

# WNSW PHN ITC Program Update

06/02/23

## Purpose

This Integrated Team Care (ITC) Program update from Western NSW Primary Health Network (WNSW PHN) encapsulates the status of the program following the transition period to the full implementation of the revised ITC Program on January 1, 2023.

## The ITC Program

The ITC Program is funded by the Australian Government and aims to improve outcomes for Aboriginal people through better access to coordinated and multidisciplinary care and improve access to culturally appropriate mainstream primary care services.

The previous form of the ITC Program was delivered under the Marrabinya Program name by Maari Ma Health Aboriginal Corporation through to and including December 31, 2022.

## The Revised ITC Program

Following region-wide stakeholder and community consultations undertaken between July 2021 and February 2022, the ITC Program now features:

- Care coordination: to aid patients in navigating often complex pathways to the level of care each person requires, including gaining access to specialist services.
- Local delivery of the program: ensuring the service can be tailored to specific community and individual requirements, while also aligning with National Guidelines.

This enables the ITC Program to be delivered by local people for local people and boost capacity and capability of AMSs.

## Revised ITC Program - Local and Regional Providers

From January 1, 2023, Western NSW Indigenous residents attending their local AMS to access care for their chronic health condition are being provided with care through the ITC Program on-site. These providers are:

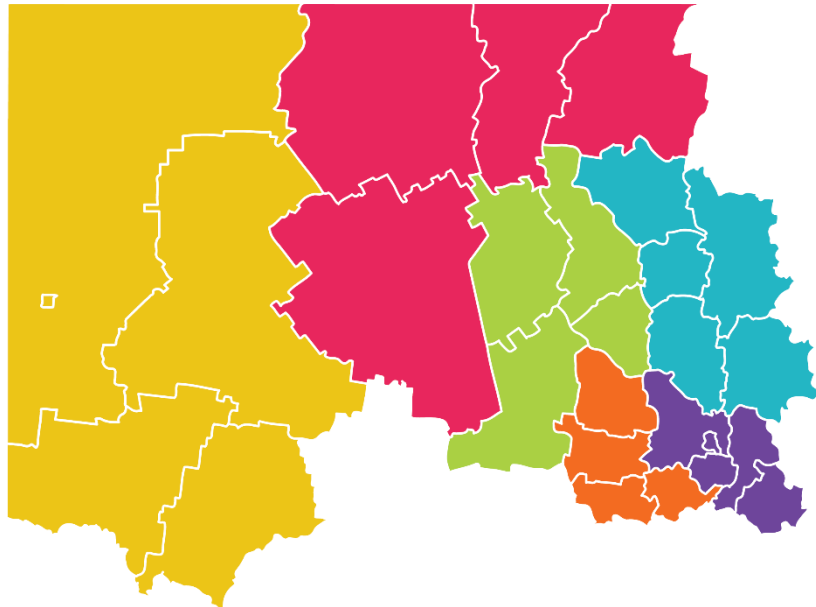
- Orange Aboriginal Medical Service
- Yoorana Gunya Family Healing Centre Aboriginal Corporation
- Condobolin Aboriginal Health Service
- Peak Hill Aboriginal Medical Service
- Dubbo Regional Aboriginal Health Service
- Coonamble Aboriginal Health Service
- Walgett Aboriginal Medical Service
- Brewarrina Aboriginal Health Service
- Bourke Aboriginal Health Service

- Maari Ma Primary Care Health Service (Broken Hill and Balranald)
- Coomealla Health Aboriginal Corporation

Meanwhile, Western NSW Indigenous residents attending their local GP or other primary healthcare provider to access care for their chronic health condition will be referred to their regional ITC Program provider, as per the following region breakdown based on Local Government Areas:

### WNSW PHN ITC SERVICE REGIONS

- **REGION 1**  
Balranald, Broken Hill, Central Darling, Unincorporated Far West, Wentworth
- **REGION 2**  
Bourke, Brewarrina, Cobar, Walgett
- **REGION 3**  
Bogan, Lachlan, Narramine, Warren
- **REGION 4**  
Coonamble, Dubbo Regional, Gilgandra, Mid-Western Regional, Warrumbungle
- **REGION 5**  
Cowra, Forbes, Parkes, Weddin
- **REGION 6**  
Bathurst Regional, Blayney, Cabonne, Oberon, Orange



**Region 1 Provider:** Maari Ma Health Aboriginal Corporation

**Region 2 Provider:** Walgett Aboriginal Medical Service

**Region 3 Provider:** Coonamble Aboriginal Health Service, also comprising Dubbo Regional Aboriginal Medical Service and Gilgandra Local Aboriginal Medical Service.

**Region 4 Provider:** Coonamble Aboriginal Health Service, also comprising Dubbo Regional Aboriginal Medical Service and Gilgandra Local Aboriginal Medical Service.

**Region 5 Provider:** Yoorana Gunya Family Healing Centre Aboriginal Corporation.

**Region 6 Provider:** Orange Aboriginal Medical Service

### Continued Care for Patients

WNSW PHN has worked tirelessly with existing and new service providers to ensure that existing program patients experienced a smooth transition of service.

Existing patient information was distributed by Maari Ma Health Aboriginal Corporation regarding the transition of their care, where relevant, as well as referral processes and all other relevant information.

## Ongoing Support for AMSs and Regional Service Providers

On-site and roundtable meetings, in-person and virtual, have been held frequently, and are ongoing, as WNSW PHN provides all support required by our local and regional service providers to deliver the revised ITC Program in its entirety.

This has included:

- Ensuring each provider fully understands Commonwealth Government's ITC service provision requirements.
- Enabling each provider to optimise the ITC Program model for it and the patients it cares for.
- Support for the transition of existing patients to revised program service providers.
- Ensuring patients are well informed and experience a smooth transition of service.
- Ensuring services are fully transitioned into full operation by January 1, 2023.
- ITC Program templates and guidance literature.
- Program promotional collateral and creative support.

## Supporting Primary Healthcare Providers

Information regarding the ITC Program revisions, its care aims, outcome goals, and the revised referrals pathways and processes have been distributed to the region's primary healthcare providers.

This includes:

- Patient Information
- In-Clinic Information Flyers
- New Referral Pathway information
- New Referral forms

## Commitment to First Nations People Living with a Chronic Illness

WNSW PHN is committed to ensuring access to the ITC Program for all Indigenous residents of Western NSW living with a chronic illness.

Clients of the existing ITC Program and potentially new clients at a disadvantage or belief of being unable to access the new ITC Program are being encouraged to inform WNSW PHN so we can coordinate with our service providers to ensure their care needs are provided for.

## Further Information

WNSW PHN is continually updating its ITC Program information on our website at <https://wnwsphn.org.au/itc>.

A full set of regularly updated FAQs as well as the Australian Government Department of Health and Aged Care's Integrated Team Care Program Implementation Guidelines can be found on that page, <https://wnwsphn.org.au/itc>.