

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mrs Lambley to the Minister for Health:

Northern Territory Community Controlled Health Services

Note: Primary Health Care is the responsibility of the Commonwealth Department of Health and on transition of services to an Aboriginal Community Controlled Health Organisation (ACCHO) Indigenous Australian Health Program funding is directly channelled to the ACCHO through an agreement between the two parties. NT Health does not have any involvement in the management of this funding agreement.

- 1. Can the Northern Territory Health Complaints Commissioner receive complaints about Northern Territory Community Controlled Health Services?**

Yes, subject to the restrictions imposed by the *Health and Community Services Complaints Act* (the Act).

- 2. If not, how are complaints of Northern Territory Community Controlled Health services received?**

Not applicable. See above.

- 3. How are complaints of Northern Territory Community Controlled Health services dealt with?**

This would be dependent on the complaint being made.

- 4. What mechanism does the Northern Territory Government have in place to ensure that Community Controlled Health Services succeed?**

The Pathways to Community Control Criteria ensure an ACCHO has the relevant community's support and that the NT Health Service Delivery Area (HSDA) is able to support the delivery of a viable health service prior to transitioning.

NT Health and each ACCHO undertake a joint Corporate and Clinical Governance review through the Transition Steering Committee processes as they are transitioning to community control.

Under the relevant funding agreement, each ACCHO is required to adhere to a number of KPIs set either through the NT Aboriginal Health Forum or the Commonwealth Department of Health. Moreover, ACCHOs are required to undertake Royal Australian College of General Practitioners accreditation assessment within 12 months of taking on the management of a Health Centre.

5. What role does the Northern Territory Government play in ensuring that Community Controlled Health Services provide quality, reliable and equitable health services?

NT Health meets quarterly with each ACCHO to review KPIs and resolve any issues or areas of concern.

Each HSDA has a Clinical Primary Health Advisory Group (CPHAG) with members from the ACCHO, NT Health and other key stakeholders in the region. CPHAG identifies trending health issues and collaborates in a joint approach to address relevant matters.

NT Health supports ACCHOs by providing, where necessary, specialist outreach services including, but not limited to, dental, hearing, and physiotherapy.

6. Can the community control of a Health Service be removed or taken over by the Northern Territory Government?

Yes. However, every endeavour would be made to support ACCHOs to remain the primary health care provider in their region.

7. Are there any examples of where this has occurred? If so, provide details.

NT Government resumed delivery of health services in the following regions:

- Tiwi Islands – Tiwi Health Board
- Central Australia – WYN (Willowra Yuendumu Nyirripi).