

OUR  
DAUGHTER'S  
QUALITY OF  
LIFE HAS NOW  
IMPROVED  
EXPONENTIALLY

**NPS**

## NATIONAL PSYCHOSOCIAL SUPPORT PROGRAM

The National Psychosocial Support (NPS) program assists people with severe and complex mental health concerns to build their capacity to manage day-to-day activities, strengthen their social skills and relationships, create employment and financial goals, and connect to support services. The Western Sydney Primary Health Network commissions community-based organisations to run psychosocial support programs in Western Sydney.

The following story is in the words of the client's family. The name of the NPS staff member and client have been changed to protect their identities.

It was a blessing the day that we were referred to Flourish Australia, and Barnabus\* was assigned to manage a National Disability Insurance Scheme (NDIS) application for our daughter, Sonia\*.

Following years of medical treatment by the specialists at the Children's Hospital, Westmead, and the subsequent diagnosis of a major mental illness, our own efforts to secure NDIS funding had been repeatedly unsuccessful.

Engaging a listening ear, with deep insight and empathy, Barnabus communicated respectfully and professionally with us. His quick understanding of the characteristics and burden of mental illness remarkably lightened our load. Barnabus swiftly coordinated an intensive and successful NDIS submission, seamlessly managing the input of many individuals and teams. The whole process moved and flowed in a way that offered our family hope.

Barnabus's efforts resulted in a successful submission and our daughter's quality of life has now improved exponentially. She has a real chance of reaching her potential due to his dedication and the NDIS support. Barnabus's compassion, wisdom and skills

have eased the prolonged suffering brought by mental illness. We're so fortunate to have benefited from his work.

In Barnabus, we've experienced a person gifted with advanced emotional intelligence and technical skill and, in expressing our deepest gratitude, we request that he receive formal acknowledgement of his life-changing work and care.

The National Psychosocial Support program, operated through Flourish and One Door MH has transitioned to the Commonwealth Psychosocial Support program from 1 July 2022 and is now operated in Western Sydney through One Door and Uniting.

For more information about how WentWest supports Western Sydney, visit [www.wentwest.com.au](http://www.wentwest.com.au).