



Australian Government

Department of Health

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Activity Work Plans

National Psychosocial Support Measure 2019-2021

Continuity of Support and Interface 2019-2020

Western Sydney PHN

The National Psychosocial Support measure Activity Work Plan covers the period 1 July 2019 to 30 June 2021 and the Continuity of Support and Interface 2019-2020 Activity Work Plan has been endorsed by the western Sydney PHN Acting CEO.

Overview

This National Psychosocial Support Activity Work Plan covers the period from 1 July 2019 to 30 June 2021. To assist with PHN planning, each activity nominated in this work plan is proposed for a period of 12 to 24 months. Regardless of the proposed duration for each activity, the Department of Health requires PHNs to submit updates to the Activity Work Plan on an annual basis.

The purpose of the NPS measure is to provide psychosocial support services to assist people with severe mental illness resulting in reduced psychosocial functional capacity who are not more appropriately funded through the National Disability Insurance Scheme (NDIS).

The overarching objectives of the NPS measure is to:

- Support people with severe mental illness and associated psychosocial functional impairment, who are not more appropriately supported through the NDIS and /or who are yet to test their eligibility for the NDIS.
- Improve access to psychosocial support services, mental health outcomes and equity in service availability for the target cohort.
- Reduce the avoidable need for more intense and acute health services and enhance appropriate/optimal use of the health system.

1. (a) Planned activities for 2019-20 to 2020-21

– National Psychosocial Support (NPS)

NPS2 – National Psychosocial Support	
ACTIVITY TITLE	NPS2 Commissioning psychosocial support for people with severe and persistent mental illness
Existing, Modified, or New Activity	Existing Activity
Aim of Activity	The National Psychosocial Support activity aims to;- - Provide new services to support people living with severe mental health conditions who require associated non-clinical psychosocial functional services and who are not currently receiving supports through a program or the NDIS.
Description of Activity	<p>The western Sydney Primary Health Network (WSPHN) will continue to commission psychosocial support services to be delivered throughout the region. This NPS activity supports a range of non-clinical approaches to build functionality capacity at an individual level to help enable personal recovery. The services are designed to help people for whom clinical care is insufficient to help them build capacity for daily living.</p> <p>The WSPHN will determine the best process for commissioning additional non-clinical mental health services for new clients. It may be that current services need expansion and that could therefore involve a direct procurement approach or, indeed it may be that a new service/s need to be added to improve the Psychosocial support structure – in which case the WSPHN would go to market via Expressions of Interest and will utilise robust Commissioning framework to ensure that commissioned services are cost effective, joined up with existing referral pathways.</p> <p>WSPHN will commission services to address the needs of the Serious Mental Illness (SMI) population including but not limited to:</p> <ol style="list-style-type: none"> 1. Tackling social isolation in order to address overall wellbeing and recovery. 2. Recovery orientated services 3. Facilitation of consumer engagement with other support services including referral and letters of support. 4. Providing financial management and budgeting 5. Promotion of the importance of social skills, friendships and family connections 6. Providing vocational skills (including volunteering), education and training goals 7. Promotion of the importance of physical wellbeing and exercise 8. Management of drug and alcohol addictions, including tobacco 9. Secure housing and maintaining a home <p>Other services as deemed appropriate based on ongoing consultation and feedback from stakeholders.</p>
Target population cohort	People with severe mental illness who are not currently receiving supports through a program or the NDIS

Indigenous specific	No
Coverage	Entire western Sydney PHN region
Consultation	<ul style="list-style-type: none"> - Consultation has occurred through the Needs assessment process. - Local Health District: The Local Health District continue to have a positive relationship with the PHN and have been part of the engagement process from the beginning - Partnership Committees: These committees play a key role in helping to shape and design the services to be commissioned based on their experiences and needs. - Independent Selection panel: evaluated successful applicants. - Community and mental health care services: These services provide ongoing advisory and feedback. - Consumers: Organisations are required to obtain consumer input into the design of their proposed projects. - WSPHN Advisory Councils: play a key role in giving feedback based on their experiences and needs
Collaboration	The current service providers underpin our shared intention to develop a cooperative and collaborative approach in providing the Psychosocial Supports. They both currently provide services to clients across western Sydney PHN region and both organisations are committed to developing a collaborative relationship that is mutually beneficial for all parties in delivering the Psychosocial Services in western Sydney.
Activity milestone details/ Duration	<p>Activity start date: 1/07/2019</p> <p>Activity end date: 30/06/2021</p>
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input checked="" type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input checked="" type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? Yes</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>
Decommissioning	1a. Does this activity include any decommissioning of services? No
Total Planned Expenditure	
Funding Source	2019-2020 2020-2021 Total
Planned Commonwealth Expenditure – National	

Psychosocial Support Measure Funding			
Funding from other sources			
Funding from other sources			

NPS3 – National Psychosocial Support - Transition	
ACTIVITY TITLE	<i>NPS3 – Psychosocial Support -Transition Support Services</i>
Existing, Modified, or New Activity	New Activity
Aim of Activity	The aim of this activity is to support Commonwealth community mental health clients from PIR, PHaMs and D2DL, who do not have an NDIS eligibility decision by 30 June 2019. These clients will be supported under “Transition Support” Services to assist with testing NDIS eligibility and to receive interim services. These services are funded for 12 months only from 1 July 2019 to 30 June 2020
Description of Activity	<p>The purpose of this activity for 12 months is to provide “transition support services” to ensure there are no gaps in service delivery and to give providers additional time for former Commonwealth community mental health clients to transition to the National Disability Insurance Scheme (NDIS) or one of the following programs: Continuity of Support (CoS).</p> <p>WSPHN will look at opportunities to link these clients with other supports available through clinical services and care coordination.</p> <p>The activities will continue as currently provided by the funded organisations to support access to services whilst the transition process is in its final year. Some of the types of services provided to clients include;</p> <ul style="list-style-type: none"> • Management of daily living needs; • Management of financial matters and budgeting; • vocational skills • building confidence and broader life skills -
Target population cohort	Clients of programs such as Partners in Recovery (PIR), Day to Day Living (D2DL) or the Personal Helpers and Mentors (PHaMs) who are yet to be tested or transitioned to the NDIS.
Indigenous specific	No
Coverage	Entire western Sydney PHN region
Consultation	<ul style="list-style-type: none"> - Consultation has occurred through the Needs assessment process. - Local Health District: The Local Health District continue to have a positive relationship with the PHN and have been part of the engagement process from the beginning

	<ul style="list-style-type: none"> - Partnership Committees: These committees play a key role in helping to shape and design the services to be commissioned based on their experiences and needs. - Community and mental health care services: These services provide ongoing advisory and feedback. - Consumers: Organisations are required to obtain consumer input into the design of their proposed projects. - WSPHN Advisory Councils: play a key role in giving feedback based on their experiences and needs 		
Collaboration	<ul style="list-style-type: none"> • Engaging with service providers, consumers and carers in the region: to identify unmet needs in relation to psychosocial capacity building. • Engaging with existing PIR, D2DL and PHaMs service providers: understand existing service delivery to clients, the number of clients eligible for CoS or NPS and how best to manage continued service delivery or transition of clients to new services. • Engaging with other commissioned services, NGOs providing other community support services and with NDIS Local Area Coordinators: to help shape the service to meet local needs and referral pathways and to help target the service to the group for whom it is intended. 		
Activity milestone details/ Duration	<p>Activity start date: 1/07/2019 Activity end date: 30/06/2020</p> <p>July– August: Meet with existing organisations Sep– October: Develop and execute contracts with existing agencies Nov– ongoing: Contract management & monitoring transition of clients to NDIS</p>		
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known <input checked="" type="checkbox"/> Continuing service provider / contract extension <input checked="" type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? Yes</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>		
Decommissioning	<p>1a. Does this activity include any decommissioning of services? No</p>		
Total Planned Expenditure			
Funding Source	2019-2020	2020-2021	Total
Planned Commonwealth Expenditure – National Psychosocial Support Measure Funding			

Funding from other sources			
Funding from other sources			

NPS4 – Continuity of Support (CoS)	
ACTIVITY TITLE	NPS4 – Continuity of Support (CoS).
Existing, Modified, or New	New Activity
Aim of Activity	The aim of this activity is to provide former PIR, D2DL and PHaMs clients who are <i>found ineligible</i> for services under NDIS with supports and services similar to those they received in their previous support programs.
Description of Activity	<p>The Continuity of Service program will be available from 1 July 2019 and will provide psychosocial support to people who have accessed supports under PIR, D2DL and PHaMs at 30 June 2019.</p> <p>WSPHN will commission support services for these clients to have access to long-term support. This will involve the following steps:</p> <p>1. Planning and Establishment</p> <ul style="list-style-type: none"> • Meet with former PIR, D2DL and PHaMs service providers to understand existing service delivery arrangements, number of clients eligible for CoS and how to best manage continued service delivery or transition of clients to new services. • Liaise with the key stakeholders such as the Local Health District, service providers, consumers and carers to ensure flexible service delivery and identification of unmet needs in relation to psychosocial capacity building. • Development of local referral pathways to help target the service to the population cohort for whom it is intended. • distribute communications about the CoS program. <p>2. Implementation and Commissioning Phase</p> <ul style="list-style-type: none"> • Engage with former PIR, D2DL and PHaMs providers in the delivery of services to ensure continuity of service to clients • Development of services in consultation with the LHD to ensure services compliment and do not duplicate state funded services • Commission a range of support services such as: <ul style="list-style-type: none"> ○ Social skills and community and family connections ○ Day to day living skills including cooking & budgeting ○ Learning life skills including confidence and resilience ○ Finding and maintaining a home, Vocational skills and goals ○ Exercise and physical wellbeing • Create, execute and manage contracts with existing & new partners • Establish and /or maintain arrangements for reporting activities
Target population cohort	People with severe mental illness who are not eligible for assistance through the NDIS, and who were receiving psychosocial services through programs such as Partners in Recovery (PIR), Day to Day Living (D2DL) or the Personal Helpers and Mentors (PHaMs).
Indigenous specific	No

Coverage	Entire western Sydney PHN region		
Consultation	<p>Stakeholder engagement and consultation activities undertaken to support this activity are as follows:</p> <ul style="list-style-type: none"> • Consultation has occurred through the Needs assessment process. • Local Health District: Planning and potentially co-designing services • Partnership Committees: Play a key role in helping to shape and design the services to be commissioned based on their experiences and needs. • Independent Selection panel: evaluated successful applicants. • Community and mental health care services: These services provide ongoing advisory and feedback. • Consumers: Organisations are required to obtain consumer input into the design of their proposed projects. • WSPHN Advisory Councils: giving feedback based on experiences 		
Collaboration	<ul style="list-style-type: none"> • Engaging with service providers, consumers and carers in the region: to identify unmet needs in relation to psychosocial capacity building. • Engaging with existing PIR, D2DL and PHaMs service providers: understand existing service delivery to clients, number of clients eligible for CoS and how best to manage continued service delivery or transition of clients to new services. • Engaging with other commissioned services, NGOs providing other community support services and with NDIS Local Area Coordinators: to help shape the service to meet local needs and referral pathways. 		
Activity milestone details/ Duration	<p>Activity start date: 1/07/2019</p> <p>Activity end date: 30/06/2021</p>		
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input checked="" type="checkbox"/> Direct engagement</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed?</p> <p>Yes</p> <p>2b. Is this activity this result of a previous co-design process?</p> <p>No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements?</p> <p>Yes</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned?</p> <p>No</p>		
Decommissioning	<p>1a. Does this activity include any decommissioning of services?</p> <p>No</p>		
Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
Planned Commonwealth Expenditure – National Psychosocial Support Measure Funding			
Funding from other sources			

NPS5 – Interface Funding	
ACTIVITY TITLE	NPS5 – Interface Funding
Existing, Modified, or New	New Activity
Aim of Activity	The aim of this funding is for the WSPHN to allocate resources to plan, coordinate and support service providers to transition clients to Continuity of Support (CoS) measure and the National Psychosocial Support (NPS) program, and provide support to Commonwealth Community mental health clients to transition to the NDIS.
Description of Activity	Tailored to the provider needs Western Sydney PHN is going to utilise the Interface Funding to facilitate the below activities: <ul style="list-style-type: none"> - Provide information and advice to all stakeholders on the psychosocial supports and available programs - Support current service providers of Support current service providers of PIR, D2DL and PHaMs to assist participants to transition to new arrangements - Support providers who are going to deliver National Psychosocial Support Measure Extended Transitional Funding to ensure performance is meeting objectives - Collect and manage participant data received from current PIR, D2DL and PHaMs, and National Psychosocial Support Measure Extended Transitional Funding programs - Build workforce capacity - Monitoring process and performance of programs
Target population cohort	Mental health service providers and their clients such as Partners in Recovery (PIR), Day to Day Living (D2DL), Personal Helpers and Mentors (PHaMs) and National Support Measure.
Indigenous specific	No
Coverage	Entire western Sydney PHN region
Consultation	The consultation process commenced in November 2018 and have involved a range of providers, consumers and carers. WSPHN has consulted the Clinical and Consumer Councils, funding bodies and advocacy groups
Collaboration	<ul style="list-style-type: none"> • Engaging with service providers, consumers and carers in the region: to identify unmet needs in relation to psychosocial capacity building. • Engaging with existing PIR, D2DL and PHaMs service providers: understand existing service delivery to clients, number of clients eligible for CoS and how best to manage continued service delivery or transition of clients to new services. • Engaging with other commissioned services, NGOs providing other community support services and with NDIS Local Area Coordinators: to help shape the service to meet local needs and referral pathways.
Activity milestone details/ Duration	Activity start date: 1/07/2019 Activity end date: 30/06/2020
Commissioning method and approach to market	1. Please identify your intended procurement approach for commissioning services under this activity: <ul style="list-style-type: none"> <input type="checkbox"/> Not yet known <input checked="" type="checkbox"/> Continuing service provider / contract extension <input checked="" type="checkbox"/> Direct engagement <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details)

	<p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>		
Decommissioning	<p>1a. Does this activity include any decommissioning of services? No</p>		
Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
Planned Commonwealth Expenditure – National Psychosocial Support Measure Funding			
Funding from other sources			