



Australian Government

Department of Health

phn

An Australian Government Initiative

**Primary Health Networks
– *National Psychosocial Support measure*
2018-2019 Activity Work Plan
and Indicative Budget**

Western Sydney PHN

When submitting the *National Psychosocial Support measure* Activity Work Plan 2018-2019 to the Department of Health, the PHN must ensure that all internal clearances have been obtained and has been endorsed by the CEO.

The *National Psychosocial Support measure* Activity Work Plan must be lodged via email to PHN_Domainmanager@health.gov.au within four (4) weeks of execution of the Psychosocial Support Schedule, and subsequently updated, on an annual basis.

Introduction

Overview

The key objectives of Primary Health Networks (PHN) are:

- increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes;
- improving coordination of care to ensure patients receive the right care in the right place at the right time.

The purpose of the **National Psychosocial Support (NPS) measure** is to provide psychosocial support services to assist people with severe mental illness resulting in reduced psychosocial functional capacity who are not more appropriately supported through the National Disability Insurance Scheme (NDIS). These services, in partnership with families and carers (as appropriate), will provide a range of non-clinical community based support to these individuals to achieve their recovery goals. The NPS measure is being implemented through purpose specific funding to [Primary Health Networks \(PHNs\)](#) to commission these new services.

The objectives of the measure are to:

- support people with severe mental illness and associated psychosocial functional impairment who are not more appropriately supported through the NDIS;
- improve access to psychosocial support services, mental health outcomes and equity in service availability for the target cohort (only relevant to PHNs based in Queensland);
- reduce the avoidable need for more intense and acute health services and enhance appropriate/optimal use of the health system.

These objectives will be achieved through:

- providing for a regional approach that would target psychosocial support services to individual needs, creating flexible, efficient service delivery. Service types may include individual and group support and rehabilitation and peer work.
- improving service coordination for individuals with severe mental illness and associated psychosocial functional impairment, while taking into account supports available across levels of governments, the community and relevant sectors.
- being consistent with the priorities and objectives of the Fifth National Mental Health and Suicide Prevention Plan.
- being focused on psychosocial support services with the aim of contributing to improvements over time in:
 - identification of, and provision of services and outcomes for, people with a severe mental illness and associated psychosocial functional impairment, including those with complex needs, who are not more appropriately funded through the NDIS;
 - more seamless, high quality and earlier psychosocial supports;
 - the efficiency and effectiveness of psychosocial support services across care settings.

As part of this measure, the Commonwealth has bilateral agreements with each jurisdiction regarding their continuing or enhanced investment in psychosocial services. The PHN commissioned services will need to be implemented in a flexible way to complement the State and Territory funded psychosocial support. Further, PHNs will need to consider the services that are currently provided locally by Local Health Networks, ensuring that the PHN commissioned services complement or enhance these existing services and consider how these services can meet the need of their region.

PHNs are required to outline planned activities, milestones and outcomes to provide the Australian Government with visibility as to the activities expected to be undertaken by PHNs. The Activity Work Plan must:

- detail the establishment and implementation phases of the NPS measure in your region.
- demonstrate to the Australian Government what the PHN is going to achieve and how the PHN plans to achieve this.
- be developed in consultation with State/Territory agencies, Non-Government Organisations, Local Health Networks, the Mental Health Commission, mental health consumers and carers and other stakeholders, as appropriate.

Further information

The following may assist in the preparation of your Activity Work Plan:

- The activity details specified under Item B of your Psychosocial Support Schedule;
- The Implementation Plan under Schedule A of the National Psychosocial Support Bilateral Agreement between the Commonwealth and relevant State/Territory, provided in-confidence to support State and Territory collaboration.
- The PHN Psychosocial Support Guidance material.

Please adhere to the word limit specified in the template.

1. Planned activities funded under the Activity – *National Psychosocial Support measure*

PHNs must use the table below to outline the activities proposed to be undertaken in 2018-2019. These activities will be funded under the *National Psychosocial Support measure* under the Schedule – Psychosocial Support.

Instructions: please delete instructions (in blue font) within the ‘Description’ column before submitting to the Department, but do not delete or remove any text (in black font) in the Activity Work Plan template. Text in black font indicates information that has been pre-populated and must be retained in the Activity Work Plan. Also, do not alter the structure of the table (i.e. do not add/delete columns/rows, or insert tables/graphs), unless specifically instructed.

Proposed Activities - copy and complete the table as many times as necessary to report on each activity	
Proposed Activities	Description
Activity Title	Ensuring needs assessment is updated and co-design/sector development occurs to determine the psychosocial support needs of the Western Sydney PHN region
Description of Activity	<p>Stakeholder engagement events to identify the key issues for people requiring Psychosocial supports who will not be eligible for NDIS in our region under the Psychosocial disability services. Identify key barriers from consumer and carers as to what are the key issues a new Psychosocial support service will need to address for this cohort.</p> <p>Coordination of stakeholders and consumers/ carer representative meetings facilitated by an external consultant to identify the following:</p> <ol style="list-style-type: none"> 1. Existing services and how this new initiative will complement service delivery to consumers. 2. Integrated clinical and psychosocial services. 3. Cost effectiveness 4. Referral pathways 5. Outcome measures 6. Identify referral pathways 7. Outcome measure to be utilised.

Measuring Outcomes/Data Collection and Storage	<p>The consultant will capture key themes and details around the issues addressing the needs of people with a mental health condition requiring Psychosocial support.</p> <p>This information will form the basis of the tender process and expression of interest from service providers. This will be captured and managed by the commissioning team within the PHN.</p>
Consultation/Collaboration/Communication	<p>Utilising already existing networks via the PHN mental health & AOD networks, Partners in Recovery Program and (western Sydney) Local Health District. This includes website, newsletters, events and promotional materials via other commissioning activities.</p> <p>The events and feedback will be organised by the consultant facilitator.</p>
Timeline	Engage with Facilitator in September, organise events and planning sessions for October/ November 2018.
Risk Management	Please see attached appendix – Risk management matrix

Proposed Activities - copy and complete the table as many times as necessary to report on each activity	
Proposed Activities	Description
Activity Title	Psychosocial Support Service delivery – Procurement/ tender process – Expressions of interest.
Description of Activity	<p>WSPHN will utilise the feedback from the consultation process to develop a commissioning process to identify and seek service providers to deliver psychosocial support services.</p> <p>The commissioning process will be an open tender with expression of interest from local service providers.</p> <p>It is anticipated that the contract deliverables for the service will comprise of the following key components:</p> <p>Consumer Engagement:</p> <ol style="list-style-type: none"> 1) Engage consumers and their families and/or carers to promote person-centred, recovery-oriented services.

	<p>2) Conduct regular reviews and the service action plans with individuals living with significant mental health difficulties (and their families/carers).</p> <p>3) Provide ongoing support services in the interest of the consumers wellbeing.</p> <p>Service Coordination/ Facilitation</p> <p>4) Facilitate consumer engagement with other support services including referral and support letters.</p> <p>5) Support and facilitate links between consumer, their families and the partner agencies/ providers encouraging access to support across sectors.</p> <p>Commitment to quality improvement and systemic change</p> <p>6) Monitor quality of services through feedback and satisfaction surveys from consumers, carers and families.</p> <p>7) Contribute to service mapping and gap analysis in the Western Sydney area.</p> <p>8) Service alignment to complement existing services provider to enhance outcomes for consumers</p>
Measuring Outcomes/Data Collection and Storage	<p>In keeping with other PHN initiatives outcome measure and output measurements, will be as follows:</p> <ol style="list-style-type: none"> 1. YES – utilisation of the Your Experience of Service survey. (Consumer feedback) 2. MDS data of consumer engagement with the service, occasions of service and unit cost. 3. Outcome tool yet to be determined. 4. Data will be stored as per PHN guidelines and with service provider as well as PHN (Health intelligence Unit).
Consultation/Collaboration/Communication	<p>Consultation will occur through the needs assessment process.</p> <p>Tender process will be via open tender through TenderLink in accordance with the WSPHN commissioning framework (as available on our website - www.wentwest.com.au)</p>
Timeline	<p>Tender process will be completed by December 2018, with service delivery to commence from February 2019.</p>

Risk Management	<p>There are some concerns regarding development of this service without duplicating other existing services. Service providers will require a clear boundary as to what the new service provides to new consumers, if the successful tenderer runs an existing service.</p> <p>Need to clearly identify and articulate how psychosocial services are different from pre-existing services to people with complex mental health conditions. The new service will need to articulate clearly the new referral pathways for new consumers who may not be engaged with other services.</p> <p>Please see attached appendix – Risk management matrix for performance measures.</p>
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Proposed Activities - copy and complete the table as many times as necessary to report on each activity	
Proposed Activities	Description
Activity Title	Service delivery management and performance.
Description of Activity	<p>WSPHN will monitor and evaluate service provider based on the deliverable and outcomes specified in the tender process and contract.</p> <p>This includes:</p> <ul style="list-style-type: none"> • submit regular reports in line with the mutually agreed and approved monitoring and evaluation frameworks • utilise the survey tools and templates provided by WSPHN as specific in the contract • Monitor service uptake and referral numbers and occasions of service. • Comply with all regulatory requirements of managing the contract, including budget and finances as well as adhering to clinical governance requirements of working with people with mental health conditions.
Measuring Outcomes/Data Collection and Storage	<p>In keeping with other PHN initiatives outcome measure and output measurements, will be as follows:</p> <ol style="list-style-type: none"> 1. Finance reports 2. Activity reports including Consumer feedback, MDS, occasions of service and referrals numbers, as well as outcomes measures specified in the contract

	3. Data will be stored as per PHN guidelines and with service provider as well as PHN (Health intelligence Unit)
Consultation/Collaboration/Communication	Utilising already existing networks via the PHN mental health & AOD networks, Partners in Recovery Program and (western Sydney) Local Health district. This includes website, newsletters, events and promotional materials via other commissioning activities. Additionally, WSPHN will utilise the Primary Mental Health care steering committee, AOD steering committee and other consumer carer forums.
Timeline	Once service delivery commences – Anticipated to be March 2019. Ongoing management and performance evaluation until the end of contract anticipated to be December 2021.
Risk Management	Please see attached appendix – Risk management matrix

Proposed Activities - copy and complete the table as many times as necessary to report on each activity	
Proposed Activities	Description
Activity Title	Data analysis and evaluation of psychosocial support services
Description of Activity	<p>We will commission consultants with experience in data capture and analysis to oversee the data management and evaluation of the program to address three key components of this service:</p> <ol style="list-style-type: none"> 1. Has the service engaged with consumers who were not engaged with any other mental health services? 2. Has the consumer received appropriate and relevant services? 3. Has the service provider integrated well with other sector providers? <p>We will seek a formal evaluation and report to form part of the WSPHN wider regional needs assessment as well as strengthening service integration and service alignment within Western Sydney.</p>

Measuring Outcomes/Data Collection and Storage	<p><u>Qualitative</u> measure of consumers evaluation of the quality of service and care received.</p> <p>Quantitative measures as part of the commission process.</p>
Consultation/Collaboration/Communication	Utilising already existing networks via the PHN mental health & AOD networks, Partners in Recovery Program and (western Sydney) Local Health district. This includes <u>website</u> , newsletters, events and promotional materials via other commissioning activities.
Timeline	<p>Anticipated that evaluation will begin during the early stages of services commencing (March 2019) to establish the parameters of what will be captured and evaluated.</p> <p>The evaluation process will formally take place once services <u>is</u> well established and consumers numbers are sufficiently high to allow comparisons and measurement. Anticipated to be around January 2020.</p>
Risk Management	Please see attached appendix – Risk management matrix