



Integrated Team Care

The Integrated Team Care (ITC) Program offers clinical and medical supports for eligible Aboriginal and Torres Strait Islander peoples with chronic disease.

It is funded through the Primary Health Network and delivered across Bundaberg region by IWC – an Aboriginal community-controlled organisation here for all in our communities.

How the ITC Program works:

The ITC Program sits alongside services delivered by your GP or other health services.

Assistance may be available for:

- medical resources / aids for a chronic condition
- costs related to appropriate referrals for Allied Health and Specialist services in relation to certain care for chronic conditions

About the ITC team:



The IWC ITC team is here to support program participants in:

- **Understanding** and managing your chronic disease and GP Care Plan
- **Accessing** medical services and **sourcing** medical aids as appropriate
- **Identifying** transport options to support access to medical services

Joining the ITC Program:

The ITC Program is open to Aboriginal and Torres Strait Islander peoples with chronic disease who:

- Have a **Medicare card**
- Have a **Chronic Disease Management Plan** with their regular GP

Contact IWC on 1300 492 492

Continued overleaf...





Your privacy:

The ITC Care Coordinator will share your information with your GP and sometimes with other health care providers, by phone, fax, email and mail. Your personal information is stored securely as per IWC Privacy Policies & Procedures. You can leave the ITC Program at any time.

Steps to access ITC:

The ITC Program is for Aboriginal and Torres Strait Islander peoples in Bundaberg Local Government Area (LGA) who have a Chronic Disease Management Plan in place with their regular GP.

Here's how to access the program:

- 1** If you don't have a GP Chronic Disease Management Plan, ask your doctor to prepare one.
- 2** Ask your GP to refer you to the Integrated Team Care (ITC) Program. *Note: They may know it as the Care Coordination and Supplementary Services (CCSS) Program.*
- 3** The IWC ITC Program team will check your eligibility criteria. If eligible, they will work with you to determine how the ITC Program can support you.

Key contacts at IWC ITC:

- Karlee Pfeffer
- Nicole Chapman
- Dale Brown

Contact IWC on 1300 492 492

Important note: The role of IWC as the ITC Service Provider for Bundaberg region is to administer participant access to the program and assist in facilitation of additional services. This means that the participant does not have to come to or use IWC's other services and remains a patient of their existing GP or Health Professional.

