

Eastern Melbourne - Integrated Team Care

2019/20 - 2020/21

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

Other Program Key Priority Area Description

Aim of Activity *

This activity aims to improve health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through:

- better access to care coordination
- multidisciplinary care
- support for self-management.

Description of Activity *

The program supports over 148 people at a time but many more people are provided assistance as part of the wider connection and relationship building with Aboriginal Communities necessary to build trust and knowledge of the service.

Care coordinators will support the integration of services through communication and referral pathways and continue to develop and support the cultural and social needs of local Aboriginal Communities.

Care coordinators respond to the needs of people with complex health conditions by assisting them with the coordination of their health plans which includes:

- explanation of health information to support health literacy
- monitoring health conditions
- assessment of health needs and service planning to address those needs
- referral and introduction to new services and support including services address the social and emotional determinants of health and wellbeing
- relationship building with their service and relevant services in the health service sector
- advocating for and ensuring culturally sensitive health care
- follow up with medical practitioners to ensure comprehensive and accurate health and treatment information is passed on
- Assess for and subsidise medical specialist visits, allied health and medical equipment according to urgency and level of need.

Outreach workers build relationships with Aboriginal Community members through engagement at community events, through connection to Aboriginal Community organisations, attending network meetings and informing people from Aboriginal Communities of the support available. They provide transport to appointments and will attend appointments with clients when requested and provide assistance for clients to receive appropriate information and support for them to follow their health plans. They assist care coordinators in following up with support needs as part of their health plans.

Provision of an additional Indigenous Health Project Officer (IHPO) position will be outsourced to provide extra support in developing access to mainstream health services, in particular GP practices and pharmacies.

The role will support the development of more culturally appropriate information resources for Aboriginal Communities; work with Health Pathways to provide more comprehensive information on the ITC program; encourage and support Indigenous Health Incentives (IHI) registrations; support the Closing the Gap (CTG) scripts program; and will develop strategies to address issues around the identification of Aboriginal peoples in the health and community care systems.

ITC workforce development will include training, workshops, support for database use and support to attend cultural activities and relevant conferences. Training in Mental Health First Aid for Aboriginal Communities, suicide prevention and other opportunities regarding chronic disease management will be offered throughout the next 2 years.

Needs Assessment Priorities *

EMPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
A healthy start to life	80
A healthy childhood	80
A healthy transition to adulthood	80
Caring for older people	80
Addressing risk factors	80
Managing illness better with effective health services.	80



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 *

Coverage *

Whole Region

SA3 Name	SA3 Code
Boroondara	20701
Manningham - West	20702
Whitehorse - West	20703
Banyule	20901
Nillumbik - Kinglake	20903
Whittlesea - Wallan	20904
Knox	21101
Manningham - East	21102
Maroondah	21103
Whitehorse - East	21104
Yarra Ranges	21105
Monash	21205



Activity Consultation and Collaboration

Consultation *

EMPHN has consulted with:

- CEOs, Executives and Aboriginal health workers from the Aboriginal Community Controlled Organisations (ACCOs) in EMPHN's catchment.
- The Victorian Aboriginal Health Service who deliver services in the catchment.

A community consultation report was co-commissioned by the Eastern Integrated Service Planning for Aboriginal Communities. The consultation process included:

- Group Forums
- Direct one-to-one discussions

This consultation sought input from community members and Aboriginal service staff.

Consultation also occurs via direct case management with Aboriginal community members.

Collaboration *

EMPHN is collaborating with DHHS on program funding for Aboriginal Communities both now and in the future.

EMPHN is supporting Aboriginal Community organisations across the Eastern region to provide direction in future funding models through a self – determination approach based on their communities' feedback.

DHHS joint funded the Eastern Integrated Service Planning for Aboriginal Communities with EMPHN and local governments in the region.

EMPHN is working with the Indigenous Eye Health Unit (IEHU) at Melbourne University to address the gap in eye health outcomes for Aboriginal Communities. This collaboration is developing health resources and data to identify priorities to develop improved service pathways to enhance access and utilisation of services.

EMPHN is collaborating with Aboriginal service providers and Melbourne University on the First 1000 Days Australia project. This collaboration is enhancing program coordination of the health and wellbeing of Aboriginal children into the second year of life. The project will survey the Aboriginal community to provide further insight into the community's needs and improve service delivery.



Activity Milestone Details/Duration

Activity Start Date *

Activity End Date *

Service Delivery Start Date

Service Delivery End Date

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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: 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? *

Yes

Has this activity previously been co-commissioned or joint-commissioned? *

Yes

Decommissioning *

Decommissioning Details? *

Co-design or Co-commissioning details *



[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 *

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 *

EMPHN will support service providers to improve culturally and socially sensitive practice and continue to support Aboriginal Community organisations and Aboriginal Communities to voice their concerns about service availability and inappropriate practice. This occurs through the IHPO and through the ITC care coordinators and outreach workers when they attend GP visits, allied health appointments and specialist appointments with clients. They advocate for clients through My Aged Care and when clients are trying to access the NDIS.

The IHPO has been invited onto the Outer Eastern Regional Aboriginal Governance Committee formed by DHHS. It is hoped that this committee along with committees across Victoria will be a central focus for decision making regarding funding for Aboriginal Communities in the future. EMPHN will work closely with DHHS to ensure there is consistency and collaboration on projects undertaken as they are raised by Aboriginal Communities.

The IHPO sits on the Indigenous Eye Health steering group in the East and North of our catchment. These committees engage with community organisations who provide eye health services. The committee addresses access and utilisation issues. EMPHN have developed an action plan that covers areas such as identification, transport, geographical availability, culturally sensitive practice and addressing service gaps and support services for better utilisation of eye health services.

The care coordinators and outreach workers will continue to support general practices to engage with and support Aboriginal patients to receive appropriate assessments and screening, as well as the subsidised services they are entitled to. This

involves providing GPs and practice staff with information and a better understanding of issues related to Aboriginal patients and how the ITC program can help overcome these issues.

The EMPHN Reconciliation Action Plan encompasses activities that will ensure greater awareness of Aboriginal Communities' interests and needs and the reasons these interests and needs need to be addressed. This will increase awareness of indirect discrimination; what policies and practices need to change in order to incorporate better engagement with Aboriginal Communities; and how we can commission services appropriately to support what works regarding self-determination approaches in Aboriginal Communities. Activities under the RAP include policy audits, cultural awareness and cultural competency training; acknowledgement of important Aboriginal dates with ceremonies and presentations; and setting up opportunities for staff to engage with Aboriginal Communities.

There will be opportunities for ITC staff to attend conferences that target chronic disease management in Aboriginal Communities and strategies to support Aboriginal Communities' health and wellbeing. Training for workers will be made available including Mental Health First Aid training for Aboriginal Communities; suicide prevention workshops; and other training around specialised areas to address major health issues. A survey of worker's professional development needs will provide a basis for future training.

Needs Assessment Priorities *

EMPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Reconciliation Action to improve cultural understanding	80



Activity Demographics

Target Population Cohort *

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In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments *

Coverage *

Whole Region

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Maroondah	21103
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Yarra Ranges	21105
Monash	21205



Activity Consultation and Collaboration

Consultation *

EMPHN has consulted with:

- CEOs, Executives and Aboriginal health workers from the Aboriginal Community Controlled Organisations (ACCOs) in EMPHN's catchment.
- The Victorian Aboriginal Health Service who deliver services in the catchment.

Collaboration *

This activity is performed in collaboration with GPs and GP practice staff, Community Health Service providers, the health networks in our region, Aboriginal advisory groups and health and community service networks such as the Indigenous Eye Health Steering Group, the Yarra Ranges Indigenous Advisory Council.



Activity Milestone Details/Duration

Activity Start Date *

Activity End Date *

Service Delivery Start Date

Service Delivery End Date

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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: Yes

The consultant provides cultural perspective training for GPs, practice staff, psychologists, nurses, allied health and other health and community services staff. EMPHN use direct engagement as this is a very specific and specialised training with RACGP certification requirements.

Open tender : No

Expression of interest (EOI): No

Other approach (please provide details) : No

Is this activity being co-designed? *

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Is this activity the result of a previous co-design process? *

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Has this activity previously been co-commissioned or joint-commissioned? *

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Decommissioning *

Decommissioning Details? *

Co-design or Co-commissioning details *