



THESE GROUPS EQUIPPED ZIGGY WITH THE SKILLS TO ACHIEVE HIS GOALS AND IMPROVE HIS PSYCHOSOCIAL HEALTH

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.

Ziggy* was referred to the National Psychosocial Support program, delivered by Flourish, during an admission to hospital for his mental health. He was experiencing drug-induced psychosis with co-existing factors of

domestic violence and trauma. These factors were significantly impacting his confidence and ability to leave home and engage with his community. Ziggy had no established support network or regular social engagement.

Some of the goals identified by Ziggy were to overcome his fear of public transport, to feel more comfortable walking alone in public, to be able to engage with others in social settings and to participate in daytime activities outside of his home. The NPS team helped Ziggy to connect to clinical supports, identify mental health management techniques, and provided him with outlets for graded-exposure to build his confidence and apply the skills he had learnt. An essential component of the support provided by NPS was Ziggy's attendance at various psychosocial groups, including art, social, creative writing, budgeting and fitness. These groups equipped Ziggy with the skills to achieve his goals and improve his psychosocial health.

An important strategy was working with Ziggy to create action plans that addressed situations where his safety may be compromised. These included mental health management techniques, safety measures and a list of emergency contacts.

Since entering the National Psychosocial Support program, Ziggy has become more resilient, overcoming multiple obstacles. He has engaged with new people through the groups he attended, and his mental health has improved, with his K10 score decreasing from 28 to 19. He has also developed skills that have increased his confidence across various settings, such as attending appointments, shopping, and when home alone. His support network has expanded and currently consists of his case manager, GP, psychologist, and psychiatrist. Ziggy has displayed significant growth through his increased engagement with NPS staff and the ability to challenge his thoughts and regulate his emotions to prevent relapse.

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.