

Brisbane North - Integrated Team Care 2019/20 - 2023/24 Activity Summary View



ITC - 1000 - ITC1 – Care coordination and Supplementary Services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

1000

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

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 Institute for Urban Indigenous Health (IUIH) will be commissioned to continue to deliver all aspects of the ITC program in the PHN region in conjunction with its member Aboriginal and Torres Strait Islander community controlled health services and other primary healthcare services. Program staff are positioned in Aboriginal and Torres Strait Islander community controlled health services and other IUIH premises throughout the region.

The Institute for Urban Indigenous Health (IUIH) will be commissioned to continue to deliver all aspects of the ITC program in the PHN region in conjunction with its member Aboriginal and Torres Strait Islander community controlled health services and other primary healthcare services. Program staff are positioned in Aboriginal and Torres Strait Islander community controlled health services and other IUIH premises throughout the region.

Workforce Type	FTE	AMS	MPC	PHN
Indigenous Health Project Officers	-	-	-	-
Care Coordinators	7.6	7.6*	-	-
Outreach Workers	-	-	-	-

*Staff work out of IUIH offices and local community controlled health services. One CC works with mainstream services.

All IUIH staff are put through an intensive five day induction of the IUIH model of care and its member services' practices. Other professional development for Care Coordinators include:

- Regional Assessment Service training by My Aged Care
- CPAP training
- first aid and CPR
- executive development training (for some staff)

Care Coordinators are also offered numerous trainings sessions to gain Continuous Professional Development (CPD) points.

Every month, all Care Coordinators come together and meet as part of the ITC. At these meetings professional development in-services are usually scheduled. Some of the topics include:

- continence
- mental health
- homelessness services and other social services
- alcohol, tobacco other drugs
- continuous quality improvement in AMSs training

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

Needs Assessment Priorities *

Needs Assessment

Brisbane North PHN HNA - 21/22-23/24

Priorities

Priority	Page reference
Brisbane North PHN HNA - Priority - Aboriginal and Torres Strait Islander Health	52



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with diagnosed chronic conditions

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Specifically target Aboriginal and Torres Strait Islanders with a chronic disease that attend the six Community Controlled Health Services in our region as well as mainstream General Practice that have high numbers of Aboriginal and Torres Strait Islander people.. These medical centres as well as strong community connections allow individual clients easy access to the health supports that they need. The program is run by a culturally safe organisation embedded in the Aboriginal and Torres Strait Islander community.

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Brisbane Inner	30501
Redcliffe	31305
Caboolture Hinterland	31303
Sherwood - Indooroopilly	30403
The Hills District	31401
The Gap - Enoggera	30404
Kenmore - Brookfield - Moggill	30402
North Lakes	31402
Brisbane Inner - North	30503
Strathpine	31403
Chermside	30202
Brisbane Inner - West	30504
Nundah	30203
Bald Hills - Everton Park	30201
Sandgate	30204
Bribie - Beachmere	31301
Narangba - Burpengary	31304
Caboolture	31302



Activity Consultation and Collaboration

Consultation

Brisbane North PHN continues to engage with Aboriginal and Torres Strait Islander communities. The PHN, IUIH and Metro North Hospital and Health Service engage in a strategic partnership group and have signed a Statement of Intent which aims to collaboratively enhance planning, commissioning and evaluation of health services within the PHN region.

Additionally, IUIH and all AMSs that have an in-house ITC Care Coordinator are community controlled and therefore have multiple mechanisms that collect community and consumer feedback and embed this information into everyday practises.

Collaboration

IUIH has been delivering the program for many years and is an important part of this collaboration and their advice is always sought and valued. Brisbane North PHN play an important role in bringing the four PHNs in South East Queensland and the IUIH together. As Brisbane North PHN is the lead PHN in this model, the Brisbane North PHN facilitates regular meetings with the steering committee comprised of other PHNs and the IUIH to stay informed and connected to the program. An annual forum/workshop is also included in ITC activities to highlight ITC activities and bring stakeholders together to learn from each other, network and build relationships.



Activity Milestone Details/Duration

Activity Start Date

30/06/2020

Activity End Date

29/06/2022

Service Delivery Start Date

01/07/2020

Service Delivery End Date

30/06/2022

Other Relevant Milestones

This program was handed over to IUIH on 01/07/2022 for direct funding arrangements with DoH



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?

This program was handed over to UIIH on 01/07/2022 for direct funding arrangements with DoH

Co-design or co-commissioning comments

This program has been delivered by UIIH for many years and is regularly reviewed by UIIH, the four SEQ PHNs and community. Small changes to the model do occur but the model has not significantly changed for many years.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Interest - ITC	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Integrated Team Care Funding	\$1,695,532.22	\$1,741,893.00	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Interest - ITC	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Integrated Team Care Funding	\$1,695,532.22	\$1,741,893.00	\$0.00	\$0.00	\$0.00	\$3,437,425.22
Total	\$1,695,532.22	\$1,741,893.00	\$0.00	\$0.00	\$0.00	\$3,437,425.22

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Ready for Submission

Subject	Description	Commented By	Date Created
AWP Check	MK has reviewed this AWP. Requires clarification for 2) co-commissioning 3) indigenous specific question	Michelle Kaus DO NOT USE	11/08/2022



ITC - 2000 - ITC2 – Culturally competent mainstream services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

2000

Activity Title *

ITC2 – Culturally 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 *

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 Institute for Urban Indigenous Health (IUIH) will be commissioned to continue to deliver all aspects of the ITC program in the PHN region

For a full description, refer to the South East Queensland Integrated Team Care Annual Plan 2021-2022.

Workforce Type	FTE	AMS	MPC	PHN
Indigenous Health Project Officers	2	2*	-	-
Outreach Workers	2	2*	-	-
Consultants	-	-	-	-
Other: specify	-	-	-	-

*Staff work out of IUIH offices. Both Project Officers and both Outreach Workers work mostly with mainstream services.

All IUIH staff are put through an intensive five day induction of the IUIH model of care and its member services' practices. Other professional development for Care Coordinators include:

- cultural awareness training
- first aid and CPR
- executive development training (for some staff)

At least every month, all Outreach Workers and Project Officers come together and meet as part of the ITC. At these meetings professional development in-services are usually scheduled. Some of the topics include:

- community services
- MBS information
- transit services
- other government and non-government services

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

Needs Assessment Priorities *

Needs Assessment

Brisbane North PHN HNA - 21/22-23/24

Priorities

Priority	Page reference
Brisbane North PHN HNA - Priority - Aboriginal and Torres Strait Islander Health	52



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

The positions are identified positions and work with Aboriginal and Torres Strait Islander clients to break down barriers to accessing mainstream General Practices. Relationships are built with General Practice and individual patients to bring both together to improve health outcomes. The service is run by a culturally-safe organisation embedded in the Aboriginal and Torres Strait Islander community.

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Brisbane Inner	30501
Redcliffe	31305
Caboolture Hinterland	31303
Sherwood - Indooroopilly	30403
The Hills District	31401
The Gap - Enoggera	30404
Kenmore - Brookfield - Moggill	30402
North Lakes	31402
Brisbane Inner - North	30503
Strathpine	31403
Chermside	30202
Brisbane Inner - West	30504
Nundah	30203
Bald Hills - Everton Park	30201
Sandgate	30204
Bribie - Beachmere	31301
Narangba - Burpengary	31304
Caboolture	31302



Activity Consultation and Collaboration

Consultation

The PHN continues to engage with the Aboriginal and Torres Strait Islander communities. The PHN, IUIH and Metro North Hospital and Health Service engage in a strategic partnership group and have signed a Statement of Intent which aims to enhance collaborative planning, commissioning and evaluation of health services within the PHN region.

Additionally, IUIH have multiple mechanisms that collect community and consumer feedback and embed this information into everyday practises.

Collaboration

IUIH has been delivering this aspect of the program for many years and they are an important part of the collaboration and their advice is always sought and valued. Brisbane North PHN play an important role in bringing the four PHNs in South East Queensland and the IUIH together. As Brisbane North PHN is the lead PHN in this model, the Brisbane North PHN facilitates regular meetings with the steering committee comprised of other PHNs and the IUIH to stay informed and connected to the program. An annual forum/workshop is also included in ITC activities to highlight ITC activities and bring stakeholders together to learn from each other, network and build relationships.



Activity Milestone Details/Duration

Activity Start Date

30/06/2020

Activity End Date

29/06/2022

Service Delivery Start Date

01/07/2020

Service Delivery End Date

30/06/2022

Other Relevant Milestones

ITC program was handed over to UIIH on 01/07/2022 for continuing service delivery funded directly from DoH

**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?

ITC program was handed over to UIIH on 01/07/2022 for continuing service delivery funded directly from DoH

Co-design or co-commissioning comments

This program has been delivered by UIIH for many years and is regularly reviewed by UIIH, the four SEQ PHNs and community. Small changes to the model do occur but the model has not significantly changed for many years.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Integrated Team Care Funding	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Interest - ITC	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Integrated Team Care Funding	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Interest - ITC	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Ready for Submission

Subject	Description	Commented By	Date Created
AWP Check	MK has reviewed this AWP. Requires clarification for 2) co-commissioning 3) Indigenous specific question	Michelle Kaus DO NOT USE	11/08/2022



ITC-Op - 1000 - ITC Operational



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC-Op

Activity Number *

1000

Activity Title *

ITC Operational

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

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 Institute for Urban Indigenous Health (IUIH) will be commissioned to continue to deliver all aspects of the ITC program in the PHN region

For a full description of the South East Queensland Integrated Team Care Annual Plan 2019-2021, see included plan (appendix 1).

Workforce Type	FTE	AMS	MPC	PHN
Indigenous Health Project Officers	2	2*	-	-
Outreach Workers	2	2*	-	-
Consultants	-	-	-	-
Other: specify	-	-	-	-

*Staff work out of IUIH offices. Both Project Officers and both Outreach Workers work mostly with mainstream services.

All UIH staff are put through an intensive five day induction of the UIH model of care and its member services' practices. Other professional development for Care Coordinators include:

- cultural awareness training
- first aid and CPR
- executive development training (for some staff)

Every month, all Outreach Workers and Project Officers come together and meet as part of the ITC. At these meetings professional development in-services are usually scheduled. Some of the topics include:

- community services
- MBS information
- transit services
- other government and non-government services

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

Needs Assessment Priorities *

Needs Assessment

Brisbane North PHN Needs Assessment 2019/20-2021/22

Priorities

Priority	Page reference
Culturally responsive services for Aboriginal and Torres Strait Islander people	28



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people with a diagnosed chronic condition

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

The positions are identified positions and work with Aboriginal and Torres Strait Islander clients to break down barriers to accessing mainstream General Practices. Relationships are built with General Practice and individual patients to bring both together to improve health outcomes.

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Brisbane Inner	30501
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Sandgate	30204
Bribie - Beachmere	31301
Narangba - Burpengary	31304
Caboolture	31302



Activity Consultation and Collaboration

Consultation

The PHN continues to engage with the Aboriginal and Torres Strait Islander communities. The PHN, IUIH and Metro North Hospital and Health Service have signed a Statement of Intent which aims to enhance collaborative planning, commissioning and evaluation of health services within the PHN region.

In 2017-2018, ITC yarning circles were embedded into the program. The purpose of the yarning circles was to provide consumer feedback into the ITC program to improve service quality. These yarning circles have taken place throughout SEQ and have been received positively throughout the differing communities. This positive engagement tool enables participants to openly discuss their experiences and have direct input into the program. It has been decided by all ITC stakeholders that while yarning circles have been beneficial over the last few years, we will not continue them as we are collecting much of the same information year after year. We are currently exploring other methods of consultation, which may include consultation with mainstream GP practice staff.

A consultation method that has been used for a while and will continue to be used is an Outreach worker survey that is given to Outreach worker clients that access mainstream services. This survey asks about client satisfaction and barriers to access and is used to both evaluate the ITC service as well as perceptions of the mainstream services attended.

Collaboration

IUIH has been delivering this aspect of the program for many years and they are an important part of the collaboration and their advice is always sought and valued. Brisbane North PHN play an important role in bringing the four PHNs in South East Queensland and the IUIH together. As Brisbane North PHN is the lead PHN in this model, the Brisbane North PHN facilitates

regular meetings with the steering committee comprised of other PHNs and the UIH to stay informed and connected to the program. An annual forum/workshop is also included in ITC activities to highlight ITC activities and bring stakeholders together to learn from each other, network and build relationships.



Activity Milestone Details/Duration

Activity Start Date

30/06/2020

Activity End Date

29/06/2021

Service Delivery Start Date

01/07/2020

Service Delivery End Date

30/06/2021

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

Decommissioning details?

There are no plans to decommission the current service provider.

Co-design or co-commissioning comments

In 2017-2018, ITC yarning circles were embedded into the program. The purpose of the yarning circles was to provide consumer feedback into the ITC program to improve service quality. These yarning circles have taken place throughout SEQ and have been received positively throughout the differing communities. This positive engagement tool enables participants to openly discuss their experiences and have direct input into the program. We are currently exploring other methods of consultation, which may include consultation with mainstream GP practice staff.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Interest - ITC	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
ITC Operational	\$70,646.54	\$72,579.00	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Interest - ITC	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
ITC Operational	\$70,646.54	\$72,579.00	\$0.00	\$0.00	\$0.00	\$143,225.54
Total	\$70,646.54	\$72,579.00	\$0.00	\$0.00	\$0.00	\$143,225.54

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Ready for Submission

