

South Eastern Melbourne - Integrated Team Care 2024/25 - 2027/28 Activity Summary View



ITC - 1 - ITC-1 2025 Care Coordination and supplementary services, and cultural competent mainstream services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

1

Activity Title *

ITC-1 2025 Care Coordination and supplementary services, and cultural competent mainstream 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 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 *

The Integrated Team Care (ITC) program is being delivered by two providers in the SEMPHN region:

- the Dandenong and District Aborigines Cooperative Limited (DDACL), an Aboriginal Community Controlled Organisation. DDACL operates an Aboriginal Medical Service and co locates at Aboriginal gathering places including Derrimut Weelam and Nairn Marr Djambana
- the Better Health Network (previously known as Star Health), a leading not for profit community health service, has partnered

with the primary health care provider the Salvation Army (Victoria): Access Health which directly services vulnerable communities.

Each provider has an ITC workforce of Indigenous Health Project Officers, Care Coordinators and Outreach Workers as follows:

| • Workforce Type | FTE | AMS* | MPC# | PHN |
|--------------------------------------|-----|------|------|-----|
| • Indigenous Health Project Officers | 1.8 | 1.2 | 0.6 | 0 |
| • Care Coordinators | 1.8 | 1.2 | 0.6 | 0 |
| • Outreach Workers | 3.4 | 2.6 | 0.8 | 0 |

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

MPC refers to Mainstream Primary Care

Numerous workforce development activities are provided to the ITC workforce. These include on-site and external training, attendance at conferences and relevant continuing professional development. The activities and opportunities include:

- Aboriginal and Torres Strait Islander Mental Health First Aid
- Assist Training
- Workplace Health and Safety Training
- LGBTQIAP+ inclusion practices
- Alcohol and Other Drugs (AOD) training for Registered Nurses
- Working with Vulnerable Children
- Emergency management
- Retina Camera Refresher
- Indigenous Chronic Disease conference attendance
- Aboriginal and Torres Strait Islander Cultural Awareness Training
- Victorian Homeless and Health Conference attendance

Care coordination and supplementary services. These services are delivered by teams from both commissioned providers which comprise the following roles and activities:

Care Coordinators (1.8 FTE - DDACL and Better Health Network):

- 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
- Coordinate multidisciplinary care for Aboriginal and Torres Strait Islander people
- Provide supplementary services for Aboriginal and Torres Strait Islander people
- Facilitate the access of Aboriginal and Torres Strait Islander people with chronic illness and complex care needs to General Practice (GP) and specialist clinics, allied health services, and required equipment/medical aids.

Outreach Workers (3.4 FTE - DDACL, Nairn Marr Djambana and The Salvation Army (Victoria): Access Health):

- Encourage and assist Aboriginal and Torres Strait Islander people with chronic illness and complex care needs to attend GPs 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.

Culturally competent mainstream services. These services are delivered by teams in both commissioned providers which comprise the following roles and activities:

- Indigenous Health Project Officers (1.8 FTE - DDACL and The Salvation Army (Victoria): Access Health)
- 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
- Provide 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 GP

SEMPHN Provider Support Officers provide:

- Information and support to GP on Aboriginal and Torres Strait Islander people health service support initiatives
- Linkages to GP for the ITC Indigenous Health Project Officers (IHPOs)

SEMPHN Strategy 2023-2028: Path to Impact
Pillar 1: Population health and service demand
Pillar 2: Consumer-focused healthcare
Pillar 3: Vibrant primary health services

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

| Priority | Page reference |
|---|----------------|
| Identify opportunities to improve access to primary care for communities with high rates of potentially preventable hospitalisations (PPHs) | 192 |
| Improve participation in national screening programs, particularly for First Nations and CALD communities | 193 |
| Improve coordination of management of people with chronic disease comorbidity | 193 |
| Incorporate considerations of First Nations health inequities into service design | 203 |
| Increase utilisation of health assessments in primary care for First Nations community | 203 |
| Deliver improved commissioning and contract management process for First Nations services and service providers | 203 |
| Increase cultural appropriateness of primary healthcare services for priority populations | 204 |



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 |
|----------------------|----------|
| Stonnington - East | 20804 |
| Stonnington - West | 20606 |
| Kingston | 20803 |
| Glen Eira | 20802 |
| Port Phillip | 20605 |
| Bayside | 20801 |
| Cardinia | 21201 |
| Frankston | 21401 |
| Mornington Peninsula | 21402 |
| Dandenong | 21204 |
| Casey - North | 21202 |
| Casey - South | 21203 |



Activity Consultation and Collaboration

Consultation

SEMPHN commissioned the 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. An in-depth workshop explained the specific commissioning process and opportunity to provide any clarification for interested parties, and
3. A competitive tender process was held for the provision of services with Application, Assessment and Interview completed.

SEMPHN re-engaged the two existing commissioned providers in 2019, 2022, 2024, and anticipates extending these in 2025.

Collaboration

SEMPHN, DDAFL, Star Health Group Limited, Access Health (Salvation Army), Derrimut Weelam and Nairn Marr Djambana are the primary stakeholders in implementing and delivering these services. These stakeholders, with the exception of SEMPHN, deliver one or more elements of the ITC program in the SEMPHN region.

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 region. This is further supported by the related ITC Working Group that allows frontline staff to meet, share knowledge and problem solve.



Activity Milestone Details/Duration

Activity Start Date

31/05/2018

Activity End Date

29/06/2025

Service Delivery Start Date

Service Delivery End Date

30/06/2025

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:** 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

Decommissioning details?

No decommissioning is currently identified for this Activity with all our programs subject to ongoing evaluation and review. If additional funding is not received for this Activity, services will be decommissioned in accordance with any new arrangements for delivering ITC services to Aboriginal and Torres Strait Islander people.

Co-design or co-commissioning comments

SEMPHN commissioned IT 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. An in-depth workshop explained the specific commissioning process and opportunity to provide any clarification for interested parties, and
3. A competitive tender process held for the provision of services with Application, Assessment and Interview completed.

Decommissioning details?

Co-design or co-commissioning comments