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Nepean Blue Mountains - Integrated Team Care 2025/26 - 2028/29 Activity Summary View



ITC - 1 - 2026-27 Care Coordination and Supplementary Service



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

1

Activity Title *

2026-27 Care Coordination and Supplementary Service

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 ITC program will continue to be contracted to the current provider to deliver the program. The contract with the ITC provider ensures that expenditure is within the guidelines of the program. The contract includes KPI reporting requirements; contract management meetings and financial reporting requirements ensuring the budget line items align with the requirements of the grant.

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The commissioned provider will continue delivery of the ITC program through the following service delivery model:

- Hawkesbury; Penrith and Lower Mountains will be serviced from the Cranebrook office.
- Co-location within General Practices in the Lithgow LGA to improve access to the ITC program and through an outreach model in the upper Blue Mountains co-located with a local community provider.

The role of the Indigenous Health Project Officer includes team leadership, coordination and management of the ITC program. The role has developed a robust team-based approach to the delivery of the program and to ensure geographical coverage. The IHPO will continue to promote the ITC program across the NBM region; the health care neighbourhood including primary care and pharmacy providers and provide information about the program across the region. This role will work closely with the Aboriginal Health Lead employed by the PHN to improve the cultural competency of mainstream services across the region and improve access to 715 Aboriginal Health Assessments.

The Care Coordinators have developed relationships and will continue to work closely with the GPs across the region to assist Aboriginal people to access the health system and coordinate care.

The Aboriginal and Torres Strait Islander Outreach Workers will continue to work closely with the community to improve promotion of MBS 715 Health Assessments, Care Planning and identifying Aboriginal and Torres Strait Islander peoples who could benefit from improved access to health and supplementary services. The Outreach Workers provide assistance with transport to assist people to attend appointments and provide feedback relating to barriers faced by Aboriginal people when accessing health services.

Workforce Type

Indigenous Health Project Officers 1.0

Care Coordinators 2.6

Outreach Workers 2.6

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2025

Priorities

Priority	Page reference
Increase the uptake of Aboriginal and Torres Strait Islander Health Assessment and absolute CVD risk assessment in primary care	126
Address the need to improve access to culturally appropriate health services	125
Address the need for culturally appropriate Services	193
Increase the number of local health services identified as culturally safe for Aboriginal and Torres Strait Islander people to attend	127
Increase the workforce capacity for Aboriginal and Torres Strait Islander Health Workers / local Aboriginal and Torres Strait Islander Health and Community Services in the NBM region	127



Activity Demographics

Target Population Cohort

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Aboriginal and Torres strait Islander peoples

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation to commence the commissioning of the ITC programs commenced in 2016 and included:

- Review of the regional Sharing and Learning Circle consultation outcomes that were previously undertaken in each of the 4 NBMPHN regions;
- A market analysis in 2017 of service providers and prospective commissioning opportunities;
- The NBMPHN 2016 and 2017 Needs Assessment and community profiles;
- Consultation across PHNs to scope existing models and approaches to commissioning of ITC through PHN Network meetings;
- Clinical and consumer input from the NBM Clinical Council and Community Advisory Committee;
- ongoing consultation with the NBM Aboriginal Partnership Committee

Collaboration

Greater Western Aboriginal Health Service (GWAHS) – As the AMS service commenced delivery in June 2019 the collaboration with this service is crucial to ensure that the needs of the Aboriginal community are being met.

NBMLHD Aboriginal Partnership Committee – provides input and advice on the delivery of the ITC program within the community.

General Practices – access to service and referral support for Aboriginal patients.



Activity Milestone Details/Duration

Activity Start Date

29/06/2016

Activity End Date

29/06/2027

Service Delivery Start Date

01/07/2016

Service Delivery End Date

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30/06/2027

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?

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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	Date Created
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ITC - 2 - 2026-27 Culturally Competent Mainstream Services



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC

Activity Number *

2

Activity Title *

2026-27 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 NBMPHN will maintain a component of the ITC IHPO funding to ensure the ongoing engagement, consultation and integration role of the PHN with the Aboriginal community and health sector. The PHN Aboriginal Health Lead works closely with the IHPO role within the commissioned provider to deliver the activities below:

- Working with mainstream primary care to improve cultural competency. This will include a review and redevelopment of localised Cultural Competency Training, endorsed by the NBMPHN Aboriginal Advisory Committee, accredited by the RACGP and delivered to primary care providers across the region.
- Implement the NBMPHN 715 Strategy to drive improving access to 715 Aboriginal Health Assessments in the region;
- Lead strategic relationship development with primary care providers and key ITC service providers;
- Facilitate sector and community introductions to maximise the effectiveness of the ITC program;
- Conduct higher-level, strategic community consultations across health domains to identify local Aboriginal health priorities;
- Participate in sector education initiatives, engaging ITC staff as appropriate;
- Monitor program accountability, compliance and reporting requirements;
- Provide operational, strategic and cultural advice to the PHN in the design and delivery of Aboriginal health services, in

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collaboration with the community and NBMPHN Aboriginal Advisory Committee.

The positions engaged in this activity by the PHN or commissioned organisation(s) are under the IHPO role with the funding split as indicated below:

Workforce Type	FTE: Provider	AMS	PHN
Indigenous Health Project Officers	0.6	-	0.4

The staff under this activity will be provided with the opportunity to participate in workforce development activities including attendance at conferences, workshops on chronic conditions in Aboriginal populations (delivered by ACI and other providers), and development of skills aligning with their position.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2025

Priorities

Priority	Page reference
Facilitate the contribution of Aboriginal and Torres Strait Islander Elders in the region in assessing need and service planning	128
Increase the uptake of Aboriginal and Torres Strait Islander Health Assessment and absolute CVD risk assessment in primary care	126
Address the need for culturally appropriate Services	193
Increase the number of local health services identified as culturally safe for Aboriginal and Torres Strait Islander people to attend	127
Increase the workforce capacity for Aboriginal and Torres Strait Islander Health Workers / local Aboriginal and Torres Strait Islander Health and Community Services in the NBM region	127



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

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Coverage**Whole Region**

Yes

SA3 Name	SA3 Code
Blue Mountains - South	12402
Fairfield	12702
Penrith	12403
Dural - Wisemans Ferry	11502
Bathurst	10301
Rouse Hill - McGraths Hill	11504
Lithgow - Mudgee	10303
St Marys	12405
Richmond - Windsor	12404
Hawkesbury	11503
Blue Mountains	12401

**Activity Consultation and Collaboration****Consultation**

Consultation to commence the commissioning of the ITC programs commenced in 2016 and included:

- Review of the regional Sharing and Learning Circle consultation outcomes that were previously undertaken in each of the 4 NBMPHN regions;
- A market analysis in 2017 of service providers and prospective commissioning opportunities;
- The NBMPHN 2016 and 2017 Needs Assessment and community profiles;
- Consultation across PHNs to scope existing models and approaches to commissioning of ITC through PHN Network meetings;
- Clinical and consumer input from the NBM Clinical Council and Community Advisory Committee;
- Ongoing consultation with the Blue Mountains Aboriginal Health Coalition;
- The 2016 Community Consultation Card Project- this process involved dissemination of 5 consultation cards, requesting community feedback by writing responses on each of the cards. Staff were also able to facilitate and document conversations and ideas with their clients. Over 150 cards were returned, and a report of consultation outcomes was developed and provided to the preferred commissioned agency.

Collaboration

Mainstream General Practices and Primary Care Providers across the region - improving access to primary healthcare services and referral pathways for Aboriginal patients.

Greater Western Aboriginal Health Service (GWAHS) – As the AMS service commenced in June 2019 the collaboration with this service is crucial to ensure that the needs of the Aboriginal community are being met.

NBMPHN Aboriginal Advisory Committee – provides input and advice on the delivery of the Aboriginal Health and ITC program within in the community.

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NBM Aboriginal Partnership Committee (NBMLHD, GWAHS, NBMPHN) - collaborative strategies to address Aboriginal health priorities in the region.



Activity Milestone Details/Duration

Activity Start Date

30/06/2016

Activity End Date

29/06/2027

Service Delivery Start Date

1 July 2016

Service Delivery End Date

30 June 2027

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?

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?

No

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

No

Decommissioning

No

Decommissioning details?

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Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	Date Created
Activity Title and End Date Change	Please note the FY in the title of the activity and the activity end date has been changed as per instructions from the Department: "Integrated Team Care PHN must update the following: Please change the Activity End Date to 30 June 2025 to align with the current executed DOV (DOV3) for the following Activities prior to publishing the AWP: 2025-26 Culturally Competent Mainstream Services"	Caroline Gatenby	29/04/2026

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ITC-Op - 3 - 2026-27 Integrated Team Care Operational



Activity Metadata

Applicable Schedule *

Integrated Team Care

Activity Prefix *

ITC-Op

Activity Number *

3

Activity Title *

2026-27 Integrated Team Care Operational

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities

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Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones

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Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

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

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	Date Created
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