**Integrated Team Care Program**

Northern Australia Primary Health Limited (NAPHL) has a vision underpinning the delivery of Integrated Care (ITC) in North Queensland - that is to increase the efficiency and effectiveness of appropriate services for Aboriginal and Torres Strait Islander people and to improve coordination of accessible care to ensure people receive the right care in the right place at the right time and that they have choices of services where possible.

To achieve this vision, the general practice-based program model will focus on **four key areas** to improve the access and delivery of culturally appropriate care provided by mainstream primary health services.

These are:

- Development of a sustainable model of service delivery in general practice, building and supporting a long term approach to delivering culturally appropriate services for Aboriginal and Torres Strait Islander people.

- Comprehensive care coordination to improve clinical outcomes, through timely access to care by helping individuals and their families to better understand and manage their conditions in a more independent way. This will be achieved by knowledge and skills transfer and providing support to enhance independence.

- The provision of comprehensive support services which are aligned to community and client expectations to ensure a culturally led and safe platform for continued engagement and outcomes.

- Partnering with Aboriginal Community Controlled Organisations (ACCHOs) to support care across the continuum and reduce service duplication.

The span of the Program that co-ordinates and connects care will occur within local Regional Areas (Mackay to the Torres Strait.)
What is the Integrated Team Care Program?

The Integrated Team Care Program has been designed and Commonwealth funded as part of ‘Closing the Gap’ to support Aboriginal and Torres Strait Islander peoples who wish to access mainstream services to support their health care.

The Program has two key deliverables:

• **Supporting General Practice** to provide culturally appropriate service, this is achieved through:
  - Working with participating practices to develop culturally safe environments for Aboriginal and Torres Strait Islander people
  - Providing education and support on available Indigenous services and MBS items

• **Supporting Aboriginal and Torres Strait Islander community members to understand and access health services**, this is achieved through:
  - Education and support in accessing appropriate care through care coordination
  - Supporting transport to and from appointments when no alternative
  - Providing connections for community when they have to leave their home environment to access care in other regions.
  - Financial support to ensure timely access to appropriate providers (allied health and medical specialists) and other health supports such as Medical Aides and Transport.

To support Team Integration the Program will be working with existing partners within the health care landscape such as acute health services, other NGOs and service providers to ensure Indigenous Community members who meet criteria for Program entry will be supported.

CONTACT INTEGRATED TEAM CARE ON:

**Townsville**
07 4421 7700

**Mackay**
07 4898 2700

**Ingham/Cassowary Coast**
07 4776 1822

**Charters Towers/Burdekin**
07 4787 4797

**Cairns**
07 4044 8900

**NORTHERN AUSTRALIA PRIMARY HEALTH LIMITED**

A healthier future for all Australians

www.naphl.com.au

Townsville Office

Level 4, Clinical Practice Building
1 James Cook Drive, James Cook University QLD 4811
PO Box 7780 Garbutt BC QLD 4814

T 4421 7700 F 07 4421 7799

ABN 87 063 397 231

(Quality Management Systems) Standard MH 001
National Standards for Mental Health Services