

Western Sydney - Commonwealth Psychosocial Support

2024/25 - 2027/28

Activity Summary View



PAE - 1 - Access Enabler



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

1

Activity Title *

Access Enabler

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 ***

To provide coordinated, recovery oriented psychosocial supports for people with severe mental illness who are not supported through state programs or the NDIS, enhancing their functional capacity, wellbeing, and ability to live safely and independently in the community.

Access Enablers will be utilised for activities that improve access, equity, coordination, and entry pathways for consumers, including service navigation, NDIS testing support, capacity and strengths-based assessments. They will create pathways for individuals to access the appropriate services while ensuring the program operates efficiently.

Description of Activity *

Access Enablers will be employed to provide services to improve the 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.

They will provide advice and referral assistance to consumers, helping participants, their families and carers understand and access the services they need.

The activity will reduce the avoidable need for more intense and acute health services and enhance appropriate/optimal use of the health system.

Access Enablers will work with the PHN to establish coordinated referral processes to support consumer access to psychosocial, clinical and primary health care and implement standardised consumer intake processes across providers within Western Sydney.

Needs Assessment Priorities *

Needs Assessment

WSPHN Needs Assessment 2025 - 2028

Priorities

Priority	Page reference
Identified Priorities Pages 105 -109	105



Activity Demographics

Target Population Cohort

Eligible population include those affected by mental illness, including mood (affective) disorders (e.g. depression, bipolar disorder), anxiety disorders, personality disorders, psychotic disorders (e.g. schizophrenia, schizotypal and delusional disorders), eating disorders, substance use disorders, and trauma-related disorders.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation has occurred through the Mental Health Regional and Suicide Prevention plan 2020-2022 process, and the WSPHN Needs Assessment 2022-2025.

Current providers have been consulted for their feedback on the service delivery of this program

Local Health District: The Local Health District continue to have a positive relationship with the PHN and have been part of the engagement process from the beginning

Partnership Committees: These committees play a key role in helping to shape and design the services to be commissioned based on their experiences and needs.

Community and mental health care services: These services provide ongoing advisory and feedback.

Consumers: Organisations are required to obtain consumer input into the design of their proposed projects.

Collaboration

The current service providers underpin our shared intention to develop a cooperative and collaborative approach in providing Psychosocial Supports. They all currently provide services to clients across WSPHN region and all organisations are committed to developing a collaborative relationship that is mutually beneficial for all parties in delivering the Psychosocial Services in western Sydney.

Engaging with service providers, consumers and carers in the region: to identify unmet needs in relation to psychosocial capacity building.

Engaging with other commissioned services, NGO's providing other community support services and with NDIS Local Area Coordinators: to help shape the service to meet local needs and referral pathways and to help target the service to the group for whom it is intended.

Engagement with LHD adult and community mental health services with reference to referrals from that cohort.



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2027

Service Delivery Start Date

Service Delivery End Date

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

CPSP was designed from a co-design process and has been developed to be more localised through consultations with key stakeholders.



PSD - 1 - Commonwealth Psychosocial Support Program (CPSP)- Service Delivery



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PSD

Activity Number *

1

Activity Title *

Commonwealth Psychosocial Support Program (CPSP)- Service Delivery

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 ***

To provide psychosocial supports for people experiencing severe mental illness in the WSPHN region who are not currently accessing psychosocial support through the NDIS.

The program aims to strengthen the capacity of consumers to live independently, safely and productively in their community. Through recovery-oriented and non-clinical supports, the program seeks to enhance functional capacity, promote meaningful social connections, and reduce reliance on acute and crisis services.

CPSP service delivery is delivered through two complementary streams:

1. CPSP - Psychosocial support for people with severe and persistent mental illness:

This stream provides a range of non-clinical approaches to build functional capacity at an individual level to help enable personal recovery. The services are designed to help people for whom clinical care is insufficient to help them build capacity for daily living.

Access Enablers:

This stream supports consumers to navigate the mental health and psychosocial support system, addressing barriers to accessing appropriate services. Access Enablers assist consumers to identify, understand, and connect with the supports they need for daily living. This includes facilitating referrals, improving system navigation, and helping consumers engage with psychosocial, clinical, and primary health care services.

Description of Activity *

This activity addresses the identified gap in services for individuals with reduced psychosocial functioning due to severe mental health issues who are not currently receiving support through the NDIS.

Modelled on a stepped-care approach to support, consumers accessing CPSP will be assisted to receive the level and intensity of support they require to ensure all mental health and psychosocial needs are met.

This program works in partnership with consumers (alongside their families and carers, as appropriate) to achieve recovery goals and continue to receive adequate and appropriate support through capacity-building group activities which focus on social connection, mental health, physical health, and self-management.

CPSP will be aligned to the demographics of the Western Sydney region - to ensure that our most vulnerable populations (including culturally and linguistically diverse, sexually and gender diverse, people who identify as Aboriginal and Torres Strait Islander) have equal access to the program to support their mental health and wellbeing.

This also includes support for self-help and resilience among LGBTIQ+ refugees and asylum seekers through targeted mental health literacy and psychosocial group interventions.

The Program is designed to support people with complex, often episodic, mental illness who:

- have needs that can be appropriately met through psychosocial support to live independently in the community, as determined through a capacity and strengths-based assessment tool
- are not restricted in their ability to fully, and actively, participate in the community
- are not receiving similar psychosocial supports through a state or territory government program or the NDIS, where there is potential for duplication of service offerings; and
- are aged 16 years and over, noting exceptions can be made for people aged less than 16 years subject to approval by the PHN.

Psychosocial supports services cover a range of non-clinical supports that focus on building personal capacity and stability in one or more of the following areas:

- social skills, friendships, and family connections
- day-to-day living skills
- financial management and budgeting
- finding and maintaining a home
- vocational skills and goals
- maintaining physical wellbeing, including exercise
- managing substance use issues
- building broader life skills, including confidence and resilience; and
- building capacity to live independently in the community.

The Western Sydney Primary Health Network (WSPHN) will continue to commission psychosocial support services to be delivered throughout the region. This CPS activity supports a range of non-clinical approaches to build functional capacity at an individual level to help enable personal recovery.

WSPHN will commission services to address the needs of the Serious Mental Illness (SMI) population including but not limited to:

1. Tackling social isolation in order to address overall wellbeing and recovery.
2. Recovery orientated services
3. Provision of psychosocial supports
4. Facilitation of consumer engagement with other support services including referral and letters of support.
5. Providing financial management and budgeting
6. Promotion of the importance of social skills, friendships and family connections
7. Providing vocational skills (including volunteering), education and training goals
8. Promotion of the importance of physical wellbeing and exercise
9. Management of drug and alcohol addictions, including tobacco
10. Secure housing and maintaining a home
11. Enhance the mental health knowledge, skills and capacity of GPs, including through the integration of psychiatric services into the primary care model to support general practice teams in their provision of more complex mental health care

12. Other services as deemed appropriate based on ongoing consultation and feedback from stakeholders.

Clients will continue to receive appropriate levels of assistance while they are supported to test eligibility for the NDIS or transition to ongoing support.

This will involve six main steps:

1. Build on ongoing relationships with former PIR, D2DL and PHaMs providers of whom already deliver commissioned services
2. Develop services to meet the needs of communities and individuals
3. Actively manage contracts with agencies, including provider meetings and frequent reporting.
4. Assist organisations in transitioning eligible clients to NDIS through regular meetings to identify transition arrangements for existing clients, flag and address potential delays and barriers and identify strategies to transition clients with complex needs.
5. Support transition of clients unable to access NDIS to appropriate support.
6. Identify appropriate ongoing support options for those consumers unable or unwilling to access NDIS.

WSPHN will continue commissioning psychosocial support services across the region, focusing on non-clinical approaches that build individual functional capacity and support personal recovery where clinical care alone is insufficient. WSPHN will also manage contracts with existing partners and maintain reporting and monitoring arrangements.

WSPHN will also offer its commissioned providers access to Brokerage Funding to support consumer recovery needs. This funding may supplement CPSP supports and services and will be available as outlined in the Department of Health and Aged Care's Commonwealth Psychosocial Support Program Guidance.

The Health Intelligence Unit (HIU) will support data capabilities for WentWest, enhance data quality and analytics expertise, improve capture of outcome measures, and will work to improve and facilitate effortless referral process for the GPs and other stakeholders.

Needs Assessment Priorities *

Needs Assessment

WSPHN Needs Assessment 2025 - 2028

Priorities

Priority	Page reference
Identified Priorities Pages 105 -109	105



Activity Demographics

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In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

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Activity Consultation and Collaboration

Consultation

Consultation has occurred through the Mental Health Regional and Suicide Prevention plan 2020-2022 process, and the WSPHN Needs Assessment 2022-2025.

Current providers and clients have been consulted for their feedback on the service delivery of this program.

The Western Sydney Local Health District continue to have a positive relationship with the PHN and have been part of the engagement process from the beginning

Partnership Committees play a key role in helping to shape and design the services to be commissioned based on their experiences and needs.

Community and mental health care services: These services provide ongoing advisory and feedback.

Consumers: Organisations are required to obtain consumer input into the design of their proposed projects.

Ongoing consultations and participation in Communities of Practice with other PHNs ensure maintenance of consistency across the programs nationally.

Collaboration

The current service providers underpin our shared intention to develop a cooperative and collaborative approach in providing Psychosocial Supports. They all currently provide services to clients across WSPHN region and all organisations are committed to developing a collaborative relationship that is mutually beneficial for all parties in delivering the Psychosocial Services in Western Sydney.

Engaging with service providers, consumers and carers in the region: to identify unmet needs in relation to psychosocial capacity building.

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Activity End Date

30/06/2027

Service Delivery Start Date**Service Delivery End Date****Other Relevant Milestones****Activity Commissioning**

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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

CPS is the result of previous co-designed programs such as Partners in Recovery and the National Psychosocial Support program.