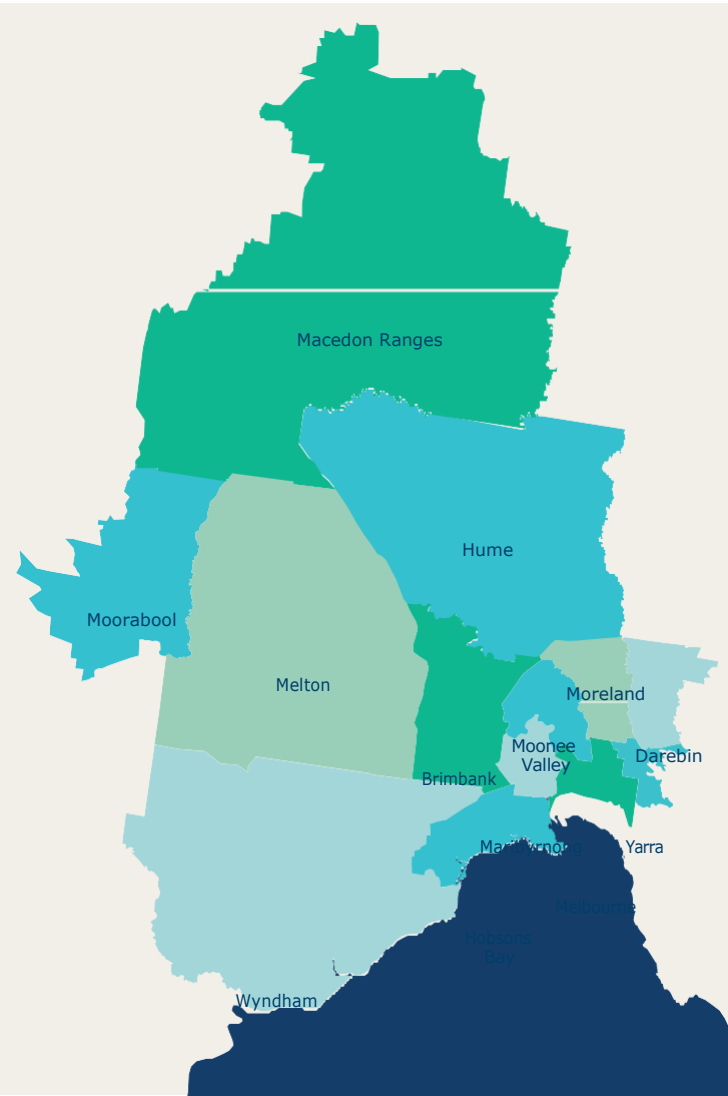


## Our Region

You can access our services for patients who live within our region, which covers 13 local Government areas: Melbourne, Yarra, Moreland, Moonee Valley, Maribyrnong, Hobsons Bay, Wyndham, Brimbank, Melton, Hume, Darebin, Moorabool (part) and Macedon Ranges (part).



We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.



The artwork in this brochure was painted by artist Lynette Briggs of the Wiradjuri – Yorta Yorta people. The painting is titled 'Walking Together'.



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Primary Health Networks Programme

– An Australian Government Initiative

North Western Melbourne PHN  
is operated by Melbourne Primary  
Care Network

**North Western Melbourne PHN**  
Level 1, 369 Royal Parade,

# Aboriginal Health Support

Care Coordinators and  
Aboriginal Outreach Workers  
helping to Close the Gap

**phn**  
NORTH WESTERN  
MELBOURNE

An Australian Government Initiative

# Do you have Aboriginal or Torres Strait Islander patients? Would you like assistance to support their health needs?

## Care Coordinators

### Supporting your patients to access better health care

Care coordinators are health professionals who provide assistance and support to Aboriginal and Torres Strait Islander people who have chronic disease.

Care coordinators can provide information and assistance about the Aboriginal and Torres Strait Islander Practice Incentive Program, as well as support with Aboriginal health assessments, MBS and PBS items.

#### Care coordinators can help your patients:

- coordinate their health care
- manage medical appointments
- organise transport to medical appointments
- understand their treatment, medications and care plan
- liaise with all of the treating health care professionals
- link to other community services.

## Aboriginal Outreach Workers

### Navigating the health system

Outreach workers support Aboriginal and Torres Strait Islander people to access the health services they need.

Outreach workers can assist with identification strategies and initiatives; cultural appreciation, competency and awareness training; and link you to local services and resources.

#### Outreach workers can help your patients:

- attend appointments with GPs, nurses, allied health providers, specialists and hospitals
- attend appointments for diagnostic tests
- access information and other healthcare resources
- link to local social and emotional wellbeing services
- work with care coordination services where needed
- register under the PIP Indigenous Health Incentive
- navigate and understand the health system.

## How to make referrals to the ITC program

### Step 1

A written referral is required from the patient's GP, with a care plan or team care arrangement (TCA) included. You can use the standard referral form.

### Step 2

Fax the referral form and care plan/TCA to the care coordinator at North Western Melbourne PHN on the secure fax line **(03) 9348 0750**.

### Step 3

The care coordinator will contact the patient or carer to confirm the referral and make an appointment.

### Step 4

The care coordinator will provide a written report back to the referring GP.

## Like to know more?

Contact North Western Melbourne PHN (NWMPHN) and ask to speak to a member of the Aboriginal Health team on **(03) 9347 1188**.

For more information, visit our website: [nwmpnhn.org.au/priority-area-topic/aboriginal-health](http://nwmpnhn.org.au/priority-area-topic/aboriginal-health)

