

Northern Territory - Aged Care 2023/24 - 2026/27 Activity Summary View



AC-EI - 3 - AC-EI3 - Early intervention initiatives supporting healthy ageing & management of chronic conditions



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-EI

Activity Number *

3

Activity Title *

AC-EI3 - Early intervention initiatives supporting healthy ageing & management of chronic conditions

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

This activity aims to support older people in living at home for longer, identify and reduce chronic disease and health issues, promote healthy ageing and reduce pressure on local health services, prevent inappropriate hospital admissions, and improve health outcomes for older Territorians.

The activity will address these needs by:

- Empowering and enabling GPs and other primary health care workers to address health and care needs of older people
- Supporting early intervention activities that promote healthy ageing
- Supporting chronic disease prevention and management

Description of Activity *

This activity involves commissioning the delivery of early intervention initiatives through local service providers. Local responses will be co-designed, and regular data monitoring will inform continuous quality improvements.

To meet Activity Performance Indicator 3, NT PHN will work with providers to identify culturally appropriate outcome measures.

Commissioned activities include:

Co-design and implementation of targeted interventions to prevent, identify and reduce chronic disease and health issues, avoid inappropriate hospital admissions and improve health outcomes for the elderly.

Physical activity programs

Supporting older people to understand and manage their health needs.

Referral to other social and health supports

Supporting collaborative approaches between multidisciplinary teams and primary care providers

Educating primary health care providers on how to connect senior Australians with necessary psychosocial, health, social and welfare supports.

Improving providers awareness of, and ability to meet the health care needs of older Australians.

Educating family members or carers on how to support an older person's to manage their health.

NT PHN will work with providers to collect 6-monthly health outcomes and older person experience data that is culturally appropriate to the NT. This will inform the healthy ageing evaluation at the end of 2024

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Health Workforce - Locally responsive, sustainable primary care service and workforce models that meet community needs, particularly those of minority or vulnerable groups	30
Pop Health - Local capacity, viability and sustainability of place-based services achieved through shared resources, coordination across primary and social care sectors	30
Aged Care - Incidence of conditions due to causes other than ageing among older Aboriginal Territorians	31
Pop Health - Quality evidence-based care relevant to unique NT context	29



Activity Demographics

Target Population Cohort

Northern Territorians aged 65 or over

Aboriginal and Torres Strait Islander people aged 50 years and over

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Northern Territory Department of Health (NT Health)

All remote primary health care services including NT Health clinics and Aboriginal Community Controlled Health Services (ACCHS)

Collaboration

Northern Territory Department of Health (NT Health) will provide preventable hospitalisation data.

All remote primary health care services including NT Health clinics and Aboriginal Community Controlled Health Services (ACCHS) will validate the data and inform needs based planning.



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2025

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones

Healthy Ageing Evaluation to be conducted late 2024



Activity Commissioning

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

Not Yet Known: Yes

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?

Yes

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

Some activities were co-designed with key stakeholders before commissioning and were built into existing programs such as outreach to ensure that the available funding has the greatest impact/reach. While others have been commissioned with the intent that providers will co-design the activity with local stakeholders during implementation.



AC-EI - 5 - AC-EI 5: Early Intervention Operational Costs



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-EI

Activity Number *

5

Activity Title *

AC-EI 5: Early Intervention Operational Costs

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

Refer details for AC-EI - this activity is operational costs only

Description of Activity *

Refer details for AC-EI - this activity is operational costs only

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Health Workforce - Locally responsive, sustainable primary care service and workforce models that meet community needs, particularly those of minority or vulnerable groups	30
Pop Health - Local capacity, viability and sustainability of place-based services achieved through shared resources, coordination across primary and social care sectors	30
Aged Care - Incidence of conditions due to causes other than ageing among older Aboriginal Territorians	31
Pop Health - Quality evidence-based care relevant to unique NT context	29



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2024

Service Delivery Start Date

Service Delivery End Date

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: 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





AC-VARACF - 1 - AC-VARACF1 Support RACFs to increase availability and use of telehealth care for aged care residents



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-VARACF

Activity Number *

1

Activity Title *

AC-VARACF1 Support RACFs to increase availability and use of telehealth care for aged care residents

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

Improve access for residents of all residential aged care facilities (RACFs) in urban, rural and remote NT, to appropriate virtual health consultations with primary health care professionals.

Description of Activity *

This activity will be implemented in conjunction with activity B.4. "Enhanced out of hours support for residential aged care".

Dedicated funding will support activities which contribute to senior Australians having improved coordination and continuity at the aged care and primary health care interface. This activity will address the need via individual assessment of each RACFs unique needs and opportunities and the development of tailored supports to meet those needs.

A tailored package for to each of the 18 RACFs will be offered such as:

- Telehealth training and education
- Telehealth infrastructure and equipment
- Linkages with telehealth services and existing local digital health initiatives and opportunities

- Development of telehealth roles, responsibilities, policy, procedures and governance
- My Health Record registration, education and training

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Digital Health - Viable, accessible, appropriate, and accepted digital health approaches	30
Pop Health - Local capacity, viability and sustainability of place-based services achieved through shared resources, coordination across primary and social care sectors	30
Aged Care - Access to quality, coordination and continuity of primary health care services for people living with a disability and those receiving aged care services	31
Pop Health - Coordination of strategic health planning involving key stakeholders	29



Activity Demographics

Target Population Cohort

Residents and staff across 18 residential aged care facility in the NT

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation includes engagement with key stakeholders with the aim to:

Compliment and align with activities and services that may already be underway

Avoid duplication

Gain industry insights to challenges, barriers and successes

Gain insight to digital platforms and interoperability capabilities

Gain insight to individual needs of each RACF including workforce capability and capacity

Engagement is underway with stakeholders including:

NT Department of Health

Aboriginal Medical Services Alliance Northern Territory (AMSANT)

Australian Digital Health Agency (ADHA)

Council of the Ageing Northern Territory (COTA)

Commonwealth Department of Health and Aged Care (DoHAC)

Healthdirect

NBN Co

Individual RACFs in the NT

Collaboration

The approach to collaboration for this activity is guided by the following:

Northern Territory Department of Health (NT Health) is the service provider for telehealth platform usage for NT Health services including education and training.

Aboriginal Medical Services Alliance Northern Territory (AMSANT) oversees the Intergration of telehealth platform usage for Aboriginal Community Controlled Health Services (ACCHS) including education and training.

Healthdirect works in collaboration with PHNs to create a portal specifically for residential aged care and provides training to residential aged care facilities to utilise their video calling services.



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2025

Service Delivery Start Date

01/11/2022

Service Delivery End Date

30/06/2025

Other Relevant Milestones

Telehealth infrastructure and equipment –31/01/2025

- Linkages with telehealth services and existing local digital health initiatives and opportunities - 31/01/2025
- Development of telehealth roles, responsibilities, policy, procedures and governance - 31/01/2025
- My Health Record registration, education and training – 01/01/2025



Activity Commissioning

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

Not Yet Known: Yes

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?

Yes

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?

Yes

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Co-design will be completed with each residential aged care facility to ensure that the local context and needs of their residents inform the package of supports.

Underspends resulting from potential lack of engagement of specific facilities will be allocated based on consultation with local subject matter experts.



AC-VARACF - 4 - AC-VARACF 4 – Telehealth - Operational Costs



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-VARACF

Activity Number *

4

Activity Title *

AC-VARACF 4 – Telehealth - Operational Costs

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

This is for operational funding only

Refer AC-VARACF 1 - Support RACFs to increase availability and use of telehealth care for aged care residents

Description of Activity *

This is for operational funding only

Refer AC-VARACF 1 - Support RACFs to increase availability and use of telehealth care for aged care residents

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Digital Health - Viable, accessible, appropriate, and accepted digital health approaches	30
Pop Health - Local capacity, viability and sustainability of place-based services achieved through shared resources, coordination across primary and social care sectors	30
Aged Care - Access to quality, coordination and continuity of primary health care services for people living with a disability and those receiving aged care services	31
Pop Health - Coordination and integration of service responses between health, housing, homelessness, domestic violence, justice, and other sectors to address health outcomes	33



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2024

Service Delivery Start Date

Service Delivery End Date

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: 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





AC-AHARACF - 6 - AC-AHARACF6 – After Hours - Operational Costs



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-AHARACF

Activity Number *

6

Activity Title *

AC-AHARACF6 – After Hours - Operational Costs

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

This is for operational funding only
Refer AC-AHARACF 2 - Enhanced out of hours support for residential aged care

Description of Activity *

This is for operational funding only
Refer AC-AHARACF 2 - Enhanced out of hours support for residential aged care

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Pop Health - Access to after-hours primary care	30
Health Workforce - Locally responsive, sustainable primary care service and workforce models that meet community needs, particularly those of minority or vulnerable groups	30
Pop Health - Local capacity, viability and sustainability of place-based services achieved through shared resources, coordination across primary and social care sectors	30
Aged Care - Access to quality, coordination and continuity of primary health care services for people living with a disability and those receiving aged care services	31



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2024

Service Delivery Start Date

Service Delivery End Date

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: 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





AC-AHARACF - 2 - AC-AHARACF 2 - Enhanced out of hours support for residential aged care



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-AHARACF

Activity Number *

2

Activity Title *

AC-AHARACF 2 - Enhanced out of hours support for residential aged care

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

To reduce unnecessary hospital presentations among RACF residents. Assist RACFs to develop and implement plans which will support their residents to access the most appropriate health responses out-of-hours.

Description of Activity *

This activity is be implemented in conjunction with activity B.3. "RACFs to increase availability and use of telehealth care for aged care residents". This activity addresses the need via individual assessment of each RACFs unique context and needs.

Through a tailored package of supports all RACFs will be supported to:

Develop and implement after hours procedures appropriate to their needs including mapping and linking them to after hours services available in the region

Develop an education / orientation pack for staff to understand and utilise the after hours procedures to ensure business continuity

Increase and improve My Health Record registration, education, and training

Encourage participating RACFs to implement procedures for keeping residents' digital medical records up to date, particularly following an episode where after-hours care was required.

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Pop Health - Access to after-hours primary care	30
Health Workforce - Locally responsive, sustainable primary care service and workforce models that meet community needs, particularly those of minority or vulnerable groups	30
Pop Health - Local capacity, viability and sustainability of place-based services achieved through shared resources, coordination across primary and social care sectors	30
Aged Care - Access to quality, coordination and continuity of primary health care services for people living with a disability and those receiving aged care services	31



Activity Demographics

Target Population Cohort

Residents and staff across 18 residential aged care facilities in the NT

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation includes engagement with key stakeholders with the aim to:

Compliment and align with activities and services that may already be underway

Avoid duplication

Gain industry insights to challenges, barriers and successes

Gain insight to after hours services and existing digital health platforms and interoperability capabilities

Gain insight to individual needs of each RACF including workforce capability and capacity

Engagement is underway with stakeholders including:

NT Department of Health

Aboriginal Medical Services Alliance Northern Territory (AMSANT)

Australian Digital Health Agency (ADHA)

Council of the Ageing Northern Territory (COTA)

Commonwealth Department of Health and Aged Care (DoHAC)

Healthdirect

NBN Co

Individual RACFs in the NT

Collaboration

The approach to collaboration will be guided by the following:

Northern Territory Department of Health (NT Health) will be engaged to provide after-hours service information for NT Health clinics and hospitals.

Aboriginal Medical Services Alliance Northern Territory (AMSANT) will be engaged to provide after-hours service information for Aboriginal Community Controlled Health Services (ACCHS).

Private general practices and allied health services will be engaged to provide after-hours service information



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2025

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones

Develop and implement after hours procedures appropriate to their needs including mapping and linking them to after hours services available in the region - 01/01/2025

Develop an education / orientation pack for staff to understand and utilise the after hours procedures to ensure business continuity – 01/01/2025

Increase and improve My Health Record registration, education, and training - 01/12/2024

Encourage participating RACFs to implement procedures for keeping residents' digital medical records up to date, particularly following an episode where after-hours care was required. - 01/06/25



Activity Commissioning

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

Not Yet Known: Yes

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?

Yes

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

Co-design completed with each residential aged care facility to ensure that the local context and needs of their residents inform the package of supports.

Underspends resulting from potential lack of engagement of specific facilities will be allocated based on consultation with local subject matter experts.





AC-CF - 7 - AC-CF7 Care Finder Operational Costs



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

7

Activity Title *

AC-CF7 Care Finder Operational Costs

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

Refer details for AC-CF - this activity is operational costs only

Description of Activity *

Refer details for AC-CF - this activity is operational costs only

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Pop Health - Equity of access to services for Territorians who are socially disadvantaged or living in rural and remote locations	32
Pop Health - Access to specialised supports and services for vulnerable groups including LGBTQI, CALD, refugee, veterans and victims of domestic violence	31
Aged Care - Capacity for management of complex clinical care including management of chronic disease, psychogeriatric conditions, and palliative care in Aged Care and Disability services	31
Aged Care - Access to quality, coordination and continuity of primary health care services for people living with a disability and those receiving aged care services	31
ATSI Health - Culturally safe and trauma informed services	31



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Refer details for AC-CF - this activity is operational costs only

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



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





AC-CF - 8 - AC-CF8 - Care Finder Program



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

8

Activity Title *

AC-CF8 - Care Finder Program

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

The aim of Care Finder organisations is to provide specialist and intensive assistance to help people understand and access aged care and connect with other relevant supports in their community.

It specifically targets people who are eligible for aged care services and have one or more reasons for requiring intensive support to: interact with My Aged Care (either the website, contact centre or face-to-face in Services Australia service centres) and access aged care services and/or access other relevant supports in the community.

Description of Activity *

NT PHN has commissioned four organisations to deliver the Care Finder program. The geographical locations of this activity will include the greater Darwin and Top End region, Big Rivers, East Arnhem Land, Barkly and Central Australia. Two of the four organisations are Aboriginal organisations with deep connections to Traditional Owner groups and the vulnerable Aboriginal population including those eligible for this service.

NT PHN will facilitate and support service integration activities through leveraging existing engagement strategies and stakeholder relationships. New opportunities for engagement and integration will also be explored particularly through an inter-agency approach such as with housing and other social networks. The organisations will be supported to:

assertive outreach - reaching into the local community and actively identifying and engaging with potential clients, including through direct contact and supported contact via intermediaries (such as health professionals, aged care and disability sector professionals and people from within community and voluntary organisations)

exploring and establishing different ways to effectively engage and build rapport with potential clients, including:

adapting their style of working to suit the individual needs of each person

meeting people in their own environment, such as their home or other environment familiar to them, at a convenient time for them where needed, connecting with people over several occasions to build a relationship prior to providing support to understand and access aged care, building, maintaining and leveraging networks of intermediaries and otherwise leveraging connections/networks in the local community to support identification of and engagement with potential clients

engagement and rapport building with potential clients and local intermediaries, to address how to appropriately address enhanced integration between the health, aged care and other systems locally

supporting people to interact with My Aged Care so they can be screened for eligibility for aged care services and referred for assessment

support to explain and guide people through the assessment process including, where appropriate, attending the assessment

support to help people to find the aged care supports and services that they need and connect with other relevant supports in the community, including supporting people to:

- understand the different types of aged care supports and services
- find and make an informed choice about providers/services
- work through income/means testing, if relevant, and costs
- complete forms

meet with providers to arrange services (such as by calling providers to check availability and attending meetings with providers)

understand the agreement that needs to be signed with the provider

connect with other relevant supports in the community, this may occur before they assist a person to access aged care (as well as any other time)

high level check-in with clients on a periodic basis and follow up support once services have commenced to:

- check that the person is still receiving services and providers are managing any changes to their needs
- provide support where services have lapsed or needs have changed and providers are not taking appropriate action, such as (depending on the situation and the client's wishes): contacting the provider, with the client's consent, and working with them to put in place new services or change providers

supporting the client to interact with My Aged Care so they can be referred for re-assessment and helping them to move to new services and/or providers (as required)

Needs Assessment Priorities *

Needs Assessment

NT PHN Needs Assessment 2021/22-2023/24_November 2021

Priorities

Priority	Page reference
Pop Health - Social determinants of health are addressed through high level collaboration and advocacy outside the health system	32
Pop Health - Equity of access to services for Territorians who are socially disadvantaged or living in rural and remote locations	32
Aged Care - Incidence of conditions due to causes other than ageing among older Aboriginal Territorians	31
Pop Health - Access to specialised supports and services for vulnerable groups including LGBTQI, CALD, refugee, veterans and victims of domestic violence	31
Aged Care - Capacity for management of complex clinical care including management of chronic disease, psychogeriatric conditions, and palliative care in Aged Care and Disability services	31
Aged Care - Access to quality, coordination and continuity of primary health care services for people living with a disability and those receiving aged care services	31
ATSI Health - Culturally safe and trauma informed services	31



Activity Demographics

Target Population Cohort

The Care Finder target population is people eligible for aged care services, and who have one or more reasons for requiring intensive support to interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres) and access aged care services.

People who are eligible for aged care services include;

older Australians 65 years and over,

Aboriginal and Torres Strait Islander people 50 years and over, and

Aboriginal and Torres Strait Islander people who are homeless or at risk of homelessness 45 years and over

These reasons for requiring intensive support may include:

- isolation or no support person (e.g. carer, family, friend or representative) who they are comfortable to act on their behalf and/or who is willing and able to support them to access aged care services via My Aged Care
- communication barriers
- difficulty processing information to make decisions

- resistance to engage with aged care for any reason and their safety is at immediate risk or they may end up in a crisis situation within (approximately) the next year

- past experiences that mean they are hesitant to engage with aged care, institutions, or government.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Care Finder has key target population sub-groups (Aboriginal and Torres Strait Islander people is one), which are likely to vary from PHN to PHN depending on local needs in relation to Care Finder support. For this reason, the department has not included a list of sub-groups as part of the Care Finder target population definition. However, it is important to note that there is a juxtaposing care finder-like program called Trusted Indigenous Facilitators, which will be commissioned by NACCHO, targeted solely to Aboriginal and Torres Strait Islander people/communities.

Trusted Indigenous Facilitators will be located in Aboriginal Community Controlled Health Services, Indigenous aged care providers or community hubs and will support any Aboriginal and/or Torres Strait Islander person who needs their help. Older Aboriginal and/or Torres Strait Islander people who are within the care finder target population will be able to choose whether to receive support from a Care Finder or Trusted Indigenous Facilitator, if both are available.

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Throughout the process of supporting existing Assistance with Care and Housing (ACH) [except for hoarding and squalor services], to transition to care finders, there was ongoing consultation around how they might best meet their client's needs under the care finder program. Existing ACH providers are as listed below:

Anglicare NT

East Arnhem Regional Council

Larrakia Nation

myhomecare/Enrich Living Services

Tangentyere Council

Additionally, market analysis/consultation with the following stakeholders of the Tennant Creek and Katherine regions respectively was undertaken, to determine some of the distinctive needs and gaps specific to these areas.

Australian Rural and Remote Community Services (ARRCS)

NT Health

Barkly Regional Council

Australian Red Cross

Smith Family

Catholic Care

Mission Australia

Collaboration

Anglicare NT

East Arnhem Regional Council

Larrakia Nation

Tangentyere Council

A dedicated Community of Practice for our contracted care finder service providers has been established, with its inaugural meeting held in late March (2023).



Activity Milestone Details/Duration

Activity Start Date

30/06/2022

Activity End Date

29/06/2025

Service Delivery Start Date

03/01/2023

Service Delivery End Date

30/06/2025

Other Relevant Milestones

Care Finders Community of Practice is to be held quarterly, greater assertive outreach including the development of Fact Sheets in Language to be complete in early FY24/25 by the PHN. PHN to coordinate the Care Finders to attend AMSANT/Elder Care Training sessions and yarning circles.



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: Yes
Open Tender: Yes
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Yes

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

NT PHN completed a comprehensive Needs Assessment, which informed the identified requirements for more specific co-design with key stakeholders. As part of this Needs Assessment, NT PHN worked closely with both COTA and existing Assistance with Care and Housing services to learn from their experiences and ensure smooth transition of services as appropriate.

NT PHN looks forward to further updates and detail concerning the rollout of the Trusted Indigenous Facilitators program (TIF) [a juxtaposing care finder-like program with First Nations community as its target], which the National Aboriginal Community Controlled Health Organisation (NACCHO) will be rolling out locally with its contracted service providers. Engagement of TIF providers remains paramount to ensure both Care Finder and TIF run in collaboration, particularly due to some of the unique challenges associated with reaching clients in the NT, to ensure all geographical and key subgroup areas are appropriately serviced, while avoiding duplication.