



Australian Government
Department of Health



An Australian Government Initiative

Northern Sydney Primary Health Network

National Psychosocial Support

Activity Workplan 2020-2022

Northern Sydney - National Psychosocial Support 2020/21 – 2021/2022 Activity Summary View



NPS - 1 - Commissioning non-clinical mental health services to deliver the National Psychosocial Support



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

1

Activity Title *

Commissioning non-clinical mental health services to deliver the National Psychosocial Support

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

This activity aims to support people with severe mental illness and associated psychosocial disability who are not eligible to receive support through the National Disability Insurance Scheme (NDIS). The service will address identified needs by providing recovery oriented, individually-tailored supports, such as assisting with developing social skills, maintaining stable housing and improving physical wellbeing, among others.

Description of Activity *

Psychosocial Support Services have been commissioned for delivery in the NSPHN region, with the service commencing in January 2019. The commissioned service provides:

- Comprehensive bio-psychosocial assessment and support planning;
- Assertive, outreach-based individual support to enable clients to access and maintain housing, increase participation in the workforce, develop social networks and manage activities of daily living;

- Practical support to enable clients to develop social skills, access community activities and address issues exacerbating loneliness and isolation
- Support to apply for and test eligibility for NDIS or other support programs (including My Aged Care) as appropriate

NSPHN has worked with the commissioned provider to enable rapid service establishment and will support the ongoing delivery of the commissioned service through proactive contract management. This includes regular provider support meetings, development of an annual service plan, quarterly reports, and six-monthly financial reporting. In addition, NSPHN will provide ad-hoc support to the service provider based on needs.

NSPHN will provide guidance and support to the service provider around strategies to engage with GPs, consumers, other local service providers and Northern Sydney Local Health District (NSLHD). NSPHN will also continue to link the service provider with local partners and other local services, including other mental health and alcohol and other drugs commissioned services. NSPHN will also promote the service through its communication pathways, including PHN website, eNews, mass email communications and events.

All activities related to evaluation of the commissioned service align with NSPHN's Commissioning Evaluation Framework. The service provider will also report into the Primary Mental Health Care National Minimum Data Set, which will provide an indicator of outputs and outcomes.

NSPHN will continue to work closely with the provider to ensure appropriate annual budgeting, monitor budget tracking, and monitor service uptake to ensure appropriate use of the budget to deliver value for money.

NSPHN has worked with the commissioned provider throughout the service establishment phase to support integration with relevant clinical mental health services, including those provided by NSLHD. The service provider has been linked in with other NSPHN commissioned services to ensure the development of appropriate referral pathways and facilitate opportunities for integrated service delivery. NSPHN will continue to work with the commissioned provider to promote the service and further develop links with primary care and relevant sector partners. This will involve undertaking targeted education events and incorporation of the program on local HealthPathways.

The service established through the National Psychosocial Support Measure will be included in service mapping undertaken to inform the regional mental health and suicide prevention plan. Service pathways developed through the regional planning process will incorporate psychosocial programs commissioned by NSPHN.

NSPHN consulted widely with stakeholders in the region to ensure that gaps between Commonwealth and State funded mental health services are addressed. This consultation allowed NSPHN to ensure that the commissioned service does not duplicate existing psychosocial services. The program was identified as a requirement and did not duplicate other available supports.

NSPHN has worked closely with the commissioned provider, NSLHD representatives and other sector stakeholders to ensure that NPSM services effectively meet the needs of those in the region who are not able to access NDIS. This has included identifying priority groups less likely to be able to access NDIS, including:

- People under 25 years
- People experiencing homelessness
- People with personality disorders
- People with co-existing substance misuse issues
- Aboriginal and Torres Strait Islander people
- People from culturally and linguistically diverse backgrounds



Activity Demographics

Target Population Cohort

People with severe mental illness and associated psychosocial disability who are not eligible for assistance through the NDIS, and who are not receiving psychosocial services through programs such as Partners in Recovery (PIR), Day to Day Living (D2DL) or the Personal Helpers and Mentors (PHaMs).

Through the needs assessment and consultation process, particular cohorts were identified as having a potentially high need for this service including:

- People under 25 years
- People experiencing homelessness
- People with personality disorders
- People with co-existing substance misuse issues
- Aboriginal and Torres Strait Islander people
- People from culturally and linguistically diverse backgrounds

Indigenous Specific *

No

Indigenous Specific Comments

NA

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

NSPHN undertook extensive consultation to support this activity. Consultation with NSLHD and the National Disability Insurance Agency was undertaken via face to face meetings. These meetings were held to identify gaps in service provision, barriers to accessing services for the local population and opportunities to work in partnership to further understand needs in the region and implement commissioned services. These meetings have also been a key element to building relationships and capacity in the sector.

NSPHN held a co-design workshop, with representation from a broad variety of stakeholders who considered current service needs, barriers and challenges, and identified key service features for the program to be commissioned. NSPHN also released two surveys to allow broad reach for co-design. One survey was targeted at consumers, families and carers, while the other was targeted at service providers. The surveys were shared widely with NSPHN’s networks, including NSLHD’s peer workforce. The survey was advertised on the NSPHN website and via the eNews. More than 60 people responded to this survey, all of whom shared varying perspectives and identified priorities for the NPSM.

NSPHN consulted with its local networks, including the Community Council, Clinical Council, and the Mental Health and Alcohol and Other Drugs Advisory committee.

Overall consultees for the NPSM activity included:

- NSLHD
- Consumers
- Carers
- GPs
- The local Indigenous community
- Allied health
- NGO mental health and alcohol & other drugs service providers
- Peer workers
- Mental health nurses
- Case managers

Collaboration

This activity will be led by Northern Sydney PHN and undertaken in collaboration with the commissioned service provider, General Practice, psychiatry, community allied health providers, NSLHD, local mental health service providers and other relevant service providers including NSW Family and Community Services, AOD service providers, local councils, and employment services.

Integration and program linkages will be explored through mechanisms within Northern Sydney PHN including the Clinical and Community Councils and the Mental Health and AOD Advisory Committee as well as in local region networks and forums.



Activity Milestone Details/Duration

Activity Start Date

01/07/2018

Activity End Date

31/12/2021

Service Delivery Start Date

Jan 2019

Service Delivery End Date

December 2021

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: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

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?

N/A

Co-design or co-commissioning comments

See activity consultation and collaboration for further detail.



NPS - 2 - Commissioning transition support services for clients of PIR, PHaMs & D2DL



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

2

Activity Title *

Commissioning transition support services for clients of PIR, PHaMs & D2DL

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

This activity will provide consistency to clients in PIR, PHaMs and D2DL who have not yet transitioned to the NDIS. Existing service providers will be required to continue current service delivery to these clients while assisting them to test eligibility for the NDIS. It is expected that maintaining existing support relationships will enable a smoother transition to NDIS, CoS or other ongoing support. Service providers will assist clients to fill out NDIS applications, gather required evidence and, where necessary, will advocate with NDIS representatives to ensure an appropriate package of support is received.

Description of Activity *

This activity will involve continuing to contract the current providers delivering Partners in Recovery (PIR), Personal Helpers and Mentors (PHaMs), and Day to Day Living (D2DL) for up to an additional twelve months of service. This activity will require continued work with current service providers to identify active client numbers, understand existing challenges in transitioning people to the NDIS, and to specify the requirements moving forward to facilitate both transition to the NDIS and CoS services for those assessed as ineligible.

NSPHN will extend/renew service agreements with the current providers and follow up with proactive contract management. Proactive contract management will ensure that the service providers continue to work with clients to test eligibility for NDIS, transition eligible clients to the NDIS, and continue service delivery to those who are ineligible for the NDIS until they are able to transition to another ongoing service provider. NSPHN will provide additional support to each service provider to assist those hard to reach clients to test eligibility for the NDIS. NSPHN will work with providers to facilitate service delivery through regular provider meetings, quarterly reports and ad-hoc reporting as required.

By working closely with current PIR, PHaMs and D2DL service providers, NSPHN will determine the most cost-effective path to continuing psychosocial service delivery to clients currently registered with those services. This will include building an understanding of the timeframe and ongoing potential costs for those who are yet to test eligibility for the NDIS. Contract management and ongoing review of transition rates will enable NSPHN to ensure that finances are being used appropriately. The support needs of people with severe mental illness and associated psychosocial disability will be a key focus of the Northern Sydney Joint Regional Mental Health and Suicide Prevention Plan. The interface between primary care, secondary and tertiary services and the NDIS will be an area of focus within the Regional Plan. Regional planning will provide an important opportunity to clarify service pathways for people with severe mental illness, especially those unable to access support through the NDIS.

This activity involves extension of existing services to current clients of Commonwealth psychosocial support programs. Clients transitioning to NDIS will be supported to access the service types and levels that best meet their needs. Communication with clients' existing support networks, including staff from State-funded mental health services will be key to ensuring safe and successful transition to longer term support services.



Activity Demographics

Target Population Cohort

The target population for this activity is people with severe mental illness who are currently receiving psychosocial support services through Partners in Recovery (PIR), Day to Day Living (D2DL) or the Personal Helpers and Mentors (PHaMs) programs, and who require ongoing support while applying for or transitioning to the NDIS.

Indigenous Specific *

No

Indigenous Specific Comments

NA

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

NSPHN has engaged with the current providers of PIR, PHaMs and D2DL to understand the ongoing needs for the 2020-21 financial year. This has included;

- determining current client numbers and the breakdown of clients who are in the process of transitioning to NDIS (including those yet to apply)
- identifying costs required to support service delivery
- identifying additional support required to aide the transition of clients who have been difficult to engage in applying to NDIS.

Service agreements for 2020-21 developed with each provider. Ongoing contract management and regular meetings will ensure that providers are adequately supported to assist clients to transition to appropriate longer term supports.

Collaboration

NSPHN continues to work closely with the organisations providing NPS-Transitions support services. NSPHN continues to work with providers and the Transition Support Project team from Flinders University to review barriers to assisting clients to test for NDIS eligibility. In partnership with the Transition Support Team, NSPHN has delivered capacity building activities and practical support to NPS-Transition service providers, GPs, Allied Health practitioners and associated service providers in the region.



Activity Milestone Details/Duration

Activity Start Date

01/04/2019

Activity End Date

30/06/2021

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2021

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: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

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

Yes

Decommissioning details?

The current service providers of PIR, PHaMs and D2DL will be decommissioned by 30.6.2021 or earlier if existing clients have transitioned to NDIS or CoS.

Co-design or co-commissioning comments

See activity consultation and collaboration for further detail.



NPS - 3 - Commissioning non-clinical mental health services to ensure Continuity of Support (CoS) for clients



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

3

Activity Title *

Commissioning non-clinical mental health services to ensure Continuity of Support (CoS) for clients

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

This activity aims to provide continuity of services to PIR, PHaMs and D2DL clients who are not eligible for the NDIS. NSPHN has commissioned a new provider to deliver CoS services for the region. Existing providers will be required to continue current service delivery to these clients until such time that they can transition to the newly established CoS service. This will ensure that clients of these existing programs will not fall through the gaps or experience significant disruptions in services when transitioning to a new provider.

Description of Activity *

The service commissioned to provide CoS across the NSPHN region commenced operations in March 2020. The commissioned CoS service will provide ongoing psychosocial support to eligible clients, including those who were receiving interim CoS support from existing NPS-Transition providers.

The CoS service will:

- Undertake a comprehensive initial needs assessment to assess each person's level of functioning in the community to understand recovery goals and develop individual support plans (ISP)
- Provide recovery-oriented and trauma informed psychosocial supports tailored to each individual's needs
- Provide both outreach and centre-based support within the Northern Sydney region
- Provide individual and group support according to each individual's needs
- Deliver both informal and structured group capacity building activities aimed to improve financial literacy, computer literacy, social connections, health and wellbeing, nutrition, and day to day living skills
- Provide practical support to develop social skills and encourage meaningful participation in everyday social situations and daily living, including mentoring, peer support, individual skill development and increased participation in the workforce by facilitating

access to training, education and vocational skills building

- Support service users to learn and maintain skills to enhance mental and physical wellbeing, resilience, independence, and to manage alcohol and other drug addictions; as well as supporting access to clinical and primary care services
- Support service users to re-test eligibility for NDIS, including gathering necessary supporting documentation and engaging with assessors.

NSPHN will continue to work with the commissioned service provider to ensure successful delivery of the CoS program .This activity will consist of:

- Proactively managing the contract for CoS services
- Supporting the commissioned service provider to engage with NPS-Transition providers to ensure safe and comprehensive transfer of eligible clients

Contract management and ongoing evaluation of the newly commissioned CoS service will enable the provider and NSPHN to review the service model and adapt it as required to ensure that it addresses the needs of service users.

The support needs of people with severe mental illness and associated psychosocial disability will be reviewed as part of the Northern Sydney Joint Regional Mental Health and Suicide Prevention Plan. The interface between primary care, secondary and tertiary services and the NDIS will be an area of investigation. Regional planning will provide an important opportunity to clarify service pathways for people with severe mental illness, especially those unable to access support through the NDIS.

This activity involves extension of existing services to current clients of Commonwealth psychosocial support programs. The commissioned CoS service will work to meet the range of needs of existing clients. Communication with clients' existing support networks, including staff from State-funded mental health services will be key to ensuring safe and successful transition to longer term support services. NSPHN will work with the commissioned CoS service to ensure that service delivery is integrated with relevant services in the local region and that the service complements rather than duplicates other programs.



Activity Demographics

Target Population Cohort

The target population for this activity is people with severe mental illness who are currently receiving psychosocial support services through Partners in Recovery (PIR), Day to Day Living (D2DL) or the Personal Helpers and Mentors (PHaMs) program and have been deemed ineligible for the NDIS.

Indigenous Specific *

No

Indigenous Specific Comments

NA

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

NSPHN undertook extensive consultation with consumers and carers involved in PIR, PHaMs and D2DL to determine the essential features for the CoS service going forward. NSPHN also consulted with representatives from the organisations providing those services as well as GPs, Northern Sydney Local Health District and other local service providers. The result of this co-design process informed the service model that was specified in the Request for Proposal for CoS services.

Collaboration

NSPHN will continue to work closely with the PIR, PHaMS and D2DL providers and the commissioned CoS provider to ensure that the transition process for clients is safe, comprehensive and clearly communicated for all involved.



Activity Milestone Details/Duration

Activity Start Date

01/04/2019

Activity End Date

30/06/2022

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2022

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: Yes

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?

Yes

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

Yes

Decommissioning details?

The current service providers of PIR, PHaMs and D2DL will be decommissioned by 30.6.2021. The newly commissioned CoS service is currently operating and facilitating transition of eligible clients.

Co-design or co-commissioning comments

See activity consultation and collaboration for further detail.



NPS - 4 - Delivering service navigation services in the NSPHN region.



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

4

Activity Title *

Delivering service navigation services in the NSPHN region.

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

The aim of this activity is to support the ongoing delivery of NPS and CoS services and to assist clients to transition to appropriate ongoing supports. This activity will also build the capacity of primary care providers and local services to assist people with severe mental illness and associated psychosocial disability through the process of applying for the NDIS.

The aim of this activity is to improve integration of local health services and make the health system more accessible for people with severe mental illness and associated psychosocial disorders.

Description of Activity *

This activity will consist of:

- Undertaking the ongoing commissioning of transitioning Commonwealth psychosocial support services – PIR, PHaMs & D2DL
- Working with providers to ensure integration of supports and services through NPS Transition and CoS
- Providing service providers and other stakeholders with information, advice and practical support to assist hard to reach populations to test eligibility for the NDIS
- Tracking the progress of transitioning clients and providing solutions where barriers are faced
- Working with providers to complete reporting activities against funding outcomes
- Delivering information and education to primary care, service providers, consumers and families on available psychosocial supports and how to navigate NDIS

This activity will be cost-effective by providing assistance to people to access the appropriate level of care for their needs.

Investing in capacity building for primary care providers, service providers, consumers and families to better navigate the NDIS will enable more efficient use of sector resources. Clarifying referral criteria and service pathways will help to avoid unnecessary duplication of efforts.

The support needs of people with severe mental illness and associated psychosocial disability will be reviewed as part of the Northern Sydney Joint Regional Mental Health and Suicide Prevention Plan. The interface between primary care, secondary and tertiary services and the NDIS will be an area of investigation. Regional planning will provide an important opportunity to clarify service pathways for people with severe mental illness, especially those unable to access support through the NDIS.

NSPHN has established a strong working relationship with NSLHD mental health directorate and will continue to collaborate to ensure that commissioned services and activities meet the needs of the local region. When planning capacity building activities, NSPHN will work with NSLHD and other service providers to ensure that these align with existing activity.

NSPHN will engage the existing commissioned provider of the National Psychosocial Support Measure and Continuity of Support service to establish and deliver Service Navigation activities for the Northern Sydney region.

The Service Navigator will:

- Support people experiencing severe mental illness and associated psychosocial disability to navigate to and access appropriate psychosocial, clinical and primary health care services.
- Work with local service providers to better enable coordinated and collaborative referral processes
- Encourage standardised consumer intake processes across providers where individual consumer mental and physical health needs assessments are reviewed against available services to ensure all eligible service information is provided to consumers, their families and carers to assist the consumer to access health care.
- Work with service providers to develop accessible resources for consumers, families and carers on eligible services and what to expect from the intake and referral processes.
- Develop and distribute up-to-date and detailed information resources for service providers to assist consumers to access relevant local health services, including General Practitioners (GPs), as well as community support services focussed on housing, employment, education, family support and financial matters.
- Actively engage health professionals, including GPs and Aboriginal Community Controlled Health Services (ACCHS) to provide information on health and other support services for which consumers with severe mental illness and associated psychosocial disorders may be eligible within the region.
- Work closely with NDIS Local Area Coordinators (LACs), NSPHN and Northern Sydney Local Health District (NSLHD) to gather and disseminate information on local services and identify service gaps.
- Work with NSPHN to develop governance arrangements to support regular, ongoing engagement with NSLHD and LACs on referral pathways, available supports, service gaps and emerging issues.
- Work with Service Navigators in other PHNs to share information on strategies and innovations that are associated with improved consumer outcomes.
- Work closely with the NSPHN and the Department of Health's Psychosocial Support team on the implementation of this measure.



Activity Demographics

Target Population Cohort

People experiencing severe mental illness and associated psychosocial disability, their carers, family, and kinship groups.
Service providers, primary care.

Indigenous Specific *

No

Indigenous Specific Comments

NA

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

NSPHN has undertaken extensive consultation to support the establishment of Interface activity. Consultation with NSLHD and the National Disability Insurance Agency was undertaken via face-to-face meetings. These meetings were held to identify gaps in service provision, barriers to accessing services for the local population and opportunities to work in partnership to further understand needs in the region and implement commissioned services. These meetings have also been a key element to building relationships and capacity in the sector.

NSPHN held a co-design workshop, with representation from a broad variety of stakeholders who considered current service needs, barriers and challenges regarding NDIS and psychosocial support services.

NSPHN also released two surveys to allow broad reach for consultation. One survey was targeted at consumers, families and carers, while the other was targeted at service providers. The surveys were shared widely with NSPHN's networks, including NSLHD's peer workforce. The survey was advertised on the NSPHN website and via the eNews. More than 60 people responded to this survey, all of whom shared varying perspectives and identified priorities for activities to support access to NDIS or other psychosocial support services.

NSPHN further consulted with its local networks, including the Community Council, Clinical Council, and the Mental Health and Alcohol and Other Drugs Advisory committee.

NSPHN will continue to consult with the commissioned psychosocial support provider and relevant stakeholders to ensure that the Service Navigation activities undertaken to support access to NDIS or other psychosocial supports and clinical and primary health care supports are appropriately targeted and tailored to meet local need.

Collaboration

NSPHN continues to work closely with the commissioned psychosocial support service provider, the Transition Support Project team from Flinders University, NSLHD, representatives from NDIA and Local Area Coordinators to support local service providers, GPs, Allied Health Providers, consumers and carers access up-to-date, accurate and easy to understand information on how to best support access to NDIS and other psychosocial programs in the region.



Activity Milestone Details/Duration

Activity Start Date

01/04/2019

Activity End Date

31/12/2021

Service Delivery Start Date

May 2019

Service Delivery End Date

December 2021

Other Relevant Milestones



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?

Yes

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?

N/A

Co-design or co-commissioning comments

See activity consultation and collaboration for further detail.
