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WESTERN NSW
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Integrated Team Care (ITC) Program Frequently Asked Questions

August 10, 2022

Since 2016 the ITC Program, funded by the Australian Government, has been delivered by Maari Ma Health Aboriginal Corporation under the program name of Marrabinya.

What is the ITC Program?

The ITC Program 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.

What Is Marrabinya?

Marrabinya is the name of the program delivered by Maari Ma Health Aboriginal Corporation, under the WNSW PHN ITC Program, which is funded by the Australian Government.

Is Marrabinya being shut down?

WNSW PHN, at no time, has planned for ending or de-funding the ITC Program. However, changes to how the ITC Program is delivered may mean that Maari Ma chooses to not continue using the Marrabinya name in the delivery of services they will be responsible for under the revised ITC Program or Maari Ma may choose to retain its use.

Why is ITC being revised?

WNSW PHN regularly undertakes program reviews to ensure the effectiveness of the programs we fund in providing real benefits to our region's residents.

The existing ITC Program's revision followed region-wide stakeholder and community consultations that were undertaken between July 2021 and February 2022 that identified several improvement areas required to deliver better outcomes for patients.

What Improvements will be delivered under the revised ITC Program?

Care coordination will be included in the revised ITC Program to aid patients to navigate often complex pathways to the level of care each person requires, including gaining access to specialist services.

Local delivery of the program will also feature in the revised program, to ensure the service can be tailored to specific community and individual requirements, while also aligning with National Guidelines.

Both measures have been identified as being able to boost the effectiveness of the ITC Program and result in more people getting access to the chronic disease care they require and enjoying improved health and wellbeing.

Who has been involved in co-designing the new ITC Program?

The region's Aboriginal Community Controlled Health Services (ACCHS), Aboriginal Medical Services (AMS) and other key stakeholders have been involved in the co-design of the revised program.

Who will be contracted to provide the revised ITC Program?

All AMSs within the WNSW PHN region have been offered a direct contract to manage the delivery of service directly to their patients, while also having the option to contract other organisations to deliver the service on their behalf.

To date, all but one of the AMSs within the WNSW PHN region have now signed to be part of the revised ITC Program.

In addition to this, WNSW PHN is also seeking providers to offer additional access points to care through the program.

As an Aboriginal Organisation as well as a Healthcare Delivery Organisation, Maari Ma is also welcomed to apply to be one of these providers.

When will the revised ITC Program come into effect?

The Marrabinya Program is continuing with full funding to the end of December 2022, and the new ITC Program will become fully operational as of January 1, 2023, to ensure no disruption to services.