competency of mainstream services.

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

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<th>Target population cohort</th>
<th>Aboriginal and Torres Strait Islander people with a diagnosed chronic condition</th>
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<td>Coverage</td>
<td>Whole of NQPHN region</td>
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| Consultation | Co-design workshops and activities for ITC.  
Report from Aboriginal and Torres Strait Islander Health Workshop Cairns, November 2018 including Queensland Government Minister for Health and Minister for Ambulance Services. |
| Collaboration | Workforce development agencies - by incorporating cultural competency training and development into mainstream health service training programs. ACCHOSs - as partners in culturally safe service provision.
Practice nurses, GPs, Front of house practice staff - in creating and maintaining culturally safe environments and delivering respectful health services. |
| Activity milestone details | Activity is valid for full duration of AWP |
| Commissioning method and approach to market | 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?
No
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 |
| Decommissioning | The current contract with Northern Australia Primary Health Limited includes a requirement to address barriers to accessing mainstream services by Aboriginal and Torres Strait Islander people including assisting them to become more culturally appropriate, improve cultural safe workplaces and services, and include cultural awareness training. Opportunities to include similar activities will be included in the procurement process for the new ITC model/s. |