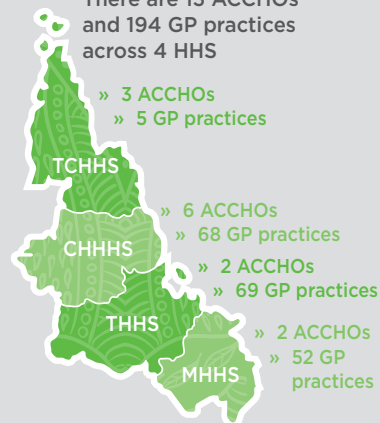




CONSUMERS AND CARERS FACT SHEET

The ITC program is moving to service delivery within ACCHO-led catchments.

There are 13 ACCHOs and 194 GP practices across 4 HHS



ITC programs will continue.

However, names, service providers, and referral processes may change.



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Updates to the ITC Program

We're here to answer your questions.

Northern Queensland Primary Health Network (NQPHN) has been, and will continue, working closely with health care professionals, service providers, and consumers across the NQPHN region as we move throughout the Integrated Team Care (ITC) co-design process during the 2020-21 period.

As someone who accesses these services, it is important to know ITC services are not being changed. Access to the delivery of these services is being enhanced, to help ensure North Queensland communities live happier, healthier, and longer lives.

If you are currently receiving ITC services funded by NQPHN, we will ensure that you continue to receive care that meets your needs.

These changes do not affect the services you may receive from Northern Australia Primary Health Limited (NAPHL), your local Aboriginal Medical Service (AMS), or Aboriginal Community Controlled Health Organisation (ACCHO).

NQPHN is very focused on implementing the ITC Program in a way which builds and enhances the capacity of Aboriginal and Torres Strait Islander people accessing mainstream and Indigenous health services, to achieve improved health outcomes for people with chronic

conditions. This will be achieved by creating strong sub-regional and local implementation approaches, improved service integration and care coordination, and a person-centred approach focused on on continuity of care.

With the goal of improving the ITC Program, NQPHN appointed KPMG consultants to review identified challenges associated with the current delivery of the program within the NQPHN region, and to provide recommendations for improvements. The identified challenges included poor access to tertiary health services and transport, lack of understanding by mainstream service providers about the role of the ITC Program, knowledge and information sharing issues, and key service type gaps.

What does ITC Program enhanced delivery mean for me?

If you are currently receiving ITC services funded by NQPHN, we will ensure that you continue to receive adequate care and services that meet your health care needs and support continuity of care.

Throughout Australia, the ITC program is guided by the Department of Health's Program Implementation Guidelines, and PHNs are required to commission and oversee the delivery of the ITC program in line with these established guidelines.



Northern Queensland Primary Health Network acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land.

We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



NQPHN's ITC Program has an easy referral pathway, however you can also request a referral from your general practitioner (GP) or Aboriginal and Torres Strait Islander health worker. If you see a mainstream GP, let them know that NAPHL delivers the ITC Program in Cairns, Townsville, and Mackay.

About the ITC Program

Who is Eligible?

Aboriginal and Torres Strait Islander people with:

- » chronic health conditions
- » a current and completed GP care plan.

What does the ITC Program provide?

Care coordination, which includes help with:

- » understanding and supporting you with your GP care plan
- » arranging and attending appointments with you if you require support
- » arranging follow-up appointments and advocating for additional care on your behalf.

What do ITC supplementary services include?

- » Access to a private specialist.
- » Transport support (e.g. taxi vouchers).
- » Assisted breathing equipment.
- » Continence aids.
- » Home visits.

- » Dietary replacements and supplements.
- » Medical footwear (as prescribed and fitted by a Podiatrist).
- » Wound Care.

Aboriginal Medical Services delivering the ITC Program in the NQPHN region:

- » Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) Mackay Ltd
- » Apunipima Cape York Health Council
- » Girudala Community Cooperative Society Ltd
- » Gurriny Yealamucka Health Service Aboriginal Corporation
- » Mookai Rosie
- » Mulungu Aboriginal Corporation Primary Health Care Service
- » Northern Peninsula Area Family and Community Services (NPAFACS)
- » Townsville Aboriginal and Islanders Health Services (TAIHS)
- » Wuchopperen Health Service.

Want to know more?

For more information about accessing ITC services, contact your local provider:

- » NAPHL on (07) 4421 7700
- » NATSIHA on (07) 4054 1113
- » NPAFACS on (07) 4212 2500.

PROVIDERS WHO DELIVER ITC SERVICES

If you see a mainstream GP – Northern Australia Primary Health Limited (NAPHL)



Aboriginal Medical Services (AMSs) who deliver ITC services

