

How do you access the program?

Step 1

Make sure you have completed a Health Assessment with your usual GP in the last 12 months.

If not, visit your GP to complete one. Ask your GP to refer you to the Integrated Team Care program. They may know it as the CCSS program.

Step 2

Your GP will create a GP Management Plan and then complete a referral form which they can find on the PHN website. The referral is then sent to the Care Coordinator for your region.

Step 3

The Care Coordinator for your area will contact you to arrange a meeting with you about how they can help you manage your health.

Rockhampton **07 4921 7777**
Bundaberg **1300 492 492**
Hervey Bay **07 4196 9800**
Sunshine Coast **07 5456 8100**

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phn
CENTRAL QUEENSLAND,
WIDE BAY, SUNSHINE COAST

An Australian Government Initiative

Integrated Team Care program



Providing support for Aboriginal and Torres Strait Islander community members with a chronic disease



About the program

The Integrated Team Care program is a **free program** consisting of Care Coordinators and Outreach Workers who may be able to:

- Help you understand your chronic health condition and how to manage it
- Help you connect with support groups
- Arrange home help
- Help you to access medical services
- Help you understand your care plan and medical jargon
- Access some medical aids for your chronic condition

This support may help to keep you out of hospital, help you to access care that may otherwise be too expensive, and provide you with tools to better manage your health.

Eligibility criteria

- Identify as Aboriginal or Torres Strait Islander
- Have a Medicare card
- Have a chronic condition diagnosis like diabetes, cancer, lung disease, heart disease or kidney disease
- Enrolled in a chronic disease management plan with your usual doctor

Medical aids available

- Dose administration aids
e.g. Webster Packing Fees
- Breathing equipment like nebulisers, asthma spacers, CPAP machines
- Blood sugar/glucose monitoring equipment
- Medical footwear that is prescribed and fitted by a podiatrist
- Mobility aids like crutches, walking frames, non-electric wheelchairs, shower chairs

Help with services

Services that can be accessed include diagnostic testing, allied health, specialists, dietary supplements and Meals on Wheels.

Help with transport

If you have no other options available to get to a medical appointment, we may be able to help you by providing taxi vouchers, fuel vouchers, train or bus travel and essential accommodation.

How your personal and medical information is protected

With your consent, your Care Coordinator will share your information with your GP and sometimes with other health care providers.

This information may be shared through phone, fax, email and mail. Your personal information will be stored in a way that respects your privacy and you may leave the program at any time you wish.