



Australian Government
Department of Health



An Australian Government Initiative

Northern Sydney Primary Health Network

Commonwealth Psychosocial Support

Activity Workplan 2021-2023

Northern Sydney - Commonwealth Psychosocial Support 2021/22 – 2022/23 Activity Summary View



PSD - 1 - Commissioning non-clinical mental health services to deliver the Commonwealth Psychosocial Support



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PSD

Activity Number *

1

Activity Title *

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

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental 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, based on the Quadruple Aim. 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 Commonwealth 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

Needs Assessment Priorities *

Needs Assessment

NSPHN Needs Assessment 2022-2025

Priorities

| Priority | Page reference |
|---|----------------|
| People with severe mental illness and complex needs – access to psychosocial services | 90 |



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 CPS 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

NSPHN continues to utilise the NSPHN Commissioning Evaluation Framework (CEF), based on the Quadruple Aim to evaluate the impact of the service and identify opportunities for service improvement. NSPHN works closely with the commissioned service provider to support ongoing quality improvement through quarterly provider support meetings and submission of quarterly progress reports and monthly data submissions into the PMHC MDS, aligned to the CEF. NSPHN undertakes an annual evaluation of the service collating information captured from progress reports, provider support meetings and PMHC MDS data in a dashboard format, aligned to the CEF. The dashboard is presented to the NSPHN Board and Clinical Governance Committee and informs development of quality improvement metrics for the next financial year.

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 regional networks and forums.



Activity Milestone Details/Duration

Activity Start Date

01/07/2018

Activity End Date

30/06/2023

Service Delivery Start Date

Jan 2019

Service Delivery End Date

June 2023

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.



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



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

CPS

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 *

Mental Health

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

This activity aims to provide continuity of support to previous clients of the PIR, PHaMs and D2DL programs who were not deemed to be eligible for the NDIS.

Description of Activity *

The service commissioned to provide CoS across the NSPHN region commenced operations in March 2020. CoS has been integrated with the broader CPS program offering.

The CoS service:

- Provides recovery-oriented and trauma informed psychosocial supports tailored to each individual's needs
- Provides both outreach and centre-based support within the Northern Sydney region
- Provide individual and group support according to each individual's needs
- Delivers 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
- Provides 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
- Supports 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
- Supports 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 services to former clients of the CoS program.

Contract management and ongoing evaluation of the commissioned 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.

Needs Assessment Priorities *

Needs Assessment

NSPHN Needs Assessment 2022-2025

Priorities

| Priority | Page reference |
|---|----------------|
| People with severe mental illness and complex needs – access to psychosocial services | 90 |



Activity Demographics

Target Population Cohort

The target population for this activity is people with severe mental illness who were previously 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.

NSPHN continues to utilise the NSPHN Commissioning Evaluation Framework (CEF), based on the Quadruple Aim to evaluate the impact of the service and identify opportunities for service improvement. NSPHN works closely with the commissioned service provider to support ongoing quality improvement through quarterly provider support meetings and submission of quarterly progress reports and monthly data submissions into the PMHC MDS, aligned to the CEF. NSPHN undertakes an annual evaluation of the service collating information captured from progress reports, provider support meetings and PMHC MDS data in a

dashboard format, aligned to the CEF. The dashboard is presented to the NSPHN Board and Clinical Governance Committee and informs development of quality improvement metrics for the next financial year.

Collaboration

NSPHN will continue to work closely with the commissioned service provider, GPs, NSLHD and other relevant service providers to ensure services provided are effectively integrated within the broader mental health, primary care and social support system.



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?

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 CoS program has been incorporated into the broader CPS service offering.

Co-design or co-commissioning comments

See activity consultation and collaboration for further detail.



PAE - 1 - Delivering psychosocial access enablers in the NSPHN region.



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

1

Activity Title *

Delivering psychosocial access enablers 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 deliver service navigation supports to improve integration of local health services, promote multi-disciplinary care, and make the health system more accessible to people with severe mental illness and associated psychosocial disorders.

Description of Activity *

NSPHN has engaged the existing commissioned provider of the Commonwealth Psychosocial Supports and the Continuity of Support service to establish and deliver Service Navigation activities for the Northern Sydney region.

The Service Navigators:

- 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.

Needs Assessment Priorities *

Needs Assessment

NSPHN Needs Assessment 2022-2025

Priorities

| Priority | Page reference |
|---|----------------|
| People with severe mental illness and complex needs – access to psychosocial services | 90 |



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 the service navigation 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

30/06/2023

Service Delivery Start Date

May 2019

Service Delivery End Date

June 2023

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.



PAE - 2 – Access enablers - Operations



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

2

Activity Title *

Access enablers operations

Existing, Modified or New Activity *

New



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 CPS and Service Navigation services

Description of Activity *

This activity will consist of:

- Ongoing management of commissioned psychosocial support services
- Working with commissioned service provider to ensure integration of psychosocial supports and services within the broader service system, including links with primary care, clinical mental health services, social and housing support services.
- Working with the commissioned service provider to complete reporting activities against funding outcomes, including adoption of the Recovery Assessment Scale – Domains and Stages (RAS-DS)
- 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.

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.

Needs Assessment Priorities *

Needs Assessment

NSPHN Needs Assessment 2022-2025

Priorities

| Priority | Page reference |
|---|----------------|
| People with severe mental illness and complex needs – access to psychosocial services | 90 |



Activity Milestone Details/Duration

Activity Start Date

01/04/2019

Activity End Date

30/06/2023

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones