

Western Sydney - Primary Mental Health Care 2022/23 - 2026/27 Activity Summary View



MH-H2H - 2 - Head to Health Intake and Assessment Phone Service



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH-H2H

Activity Number *

2

Activity Title *

Head to Health Intake and Assessment Phone Service

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 7: Stepped care approach

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

The Head to Health IAR Phone Service operates a central point of contact (the IAR line – 1800 595 212) to assist with mental health service navigation and direction of clients to their local Head to Health hub, satellite or centre.

Description of Activity *

WSPHN, aligned with the other NSW PHN's operating Head to Health sites, are contributing to the ongoing development and operation of the Head to Health Phone Service – operated through Neami National (commissioned by Healthy North Coast PHN)

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

Whole Western Sydney Population or Individuals residing in WSPHN region

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

WSPHN consulted within the region to determine the most practical, cost effective, and consistent approach to managing the IAR Phone Service. With extensive consultation with other NSW PHN's and Victoria (the inaugural 'Head to Help' state), a mutual agreement on one PHN managing the IAR for NSW was the decision.

Collaboration

To ensure consistency and maintenance of a sustainable system (given the expansion of the phone service to a national level), WSPHN collaborated with all other NSW PHN's and continue to be part of the 8 PHN shared phone service.



Activity Milestone Details/Duration

Activity Start Date

30/06/2022

Activity End Date

29/06/2023

Service Delivery Start Date

01/07/2022

Service Delivery End Date

30/06/2023

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: No

Direct Engagement: Yes

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?

No

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?

Yes

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

WSPHN engaged in a co-design of the centralised Head to Health Phone System alongside Victoria (as the Head to Help leads) and other NSW PHN's. WSPHN supported and assisted with the collation of the service directory to ensure there was ample information on Western Sydney health services and PHN commissioned services, and maintains the directory with updated information every quarter. Co-design continues to ensure the phonenumber and other aligned services evolve to meet the needs of the population.



MH - 4 - Initial intake & Assessment



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

4

Activity Title *

Initial intake & Assessment

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Mental Health

Aim of Activity *

Within a stepped care approach (a key indicator for PHNs), a person presenting with the local health system should be matched to the most appropriate intensity level for their care needs. A subsequent indicator is the ongoing measurement of outcome and experience, to allow real-time adjustment of their treatment intensity – stepping up or stepping down, as required.

To achieve consistency within this, and enable seamless entry into different commissioned services based on need, a consistent approach to the intake and assessment process is required – such as the Initial Assessment and Referral Diagnostic Support Tool (IAR-DST). The implementation of this tool across mental health programs has been designed to determine the most suitable and appropriate treatment options consistently across a range of programs.

Description of Activity *

The GP Training schedule for Western Sydney PHN will be utilised to train and support GPs in the use of the IAR, through recruitment of 2 x Part time Training and Support Officers (TSO). The funding will enable the TSOs to receive training to thoroughly understand the IAR and train the target of 680 GPs plus other commissioned service providers (particularly support staff within Head to Health centres and Aboriginal Medical services) to utilise the IAR-DST in diagnosing the appropriate level of care required to address the identified needs.

The TSOs will manage the embedding of the IAR throughout the health sector in Western Sydney, so that GP's and other allied

health professionals are able to better identify mental health concerns within their clients, use the IAR-DST to navigate the best level of care for a client, and support their referral into appropriate services. Through the national CoP and other local collaborations, the learnings from Western Sydney will be shared and good practices from elsewhere will be implemented.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

GP's and allied health professionals will be the key cohort who will be trained on utilising the IAR-DST

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

09/12/2021

Activity End Date

29/06/2025

Service Delivery Start Date

01/02/2022

Service Delivery End Date

30/06/2025

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: No

Direct Engagement: Yes

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?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

Yes

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

No



MH - 7 - Older Persons Mental Health Service



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

7

Activity Title *

Older Persons Mental Health Service

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 ***

The Older Person Mental Health programs aim to improve the mental health and reduce social isolation and loneliness of older persons living in the community and within Western Sydney Residential Aged Care Facilities (RACFs).

Description of Activity *

The OPMH program employs a multidisciplinary workforce to offer individual in the community and group interventions to reduce environmental and adaptation impacts upon an RACF residents mental health, provide mental health support, encourage socialising, offer group supports for residents to engage with each other and reduce loneliness, and offer training and support to RACF staff and residents on using technology to maintain relationships, maintain mental capacity, and enhance social skills.

Needs Assessment Priorities ***Needs Assessment**

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72
Digital Health	71
Aged Care	69



Activity Demographics

Target Population Cohort

Older persons living within Western Sydney

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Dural - Wisemans Ferry	11502
Merrylands - Guildford	12503
Baulkham Hills	11501
Auburn	12501
Pennant Hills - Epping	12601
Rouse Hill - McGraths Hill	11504
Ryde - Hunters Hill	12602
Carlingford	12502
Mount Druitt	11603
Parramatta	12504
Blacktown - North	11602
Blacktown	11601



Activity Consultation and Collaboration

Consultation

In developing older persons mental health services, consultation occurred with a number of GPs, RACFs, Psychologists, Social Workers MoH Older Person branch and mental health providers who indicated that services should support people in being assessed, diagnosed, informed, and supported through their mental health intervention.

Each of the services has a common referral pathway and network that allows WSPHN to align services should the consumer, referring GP and mental health service provider require ongoing, additional or complimentary services with various levels of intervention and access.

Collaboration

Commissioned services are empowered to work with one another to better coordinate service integration, which enables patients to transition seamlessly between stages of care as required, including older persons in RACFs.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2024

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?

Not applicable

Co-design or co-commissioning comments

WSPHN co-designed the programs with key stakeholders in Western Sydney and consumers

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 11 - Mental Health Flood – Wellbeing & Resilience Grant Activity



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

11

Activity Title *

Mental Health Flood – Wellbeing & Resilience Grant Activity

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Mental Health Priority Area 3: Psychological therapies for rural and remote, under-serviced and / o

Aim of Activity *

To build the PHN’s capacity to provide immediate mental health supports arising from trauma and loss associated with the July 2022 floods in Western Sydney.

Description of Activity *

Support the mental health of communities impacted by floods through the following:

- Wellbeing and Resilience Grants – commission small community grants to fund activities that help build resilience, social connectedness and deal with loss and anxiety as a result of the floods
- Mental Health Emergency Response Coordinators – the role will coordinate access to the mental health services across the region, administers Wellbeing and Resilience Grants and improves integrated support with state and local governments services to reduce burden on those in need of assistance; develop long-term planning to reduce the burden of natural disasters on the most vulnerable populations.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

Affected communities

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Key stakeholders in Western Sydney region

Collaboration

Key stakeholders in Western Sydney region



Activity Milestone Details/Duration

Activity Start Date

30/06/2022

Activity End Date

30/12/2023

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: No

Direct Engagement: Yes

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?

No

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?

Co-design or co-commissioning comments



MH - 16 - Targeted Regional Initiatives for Suicide Prevention



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

16

Activity Title *

Targeted Regional Initiatives for Suicide Prevention

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 8: Regional mental health and suicide prevention plan

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

Following the appointment of a Regional Suicide Prevention Co-Ordinator in January 2023, the aim of this activity is to improve care coordination and service pathways, to identify and respond early to distress, to provide support via multiple channels and build capacity and capability of the local workforce to respond to people at risk of suicide.

Description of Activity *

This activity will identify and address gaps that exist within the current service offerings within the Western Sydney Community. Newly commissioned services will be focusing on prevention and early intervention activities. WSPHN will build capacity and capability of the local workforce through education and a community collaborative to respond to suicide and link people with appropriate supports and services in a more coordinated and timely way. Commissioning Peer support and mentorship programs for people at risk or impacted by suicide.

WSPHN will also undertake data analytics and research using data in the suicide and self-harm monitoring system and submit data on activities to the Primary Mental Health Care - Minimum Data Set (PMHC-MDS).

Needs Assessment Priorities ***Needs Assessment**

Priorities

Priority	Page reference
Mental Health	72
Digital Health	71
Population health	74
Health Workforce	71



Activity Demographics

Target Population Cohort

Whole Western Sydney region and people at risk of suicide or suicidal distress

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Key stakeholders for Western Sydney region

Collaboration

Key stakeholders for Western Sydney region



Activity Milestone Details/Duration

Activity Start Date

30/06/2022

Activity End Date

29/06/2024

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?

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?

Co-design or co-commissioning comments



MH - 1000 - Low intensity mental health services



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

1000

Activity Title *

Low Intensity Mental Health Services

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 1: Low intensity mental health services

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

1. Provide services to clients of the Primary Mental Health Care service providers (previously known as ATAPS) .
2. Provide a digital platform/app which enables users to navigate the mental health service sector and identify appropriate support programs in the local region
3. Program that offers education and training programs, developed and delivered by people with lived experience of mental health concerns and adult education professionals. It is open to people who have mental health conditions, their carers, families and friends, as well as mental health staff, volunteers and the broader mental health sector staff working within the region.
4. To address mental health from a holistic perspective, taking into account the relationship with physical health, diet choices and physical activity and how social determinants and experiences during early childhood can impact on a person's life trajectory and health outcomes and overall mental wellbeing

Description of Activity *

1. Through consultations with key stakeholders and the Western Sydney community as part of our MHSP Regional Plan and our Health Needs Assessment - additional helpline and support service capacity was identified as a way of supporting people requiring low intensity service without the need for a consumer/ client being engaged with a face to face service.

2. WSPHN will commission a local provider and work more broadly with other PHNs to commission a service which delivers a digital, service navigation platform. The program will be designed to enable users to navigate the mental health service sector and identify appropriate support programs in the local region.

3. Program that offer education and training focusing on workforce and community development. The program offers courses such as Mental Health First Aid (including separate Aboriginal, Older Person, Child and Family-focused courses), Managing substance misuse, Understanding Anxiety, Understanding Depression, Mindfulness, and Navigating the Mental Health System

4. Commission services which broadly address the link between mental health and a range of other societal factors, including early childhood development, impact of trauma and disadvantage, support for children and their families, and physical health and negative behaviours with food and lifestyle which impact mental health

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

All activities listed above will be publicly available to residents of Western Sydney and aim to increase early access to support and low intensity mental health intervention. Additionally, any clients experiencing low levels of mental health distress and who present to GP practices, mental health services providers, community groups or organisations, and schools will also be directed to these services.

All low intensity commissioned activities are designed to be accessible remotely via a phone or device, or in person.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Dural - Wisemans Ferry	11502
Merrylands - Guildford	12503
Baulkham Hills	11501
Auburn	12501
Pennant Hills - Epping	12601
Rouse Hill - McGraths Hill	11504
Ryde - Hunters Hill	12602
Carlingford	12502
Mount Druitt	11603
Parramatta	12504
Blacktown - North	11602
Blacktown	11601



Activity Consultation and Collaboration

Consultation

WSPHN is working with key representatives including, GPs, LHD, non-government organisations (NGO), community managed organisations (CMO) and mental health professionals who are consulted in developing strategic directions on commissioning and delivery of services across the priority areas in Western Sydney.

In developing the low-intensity mental health services, consultation occurred with a number of GPs and GP associations and mental health providers who indicated that low-intensity services should support people at either pre-treatment or post-treatment phase and be accessible remotely and after-hours.

Additionally, the recommendation was the low-intensity services should be able to support the client to seamlessly engage with higher intensity services.

As a result, each of the services has a common referral pathway and network that allows WSPHN to align services should the consumer, referring GP and mental health service provider require ongoing, additional or complementary services with various levels of intervention and access.

Collaboration

Commissioned services are empowered to work with one another to better coordinate service integration, which enables patients to transition seamlessly between stages of care as required.

Several workshops and consultation were conducted to bring together providers and facilitate the operational alignment of care, as the consumer navigates the various services.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2025

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?

Yes

Decommissioning

No

Decommissioning details?

Not applicable

Co-design or co-commissioning comments

Recovery College has previously been co-designed, and continues to be adapted to meet the changing needs of the Western Sydney community. Consumers with lived experience have input to the design and content of Recovery College courses and other training opportunities.

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 2000 - Child and Youth Mental Health Services



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

2000

Activity Title *

Child and Youth Mental Health Services

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 2: Child and youth mental health services

Other Program Key Priority Area Description

Aim of Activity *

1. To reduce the impact of disease in young people aged 12-25 years caused by mental health disorders and related substance use. This will be evident through improvements in the mental health, social wellbeing and economic participation of young people in this target group.
2. The aim of Early Psychosis (EPYS) is to provide early intervention services to young people with emerging serious mental illness, and their families, that are youth-friendly, accessible, consistent and seamless, and that provide ongoing care and support.
3. To assist young people aged 12-25 who have or are at risk of, developing severe mental illness and can be supported in the primary care setting, including through the Youth Enhanced Support Service (YESS) and headspace program.
4. To provide psychological therapy and mental health clinical and non-clinical support to young people aged 12-25 who have suicidal symptoms.

5. To deliver assertive, specialist mental health services and tertiary consultation to children and young people and youth mental health program designed to cover the gaps identified in EPYS and headspace.

6. To assist with initial assessments, provide short-term management of an acute crisis, prevent/avoid hospital admission if possible, facilitate referrals to appropriate mental health treatment services, reduce the number of young people presenting repeatedly to ED, and shorten the length of stays in the ED

7. Provide MH wellbeing education and support programs through schools, ECEC's and community-based organisations that focus on children, young people and their families.

Description of Activity *

1. headspace will provide early intervention mental health services to clients between 12-25 years, along with assistance in promoting young peoples' wellbeing. Support covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.

2. EPYS located in Mt Druitt, is a continuing care team of multi-disciplinary professionals who provide recovery orientated, early intervention services to young people aged 12-25 who are experiencing a first episode of psychosis or at ultra-high risk of experiencing psychosis. The service model is based on the Early Psychosis Prevention and Intervention Centre (EPPIC) from Orygen Youth Health in Victoria. And as such, the commissioned service provision is based on assertive outreach, family work, functional recovery and partnerships with other community organisations to enhance care.

EPYS Parramatta is a 'Spoke' of the Mt Druitt EPYS 'Hub' and the services work closely to ensure continuity of service. The Hub provides extensive psychiatric and specialist services such as functional recovery groups and family therapy.

3. Youth Severe Mental Health service is commissioned to assist young people aged 12-25 years residing in Western Sydney who has or is at risk of, developing severe mental illness and can be supported in the primary care setting.

It comprises three clinical arms:

- Enhanced Access - a hub and spoke model to enhance access across the region and to leverage off existing links of community partners.
- Assertive Case Management including wrap-around services and evidence-based treatment and recovery approaches in line with the Clinical Staging Model and Stepped Care.
- Mental Health Education and Support to GPs and school counsellors to build the capacity of GPs to manage young people. Young people will be serviced in their preferred locations, utilising flexible service options including drop-in services, individual and group-based sessions, face to face and online support.

4. Suicide prevention – psychological therapies aim to provide psychological services for the most vulnerable and financially disadvantaged members of the WSPHN area. Services include psychological therapy sessions for people who are unable to otherwise afford to pay for therapy, and a separate suicide prevention stream is designated to help people who have been identified as acutely at risk of suicide regardless of their financial status.

5. is commissioned to cover the WSLHD EDs and provide post-discharge follow-up and bio-psycho-social interventions for up to 12 weeks post-discharge. Peer workers have been introduced to the program to allow cultural appropriateness for CALD and indigenous patients to provide additional support. The services will be situated in ED waiting rooms of Westmead, Blacktown and Mt Druitt hospitals with the aim to offer support services to all young people presenting with mental health concerns within working hours.

6. The project will work in a crisis management model, practising trauma-informed care and using recovery principles. The team will work in partnership with young people and their carers to assist with managing the acute crisis that is resulting in the young person's presentation/s to ED. The approach will be holistic, assessing all aspects of a young persons' functioning, identifying their needs across mental health, physical health, drug and alcohol and psychosocial domains .

7. Provision of early intervention services to vulnerable children, young people, and their families through schools, ECEC's and community based organisations. Activities will focus on education and support sessions that build resilience and MH wellbeing

8. WSPHN has established a Project Implementation Team to lead the co-design and implementation of EPYS following the successful procurement of the program

Needs Assessment Priorities *

Needs Assessment

Priorities

Priority	Page reference
Mental Health	72

**Activity Demographics****Target Population Cohort**

Children and youth aged between 12 – 25 years, who may be experiencing mild to moderate mental health condition and/or drug and alcohol misuse, who may be experiencing a severe mental health condition either as a first episode of psychosis (FEP) or ultra-high risk of psychosis (UHR), who are at risk of or experiencing severe mental health illness including psychosis, major depression, severe anxiety, eating disorders and personality disorders, who have suicidal symptoms, who are experiencing an acute crisis, who present to ED with acute mental health concerns, or young people and their families who are vulnerable and at risk of experiencing severe and acute mental health concerns.

In Scope AOD Treatment Type ***Indigenous Specific ***

No

Indigenous Specific Comments**Coverage****Whole Region**

Yes

SA3 Name	SA3 Code
Dural - Wisemans Ferry	11502
Merrylands - Guildford	12503
Baulkham Hills	11501
Auburn	12501
Pennant Hills - Epping	12601
Rouse Hill - McGraths Hill	11504
Ryde - Hunters Hill	12602
Carlingford	12502
Mount Druitt	11603
Parramatta	12504
Blacktown - North	11602
Blacktown	11601

**Activity Consultation and Collaboration**

Consultation

1. headspace model means that each site/ service has a consortium. This consortium meets every 3 months, which includes representatives from various agencies, including local health district, NGOs and community-managed organisations.
2. Orygen Youth Mental Health Service (OYH), Western Sydney Local Health District (WSLHD), General Practitioners, and other NGOs
3. WSPHN consult with Uniting (NSW.ACT) as a lead agency, along with key representatives from the LHD, GPs, mental health service providers, and consumer and carer representatives.
4. Consultation with Orygen, consumers, carers, WSLHD as well as the service provider and the consortium members who will be part of the service delivery.
5. WSPHN consult with key representatives from the LHD, GPs, mental health service providers, and consumer and carer representatives.

Collaboration

Headspace and EPYS services in western Sydney for FY 22-23 will be managed by two lead agencies;

1. Uniting (NSW.ACT) for headspace Primary Care and EPYS services at Mt Druitt and Parramatta
2. Flourish Australia for headspace centres at Parramatta & Castle Hill.

The headspace model requires a consortium approach to service delivery and WSPHN has been involved in consulting the consortium for the development and continuation of the service without disruption.



Activity Milestone Details/Duration

Activity Start Date

30/06/2016

Activity End Date

29/06/2025

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: Yes

Expression Of Interest (EOI): Yes

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?

Not applicable

Co-design or co-commissioning comments

All programs were co-designed and prior to recommissioning, codesign principles will be applied.

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 3000 - Primary Mental Health Care (PMHC)



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

3000

Activity Title *

Primary Mental Health Care (PMHC)

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 3: Psychological therapies for rural and remote, under-serviced and / or hard to reach groups

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

The PMHC program aims to provide psychological and psychiatric services for the most vulnerable and financially disadvantaged members of the area covered by WSPHN.

Services include psychological therapy sessions for people who are unable to otherwise afford to pay for therapy, and a separate suicide prevention stream is designated to help people who have been identified as acutely at risk of suicide regardless of their financial status.

Western Sydney Primary Health Network (WSPHN) aims to continue increasing the mental health services delivered in western Sydney in partnership with WSLHD via a commissioning model which allows local providers to address gaps in the mental health services that most affect their local community and thereby reduce risk of further decline in patient health status. WSPHN will collaborate with Western Sydney service providers who specialise in supporting the mental health needs of vulnerable community groups such as people who identify as LGBTIQ+, CALD communities, displaced families, clozapine management and people experiencing mental health concerns who are ineligible for mainstream services.

Primary mental health care services should be delivered under a stepped care approach as part of reforms implemented by the Commonwealth Department of Health.

This approach will support people to access services based on their needs, at the right time.

This activity will provide clear and accessible pathways to care for people with mental health concerns at all levels of intensity/acuity.

This service will continue to improve patient outcomes through working collaboratively with health professionals and services to integrate and facilitate a seamless patient experience.

Description of Activity *

This activity will provide psychological and psychiatric support, and reduce barriers to service access by engaging local mental health professionals to provide services to vulnerable people within western Sydney. The regional needs assessment identifies groups experiencing vulnerability in western Sydney including perinatal women, children, young people with moderate to severe levels of psychological distress, people who identify as LGBTIQ, older people and diverse cultural and language groups. Specialised skills to work with these priority groups forms the basis of the recruitment and selection of mental health professionals in western Sydney with current providers offering psychological supports across these groups including services in 27 different languages.

1. Primary Mental Health Care Services (PMHC) Contracted primary mental health professionals – to provide (activity-based) psychological and psychiatric services to vulnerable people. PMHC services are delivered under a stepped care approach.
2. Expansion Primary Mental Health Care Services (PMHC) to priority areas: Children, Youth and their Families, Aboriginal and Torres Strait Islanders, Perinatal, CALD, LGBTIQ, Elderly, Co-morbidity & Suicide Prevention (see priority area 5)
3. WSPHN will continue its collaboration with the WSLHD, peak bodies and local partners to implement local strategies, and the Mental Health and Suicide Prevention Regional Plan, to engage and address the needs of “at-risk” populations and health professionals who support them.
4. Opportunity for a trial on integrated mental health model of care within a neighbourhood health setting.
5. WSPHN has engaged a Project Team to drive the Mental Health Regional Plan and identify mental health programs that tackles some of the gaps in Western Sydney.
6. Provide a stepped-care service for GPs to manage the care of mental health consumers - to support capacity building among GPs in the region on managing clients with complex mental health concerns, and assisting with navigation to other support services (step up, or step down) as required.
7. Implementation of new platform to improve reporting performance and for raising confidence levels of reporting accuracy on MDS reporting providers.
8. Engaged a System Change Team to design and implement systems that manages the quality of data and performance of service providers.

This approach will support people to access services based on their needs, at the right time. This activity will:

- Provide clear and accessible pathways to care for people with mental health concerns at all levels of intensity/acuity.
- Incorporate strategic and operational design of Stepped Care service delivery.
- Incorporate and monitor a stepped care approach as part of commissioning mental health models of service.
- Provide referrers and service providers understanding on how to navigate, refer to and provide services using a stepped care approach.

Obtain accurate data for reporting and inform future commissioning

- Identify current and future workforce and service gaps/deficits, oversupply, and/or distribution.
- Implement a range of strategies and programs to support local GPs to identify target groups and specific vulnerable groups experiencing mental health conditions to:-
 - a) Improve referral processes
 - b) Increase workforce capacity and capability
 - c) Improve access to services.

Needs Assessment Priorities *

Needs Assessment

Priorities

Priority	Page reference
Mental Health	72

**Activity Demographics****Target Population Cohort**

This activity is for western Sydney residents experiencing mental health distress and barriers to accessing psychological support through Better Access. This includes people who experience financial hardship or are part of a priority group identified through our Regional Needs Assessment.

In Scope AOD Treatment Type ***Indigenous Specific ***

Yes

Indigenous Specific Comments

Facilitates culturally appropriate Mental Health supports for Aboriginal and Torres Strait Islander people experiencing a mental health issue

Coverage**Whole Region**

Yes

SA3 Name	SA3 Code
Dural - Wisemans Ferry	11502
Merrylands - Guildford	12503
Baulkham Hills	11501
Auburn	12501
Pennant Hills - Epping	12601
Rouse Hill - McGraths Hill	11504
Ryde - Hunters Hill	12602
Carlingford	12502
Mount Druitt	11603
Parramatta	12504
Blacktown - North	11602
Blacktown	11601



Activity Consultation and Collaboration

Consultation

WSPHN work with key representatives from the LHD, GPs, mental health service providers, and consumer and carer representatives.

Additionally, WSPHN conducts quarterly Professional Development events in conjunction with the Mental Health Professionals Network (MHPN) meeting for all mental health providers in our region. This networking event is a way of informing and connecting mental health providers, as well as supporting the quality and consistency of service delivery in our region.

Collaboration

All referring agents, including GPs, schools, allied health providers, specialists and mental health providers currently engaged with WSPHN. This includes the Local Health District and a number of key non-government organisations.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2025

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): Yes

Other Approach (please provide details): No

Is this activity being co-designed?

No

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

No

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?

Not applicable

Co-design or co-commissioning comments

Not Applicable

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 4000 - Severe and complex mental illness



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

4000

Activity Title *

Severe and Complex Mental Illness

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 4: Mental health services for people with severe and complex mental illness including care packages

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

To commission mental health services for people with severe, complex and multi-dimensional mental illness.

1. Provide specialist mental health care to families in the perinatal and infancy stages dealing with a significant mental health disorder.
2. Provide services to people discharged from hospital following a mental health admission who require ongoing primary care support in the community.
3. 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.
4. Deliver psychoeducation, counselling, navigation support and lifestyle/wellbeing group interventions for cultural groups in the Western Sydney region identified as requiring targeted support.
5. Focus on strengthening and coordinating referral pathways and connections between culturally and linguistically diverse community groups, general practitioners, allied health providers, government agencies, health services and other community services.

6. Provide a physical safe space for people in distress to go and receive support to manage their mental health crisis, through promotion of their wellbeing, the provision of clinical and non-clinical support to manage their distress, both current and in the future, and through offering an alternative to emergency department presentations. The service will also provide support navigation, assist with referral pathways, and offer multi-modal and multidisciplinary mental health support.
7. Provide a wraparound treatment and case coordination service in a residential and therapeutic setting for patients with drug and alcohol dependence and co-occurring severe and complex mental illness.
8. Address the specific needs of LGBTIQ+ clients with refugee, migrant and asylum seeker backgrounds through building strengths and resilience, and promoting self-help and support.
9. To increase the availability of drug and alcohol treatment services for individuals with co-occurring severe and complex mental illness in the community. This activity will incorporate priority group funding for access for families, people in transition from prison and also other priority population areas such as those from CALD background, LGBTIQ communities, homeless people, young people and/or Aboriginal and Torres Strait Islander people.
10. To support the delivery of culturally appropriate primary health care to ensure the mental health needs of CALD communities are met.
11. In collaboration with WSLHD, the WSPHN developed a regional plan in line with the Fifth National Mental Health Plan. The plan is guided by the stepped care model and the ecological framework which will be supported by a robust and consistent data collection process. WSPHN project team will lead the implementation of the regional plan. WSPHN has engaged a Project Manager to drive the Mental Health Regional Plan. WSPHN has engaged a Project Team to drive the Mental Health Regional Plan and identify mental health programs that tackles some of the gaps in Western Sydney.
12. To enable access to hard-to-reach services for vulnerable population groups with persistent mental health conditions. The aim is to not only support the community to access these programs, but also to capacity build the sector through access to psychiatry advice, education sessions, etc.

Description of Activity *

1. Comprehensive specialist mental health care for families with a significant mental health disorder occurring in the perinatal and infancy stages, through the provision of psychiatric assessment, individual, couple and parent-infant psychotherapy, group work, linkages to home supports, pharmacotherapy management, onward referrals to relevant programs, DBT, counselling, and consultation and liaison with midwifery, obstetrics, paediatric and GP professionals.
2. Supports people leaving hospital who require assistance to transition to ongoing primary mental health care support in the community. Peer workers regularly meet with consumers and their carers and family members (with agreement) during discharge planning to identify and support the consumer to access community and outreach services. This is currently occurring in partnership with Cumberland and Blacktown hospitals, but will expand to include hospitals across the Western Sydney region. The service also facilitates social activities and workshops at hospitals to increase consumer engagement.
3. An integrated care model whereby a Psychiatrist is employed to deliver services to patients experiencing severe and complex mental health conditions in a primary care setting. The Psychiatrist is appointed to participating General Practices and/or Patient-Centred Medical Homes to deliver and provide capacity building services and network by case consultation with the General Practitioners as well as practice nurses and practice staff.
4. Psycho-education and lifestyle/wellbeing group interventions for prominent cultural groups in the Western Sydney region and its community members. Examples of activities to be provided include:
 - Peer Leader Training and Support
 - Culturally-adapted Accidental Counsellor training
 - Residential program/camp with particular focus on intensive training for peer leaders
 - Delivery of psycho-education and lifestyle/wellbeing group interventions for each cultural group and its community members
 - Group interventions
5. Engaging with hospitals and community mental health teams in the Western Sydney region -the project will focus on

strengthening coordination and referral pathways for people from culturally and linguistically diverse backgrounds with general practitioners, allied health providers, government agencies, health and welfare services.

6. A physical and sensory, supportive safe space which allows people experiencing psychological distress to access timely and responsive support from trained non-clinical mental health professionals within their community, outside a clinical setting. The program promotes the wellbeing of people through assistance and support with managing their distress, both current and in the future, and fosters identification of alternatives to emergency department presentations. It will build an understanding of the Safe Space/Haven/Alternative to ED model and develop a new way of approaching the issue of crisis response options for people experiencing psychological distress and suicidality, catering to the special needs of the Western Sydney region. It will encourage focus on improved follow-up for people who have attempted suicide or are at high risk of suicide. It will avoid the significantly elevated costs associated with emergency department presentation for some people experiencing psychological distress and suicidality.

7. Provide a wraparound treatment and case coordination service in a residential and therapeutic setting for patients with drug and alcohol dependence and co-occurring severe and complex mental illness.

8. Deliver psychoeducation and lifestyle/wellbeing group interventions for vulnerable community members, or those requiring high intensity mental health support. The groups will enable participants to better identify signs of distress in themselves and develop appropriate coping strategies; develop mutually supportive relationships amongst the group members thus breaking social isolation and ensuring sustainable social support; reduce stigma associated with seeking mental health assistance; and increase knowledge and access to a variety of mental health services.

9. Services will provide functional recovery capacity, attitudinal and behaviour change skills for participants to achieve long term behaviour change with regard to drug or alcohol dependence and mental health rehabilitation. Services can be residential, day programs, or community outreach and are provided by a mixture of professional and peer workers. These projects will combine mental health and AOD treatment and rehabilitation elements and short-term capacity building.

10. Opportunity for a trial on integrated mental health model of care within a neighbourhood health setting.

11. WSPHN will continue to expand its Refugee health focus whilst ensuring culturally appropriate and safe environments within western Sydney. Due to the complex nature of this activity, WSPHN will work to improve access to culturally appropriate, integrated primary care services for refugees by:

1. Working collaboratively with local migrant and settlement support services
2. Provide cultural input into the work of primary health providers including strengthening links with CALD communities
3. Increase the capacity of refugee-friendly primary care providers to work together to provide integrated care
4. Assist in the delivery of education activities for primary care providers
5. Provide cultural and linguistic input into health promotional initiatives
6. Improve equity of access and health literacy to meet the needs of the culturally diverse population.
7. Participate in the western Sydney Refugee Health Coalition to identify emerging issues and co-design possible solutions
8. This service will continue to improve patient outcomes through working collaboratively with WSLHD and health professionals and services to integrate and facilitate a seamless patient experience.
9. Operate a mental health and psychiatry advice and support line for General Practitioners to guide their practice in managing patients with severe, complex and persistent mental health concerns.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

People in the Western Sydney PHN region who are experiencing severe and complex mental health conditions who can be supported at a primary care level, or who are transitioning from hospital-based intervention to a community provider.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Dural - Wisemans Ferry	11502
Merrylands - Guildford	12503
Baulkham Hills	11501
Auburn	12501
Pennant Hills - Epping	12601
Rouse Hill - McGraths Hill	11504
Ryde - Hunters Hill	12602
Carlingford	12502
Mount Druitt	11603
Parramatta	12504
Blacktown - North	11602
Blacktown	11601



Activity Consultation and Collaboration

Consultation

Consultation was made with several GPs, GP associations, community service providers, mental health providers, current clients, people with lived experience, and a range of clinicians who indicated:

- What gaps there currently are for clients within the mental health and psychosocial support systems
- What supports are currently available – successful programs, wait lists, concerns, etc.

- When supports should be available – weekends, after hours, etc.
- Services which would benefit from expansion or greater client capacity

Collaboration

Extensive collaboration has occurred to ensure integrated service provision for people experiencing severe and complex mental illness. This includes consumers, Peer workers, general practices, LHD Acute mental health services, emergency departments, key CMOs such as St John of God (SJOG), Flourish, One Door, STARTTS, Community Restorative Centre (CRC), SVDP, We Help Ourselves (WHO), Sydney Children's Hospital Network (SCHN), mental health nurses and culturally-specific organisations.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2025

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?

Not applicable

Co-design or co-commissioning comments

All programs are designed with a focus on the client journey and have input from key stakeholders, including clients with lived experience and the WSPHN Consumer Council.

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 5000 - Community based Suicide Prevention activities



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

5000

Activity Title *

Community based suicide prevention activities

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 5: Community based suicide prevention activities

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

To commission community-based suicide prevention services as follows:

1. PMHC Suicide Prevention Service (SPS) aims to address issues of people who are at heightened risk of self-harm and suicidal ideation.
2. Provide culturally sensitive and safe counselling services and high-risk mental health supports to people who identify as Aboriginal and Torres Strait Islander, people within other cultural groups within Western Sydney, and people within vulnerable community groups – such as people who identify as LGBTIQ+, people from CALD backgrounds, etc.
3. Improve data quality and performance of service provider
4. To ensure the WS community has access to sufficient, holistic suicide aftercare and transition support to prevent the risk of re-occurrence of suicidal ideation or attempt.

Description of Activity *

1. PMHC Suicide Prevention Service (SPS) has expanded and is now commissioning a significant number of mental health professionals who can respond within 24 hours and provide an appointment within 72 hours to referrals for people identified with

an elevated risk of suicide. Over 30% of current PMHC providers are registered to provide this category of support. Given the nature of this issue, we do not limit this service to low income earners. Instead, this service is there to support anyone in the western Sydney PHN region who needs support in relation to self-harm and suicide and clients who may have accessed other suicide prevention services commissioned by WSPHN .

2. Provide culturally sensitive and safe counselling and high-risk mental health support services to people who identify as Aboriginal and Torres Strait Islander, people within other cultural groups within Western Sydney, and people within vulnerable community groups – such as people who identify as LGBTIQ+, people from CALD backgrounds, etc.

3. Engaged a System Change Team to design and implement systems that manages the quality of data and performance of service providers.

4. Extension of existing suicide-prevention programs to ensure ample transitional support back into ‘daily life’ following intensive suicide prevention support post-discharge.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

All activities listed above will be publicly available to residents of Western Sydney and aim to increase early access to support. Additionally, any clients experiencing mental health distress and who present to GP practices, mental health services providers, community groups or organisations, and schools will also be directed to these services. Activity 1, will specifically target people at risk of suicide and/ or people with elevated risk factors requiring face to face services.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

2 - Counselling for Aboriginal and Torres Strait Islander people.

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Dural - Wisemans Ferry	11502
Merrylands - Guildford	12503
Baulkham Hills	11501
Auburn	12501
Pennant Hills - Epping	12601
Rouse Hill - McGraths Hill	11504
Ryde - Hunters Hill	12602
Carlingford	12502
Mount Druitt	11603
Parramatta	12504
Blacktown - North	11602
Blacktown	11601



Activity Consultation and Collaboration

Consultation

WSPHN has consulted in a structured manner key representatives from different organisations across Western Sydney, GPs, LHD, non-government organisations (NGO), community managed organisations (CMO) and mental health professionals who are consulted in developing strategies on commissioning and delivery of services across the priority areas in western Sydney.

Collaboration

Commissioned services are empowered to work with one another to better coordinate service integration, which enables patients to transition seamlessly between stages of care as required.

Several workshops and consultation were conducted to bring together providers and facilitate the operational alignment of care, as the consumer navigates the various services.

Initiatives work closely with all referring agents (GPs, schools, allied health providers and specialists) and mental health providers currently engaged with WSPHN. This includes the LHD and a number of key NGOs.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2025

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: Yes
Expression Of Interest (EOI): Yes
Other Approach (please provide details): No

Is this activity being co-designed?

No

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

No

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?

Not applicable

Co-design or co-commissioning comments

Not Applicable

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 5000 - Community based SP activities- Indigenous



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

5000

Activity Title *

Community based SP activities- Indigenous

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 commission community-based suicide prevention services as follows:

1. PMHC Suicide Prevention Service (SPS) aims to address issues of people who are at heightened risk of self-harm and suicidal ideation.
2. Provide culturally sensitive and safe counselling services to Aboriginal and Torres Strait Islander people.
3. Engaged a System Change Team to design and implement systems that manages the quality of data and performance of service providers

Description of Activity *

1. PMHC Suicide Prevention Service (SPS) has expanded and is now commissioning a significant number of mental health professionals who can respond within 24 hours and provide an appointment within 72 hours to referrals for people identified with an elevated risk of suicide. Over 30% of current PMHC providers are registered to provide this category of support. Given the nature of this issue, we do not limit this service to low-income earners. Instead, this service is there to support anyone in the western Sydney PHN region who needs support in relation to self-harm and suicide and clients who may have accessed other suicide prevention services commissioned by WSPHN.

2. Provision of culturally sensitive and safe counselling services to Aboriginal and Torres Strait Islander people.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

All activities listed above will be publicly available to residents of Western Sydney and aim to increase early access to support. Additionally, any clients experiencing mental health distress and who present to GP practices, mental health services providers, community groups or organisations, and schools will also be directed to these services. MH 5.1 will specifically target people at risk of suicide and/ or people with elevated risk factors requiring face to face services.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

2. counselling for Aboriginal and Torres Strait Islander people.

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Dural - Wisemans Ferry	11502
Merrylands - Guildford	12503
Baulkham Hills	11501
Auburn	12501
Pennant Hills - Epping	12601
Rouse Hill - McGraths Hill	11504
Ryde - Hunters Hill	12602
Carlingford	12502
Mount Druitt	11603
Parramatta	12504
Blacktown - North	11602
Blacktown	11601



Activity Consultation and Collaboration

Consultation

WSPHN has consulted in a structured manner at key decision points with key representatives include, GPs, LHD, NGOs (like headspace), ACCHOS, CMOs, Baabayn and mental health professionals who are consulted in developing strategic directions on commissioning and delivery of services across the priority areas in Western Sydney.

Collaboration

Initiatives work closely with all referring agents (GPs, schools, allied health providers and specialists) and mental health providers currently engaged with WSPHN. This includes the LHD and a number of key NGOs.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2025

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?

No

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?

Not applicable

Co-design or co-commissioning comments

Not Applicable

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

No



MH - 6000 - Aboriginal and Torres Strait Islander Mental Health Services



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

6000

Activity Title *

Aboriginal and Torres Strait Islander Mental Health Services

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 6: Aboriginal and Torres Strait Islander mental health services

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

The aim is to commission focused Aboriginal and Torres Strait mental health and well-being services to support mental health clients.

1. Mental Health and Wellbeing programs focused on prevention and early intervention
2. Mental health program is focussed on supporting vulnerable people in the community, including Aboriginal men and women at risk of suicide in Mount Druitt.
3. To provide culturally appropriate mental health supports to Aboriginal and Torres Strait Islander people across the Western Sydney region at no cost to the client;
4. To support Aboriginal and Torres Strait Islander clients and their families with co-morbid mental health and AOD issues by expanding the availability of rehabilitation options.

Description of Activity *

1. To support mental health service providers (i.e. Psychologists, social workers, mental health nurses and OTs) to deliver services and liaise between providers to alleviate some of the complexities community members often face when transitioning between

services.

2. Provision of support and guidance to members of the community who present in crisis, particularly in relation to legal aid, family counselling, emergency accommodation and connecting with health services in the region. This service focuses on supporting Aboriginal men and women at risk of suicide in Mount Druitt.

3. Provision of mental health intervention and therapeutic counselling services to Aboriginal people in a way that is culturally sensitive and safe.

4. The service will support clients with co-morbidity issues as well as their families, through their treatment and wellness journey, utilising both internal services and referral pathways/linkages (such as legal, employment, medical, child and family care and housing).

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander individuals and families requiring access to mental health services and a support network in western Sydney.

Mental health professional, carers, consumers and support staff, both Aboriginal and non-Aboriginal.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

ACCHOS, CMOs, Aboriginal commissioned service providers and mental health professionals are consulted in developing strategic directions to provide advice and guidance on commissioning and delivery of services across the priority areas in western Sydney.

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Dural - Wisemans Ferry	11502
Merrylands - Guildford	12503
Baulkham Hills	11501
Auburn	12501
Pennant Hills - Epping	12601
Rouse Hill - McGraths Hill	11504
Ryde - Hunters Hill	12602
Carlingford	12502
Mount Druitt	11603
Parramatta	12504
Blacktown - North	11602
Blacktown	11601



Activity Consultation and Collaboration

Consultation

WSPHN has consulted in a structured manner at key decision points with key representatives include, GPs, LHD, NGOs , ACCHOS, CMOs, Aboriginal commissioned service providers and mental health professionals who are consulted in developing strategic directions on commissioning and delivery of services across the priority areas in Western Sydney.

Collaboration

Initiatives work closely with all referring agents (GPs, schools, allied health providers and specialists) and mental health providers currently engaged with WSPHN. This includes the LHD and a number of key NGOs.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2025

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?

No

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?

Not applicable

Co-design or co-commissioning comments

Not Applicable

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 9000 - The Way Back Support Service - Suicide prevention



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

9000

Activity Title *

The Way Back Support Service - Suicide prevention

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 ***

The aim of this activity is to improve access to high-quality aftercare to support at risk individuals to stay safe, improve links with clinical and community-based services to meet individual needs and circumstances, improve the capacity and capability of The Way Back workforce to support individuals, and ultimately contribute to reducing the risk of suicide (re)attempts for individuals experiencing a suicidal crisis or who have made a suicide attempt.

Description of Activity *

The purpose of TWBSS is to provide psychosocial support for people experiencing a suicidal crisis or who have attempted suicide. The service provider will use a non-clinical, assertive outreach approach in line with the service model designed by Beyond Blue to provide effective follow-up support for people who have attempted suicide or experienced a suicidal crisis in the Western Sydney area.

The provision of this support aims to ensure that support is accessible and responsive to the day to day needs of the individual client by ensuring that the support provided is characterised by proactive, sustained and persistent efforts to reach and maintain contact with clients of The Way Back Support Service in different settings and at times that are mutually suitable. Assertive outreach offers a partnership approach with the client, empowering them to improve their safety and quality of life. Psychosocial support through The Way Back is available for up to three months, however ensures that a client has enough supports and is able to be discharged.

TWBSS will be modified commencing FY 23-24 based of the new guidance around Universal after care.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

Any person within the western Sydney PHN region who has attempted suicide or is experiencing a suicidal crisis, including those - presenting to a hospital emergency department or community mental health service.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

The Way Back Support Service is a collaborative program funded by DOH, MOH and Beyond Blue, to be carried out through WSPHN, WSLHD and a commissioned service provider. Extensive consultations took place with Beyond Blue and WSLHD in ensuring The Way Back was specific to the needs of the Western Sydney community.

Collaboration

The Way Back Support Service is a collaborative program funded by Beyond Blue, to be carried out through WSPHN, WSLHD and a service provider.



Activity Milestone Details/Duration

Activity Start Date

31/10/2020

Activity End Date

29/06/2026

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?

Not applicable

Co-design or co-commissioning comments

TWB was designed by Beyond Blue, in collaboration with a wide variety of stakeholders

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH-CV19 - 3 - COVID-19 Enhanced MH Services for Aboriginal and Torres Strait Islander Communities



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH-CV19

Activity Number *

3

Activity Title *

COVID-19 Enhanced MH Services for Aboriginal and Torres Strait Islander Communities

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 reduce the impact of the pandemic on the mental health and wellbeing of Aboriginal and Torres Strait Islander people by boosting the capacity of existing services and workforce to deliver counselling services as restrictions are lifted.

Description of Activity *

The Aboriginal Counselling Institute will provide Aboriginal Counselling through a Counsellor (0.4 FTE) and a Peer Worker (0.4)FTE to work with people struggling with social isolation.

The focus will be on providing face to face (where deemed safe), education and resources for groups of Aboriginal young people aged 12-24 years with Individual/group counselling and or support.

Education and resources will be provided through the implementation of a social media campaign and the creation of psycho-education resources which will be utilised to develop confidence within our Aboriginal youth to deal with a range of issues relating to Mental Health, and COVID – 19.

Needs Assessment Priorities ***Needs Assessment**

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people struggling with the effects of the pandemic.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

Advertising the availability of services throughout their networks, this includes through other services they work with i.e Marrin Weejali, Baabayan and The Shed, on social media and with current clientele.

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

30/11/2020

Activity End Date

30/12/2021

Service Delivery Start Date

1/12/2020

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: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): Yes

Other Approach (please provide details): No

Is this activity being co-designed?

No

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

No

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?

Co-design or co-commissioning comments



MH-CV19 - 5 - COVID-19 Service Boost



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH-CV19

Activity Number *

5

Activity Title *

COVID-19 Service Boost

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 funding is being utilised to enhance the current Primary Mental Health Care (PMHC) service through increasing the number of psychologists providing psychological intervention within the PMHC program, increasing the number of free psychological and psychiatric sessions available to eligible patients, and enhancing the collaboration with Western Sydney Local Health District (WSLHD).

Description of Activity *

Within Western Sydney, the Service Boost would enable an additional psychology sessions, psychiatry sessions, case coordination sessions, the roll-out of the GP Psychiatry Support Line in Western Sydney to support GPs to gain access to psychiatric advice, and enhance collaboration with WSLHD through funding programs such as the Clozapine Review project and other mental health programs.

Additionally, there would be enhanced capacity within WSPHN to establish a GP Toolkit of mental health services available to patients presenting with mental health concerns, and leading the data work among other NSW PHN's to manage the reporting, and build capacity within data and reporting moving forward.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

31/08/2021

Activity End Date

29/06/2022

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?

No

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?

Co-design or co-commissioning comments



MH-CV19 - 8 - COVID-19 Mental Health Clinic Flexible



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH-CV19

Activity Number *

8

Activity Title *

COVID-19 Mental Health Clinic Flexible

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Mental Health

Aim of Activity *

Within the Stepped Care approach to mental health, the Head to Health pop-up mental health hubs, implement a person-centred practice with clearly defined pathways that relate to the person's acuity and functional impairment and which recognises the importance of non-health supports such as housing, justice, employment, and education, and emphasises cost-effective, community-based care; taking a 'whole-of-person care' perspective. To ensure the consumers are receiving the right level of care, at the right time - the Head to Health model implements a standardised Intake and Referral structure which has been designed to incorporate the diversity of the regional population, and promotes provider knowledge to support the consumer journey.

Description of Activity *

Head to Health mental health hubs are designed to offer consumer-centric care based on an episode of care model. The program delivers packages of evidence-based care and family support to cover the short to medium term. The hubs provide an accessible, responsive service that meets consumer's needs and provides expertise in assessment of needs, information, linkage and support, and treatment.

A multidisciplinary approach to stepped care is embedded within the hubs - employing clinicians, navigators and peer workers to enhance a clients journey through their Head to Health engagement and support them as they are referred to other services.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment Western Sydney PHN 2022/23 - 2024/25

Priorities

Priority	Page reference
Mental Health	72



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration

NSW PHN's and Victorian PHN's who have been involved in the Head to Help and Head to Health programs.



Activity Milestone Details/Duration

Activity Start Date

08/08/2021

Activity End Date

30/12/2022

Service Delivery Start Date

06/09/2021

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: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): Yes

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?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



MH-AMHCT - 1 - Head to Health Adult Mental Health Centres



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH-AMHCT

Activity Number *

1

Activity Title *

Head to Health Adult Mental Health Centres

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Mental Health Priority Area 7: Stepped care approach

Aim of Activity *

The Adult Mental Health Centres will be a permanent mental health hub within Western Sydney to implement recovery-oriented, person-centred mental health interventions with clearly defined assessment and diagnostic tools that relate to the person's acuity and functional impairment, and which recognises the importance of non-health supports such as housing, justice, employment, and education, and emphasises cost-effective, community-based care.

Description of Activity *

-The AMHC, to be located in Parramatta (Parramatta LGA) employs multidisciplinary teams of clinicians, service navigators and peer workers to support the community through a multi-modal approach to care. The AMHC will offer face to face or telehealth support for clients, either referred through the Initial Assessment and Referral national line or via walk-in directly to the centres.
-WSPHN has established a Project Implementation Team to lead the co-design, implementation and service mapping of Head to Health following the successful procurement of the program.
-Establishment and Operation of an after-hours line for access to the Head to Health, Parramatta site during centre operation hours but outside IAR line operation hours

Needs Assessment Priorities ***Needs Assessment**

Priorities

Priority	Page reference
Mental Health	72
Health Workforce	71



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

As part of the procurement process for the adult mental health centre, we will undertake extensive consultation with appropriate stakeholders.

Collaboration

As part of the procurement process, we will collaborate with key stakeholders and NSW PHNs.



Activity Milestone Details/Duration

Activity Start Date

07/06/2022

Activity End Date

29/06/2025

Service Delivery Start Date

01/07/2023

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: No
Direct Engagement: No
Open Tender: Yes
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?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

Yes

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments