

Northern Queensland Primary Health Network

Activity Work Plan

Integrated Team Care

2024/24 – 2027/28

Updated August 2025



NQPHN 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.



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Disclaimer

All activities captured in this Activity Work Plan are identified in the Joint Regional Needs Assessment conducted by Northern Queensland Primary Health Network and have been approved by the Department of Health, Disability, and Ageing.

ITC – 1 – Care coordination, supplementary services and culturally competent mainstream service

Activity priorities and description

Program key priority areas

Aboriginal and Torres Strait Islander Health.

Aim of activity

To contribute to improving health outcomes for Aboriginal and Torres Strait Islander peoples with chronic health conditions through better access to primary health care, including culturally appropriate mainstream services and by providing care coordination, multidisciplinary care, and support towards self-management of their health.

Description of activity

The 2022/23 activities involved supporting implementation of the revised Integrated Team Care service delivery model that was commissioned in 2021/22.


The model involves:

- 12 Aboriginal Community Controlled Health Organisation's (ACCHO's) delivering care coordination, outreach supports, and access to Supplementary Services within their respective geographical catchment areas
- Aboriginal Community Controlled Health Organisation's (ACCHO's) working in collaboration with mainstream general practices to provide the mainstream component
- Implementation of localised approaches to reflects Aboriginal Community Controlled Health Organisation's (ACCHO's) local context and the local needs of their communities, particularly in rural and remote areas.

Northern Queensland Primary Health Network (NQPHN) has retained two Indigenous Health Priority Officer (IHPO) positions to provide program leadership, planning, and workforce support. While using its IHPO workforce to support ACCHOs with implementing local service models, NQPHN will define consistency for some elements and working collectively on systems development.

Areas of focus

- Establishment and maintenance of Integrated Team Care (ITC) governance and leadership structures to ensure strong collaboration between the ITC service delivery providers and mainstream health services for the delivery of primary care services.
- Policies and procedures to manage referral, intake, demand, and discharge processes.
- Continuity of care for people that move between locations to prevent individuals from being lost to service supported through local arrangements between ACCHOs.
- Consistent use of MBS Item such as 723 Coordinate of Team Care Arrangements and regular reviews of Item 715 Aboriginal and/or Torres Strait Islander people's Health Assessment and GP Management Plan.
- Communication and case management between health care providers to support the patient journey, linking with other services such as Nurse Navigators, to maximise the best outcomes for the patient and reduce duplication of services.



The governance structure includes both strategic and operational groups to oversee transparent monitoring, shared accountability, and progressing enhancements, including:

- Further developing the NQPHN ITC Model of Care and implementation guidelines which describe the local approach to implementation, processes, and protocols. The guidelines will be further developed collaboratively between NQPHN, local ITC contracted providers, clients, community representatives, and other significant health sector participants.
- Developing and supporting implementation of a comprehensive ITC program workforce strategy, ensuring the ITC workforce is well supported, and workforce attraction and retention is a focus.
- Developing a consistent and localised approach to Supplementary Services exploring opportunities for joint arrangements where it provides improved efficiencies and outcomes.
- Developing and supporting contracted providers with the implementation of clear local reporting and data requirements.

Activities that occurred in 2024/25

- Funding for Indigenous Health Project Officer (IHPO) positions to be redistributed amongst ACCHOs within the region.
- Funding for Cultural Competency to be redistributed amongst the ACCHOs within the region.
- All other activities continue.

Description of the 2025/26 activities

- Service delivery, including employment of Team Leads, Care Coordinators, Outreach Workers, and provision of access to Supplementary Services in order to achieve better treatment and management of chronic conditions, better access to appropriate health care, and increase the uptake of Aboriginal and Torres Strait Islander Medicare Benefit Scheme (MBS) items.
- Increasing the cultural competence of mainstream primary care providers across the region, including but not limited to general practice.
- Provision of sub-regional program leadership, planning, program development, and workforce support associated with activities of the Indigenous Health Project Officer (IHPO) roles.
- All other activities continue.

