

Western NSW - National Psychosocial Support

2019/20 - 2021/22

Activity Summary View



[NPS - 1 - NPS1 - National Psychosocial Support Measure]



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

1

Activity Title *

NPS1 - National Psychosocial Support Measure

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

To provide people with severe mental illness and associated psychosocial functional impairment who are not supported through the NDIS with access to psychosocial supports.

- Ensure service continuity via ongoing implementation of the interim/trial NPS Measure
- Service planning, including ongoing needs assessment, consultation, and co-design to determine the best approach to the provision of psychosocial support needs of the NPS measure cohort
- Commission non-clinical psychosocial services beyond the interim/trial NPS measure

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

Description of Activity *

NPS Measure Services

This activity will continue to provide psychosocial supports within the WNSW PHN region that will support people with severe mental illness and associated psychosocial functional impairment, who are not more appropriately supported through the NDIS (not currently eligible). The learnings from the interim/trial service implemented during 19/20 will be embedded to deliver a wider coverage across the PHN region that is aligned to the larger population centres.

These objectives will be achieved through:

- providing for a regional approach that would target psychosocial support services to individual needs, creating flexible, efficient service delivery. Service types may include individual and group support and rehabilitation and peer work;
- improving service coordination for individuals with severe mental illness and associated functional impairment, while taking into account supports across levels of governments, the community and relevant sectors;
- being consistent with the priorities and objectives of the Fifth National Mental Health and Suicide Prevention Plan;
- being focused on psychosocial support services and with the aim of contributing to improvements over time in:
 - identification of, and provision of services and outcomes for, people with a severe mental illness and associated psychosocial functional impairment, including those with complex needs (appropriate referral), who are not more appropriately funded through the NDIS;
 - more seamless, high quality and earlier psychosocial supports: and
 - the efficiency and effectiveness of psychosocial support services across care settings.
 - ensuring that clients are encouraged to apply to the NDIS.

Under the NPS measure, supports are to be tailored to individuals' needs. Key areas of activity could focus on building eligible individual's capacity and stability in one or more of the following areas:

- Social skills and friendships
- Family connections
- Managing daily living needs
- Financial management and budgeting
- Finding and maintaining a home
- Vocational skills and goals, including volunteering
- Educational and training goals
- Maintaining physical wellbeing, including exercise
- Managing drug and alcohol addictions, including tobacco
- Building broader life skills including confidence and resilience

The service providers will be required to provide regular reports to WNSW PHN on the delivery of the program. This will comply with the requirements of the PMHC MDS, as adjusted to include psychosocial supports. Performance data will be collected in line with the PHN Program Performance and Quality Framework, and the PHN National Psychosocial Support measure schedule.

Service Planning and Evaluation

Ongoing needs assessment, consultation, and co-design to determine the best approach to the provision of psychosocial support needs of the NPS measure cohort in the WNSW PHN region. This will use a range of data collection and evaluation mechanisms to enable refinement and improvement of service provision informed by input and feedback from stakeholders, including consumers and carers, for the ongoing provision of the NPS measure after the trial period.

This activity will be conducted consistent with the priorities and objectives of the Fifth National Mental Health and Suicide Prevention Plan as required in the Commonwealth and NSW Bilateral Agreement.

Any information collected identified as relevant to, and appropriate to be forwarded, will be contributed to the Western NSW Regional Mental Health and Suicide Prevention Plan.

The coverage of the program will be the whole of the region, aligned to large population centres.

Needs Assessment Priorities *

WNSW PHN Needs Assessment 2019/20-2021/22

Priorities



Activity Demographics

Target Population Cohort *

People with severe mental illness (and associated reduced psychosocial functional impairment) who are not eligible for assistance through the NDIS, and who are not receiving psychosocial services through programs such as Partners in Recovery (PIR), Day to Day Living (D2DL) or the Personal Helpers and Mentors (PHaMs).

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments *

NA

Coverage *

Whole Region

Yes

SA3 Name	SA3 Code
Bathurst	10301
Lachlan Valley	10302
Lithgow - Mudgee	10303
Orange	10304
Bourke - Cobar - Coonamble	10501
Broken Hill and Far West	10502
Dubbo	10503
Lower Murray	10902
Blue Mountains - South	12402



Activity Consultation and Collaboration

Consultation *

A Needs Assessment for this cohort has been, and will continue to be conducted in consultation with stakeholders including WNSWLHD and FWLHD, the NDIA, AMSs and ACCHOs, primary health providers (including general practice) and existing psychosocial service providers. This consultation will include workshops as well as one-on-one meetings. Planned future consultation will include a focus on gaining the perspective of those agencies, consumers, carers, and the community in the region.

Consultation will also include further dialogue with WNSW PHN's Western and Far West Clinical and Community Councils and Aboriginal Health Council.

Collaboration *

The co-design process has been, and will continue to be, conducted with the Western NSW PIR Consortium members, other organisations currently receiving State or Federal psychosocial support program funding, both WNSWLHD and FWLHD, the NDIA, AMSs and ACCHOs, primary health care providers (including general practice), and consumer and carer representatives.

Collaboration will include ongoing liaison and networking with the stakeholders both directly and through network meetings, communities of practice and other relevant forums.



Activity Milestone Details/Duration

Activity Start Date *

30 Jun 2019

Activity End Date *

29 Jun 2022

Service Delivery Start Date

June 2019

Service Delivery End Date

June 2022

Other Relevant Milestones

NA



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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender : No

Expression of interest (EOI): No

Other approach (please provide details) : Yes

Service Planning & Evaluation will be delivered by WNSW PHN and in part may be delivered by contractors.

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 *

Yes

Decommissioning Details? *

Interim/trial service ceasing as planned and moving to a wider regional model.

Co-design or co-commissioning details *

NA



[NPS - 2 - NPS2 - Continuity of Support (CoS)]



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

2

Activity Title *

NPS2 - Continuity of Support (CoS)

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

CoS will ensure clients who previously accessed support under PIR, D2DL and PHaMs programs and have been found ineligible for the NDIS, continue to receive appropriate support using a recovery and strengths-based framework.

The four key aims when planning and commissioning services is to:

- Increase personal capacity, confidence and self-reliance
- Increase social participation
- Streamline access to appropriate services
- Provide flexible and responsive support at times of increased need

Description of Activity *

CoS will provide psychosocial support services to previous clients of the Commonwealth community mental health programs PIR, D2DL and PHaMs who are found ineligible for supports under the NDIS.

CoS clients will continue to be supported with a flexible range of tailored psychosocial support services and encouraged to re-test for the NDIA where relevant.

For the purpose of this initiative, psychosocial support is defined as “supports and services that are purchased to work in partnership with individuals who are not more appropriately funded through the NDIS and are significantly affected by severe mental illness, which has an impact on their associated psychosocial functional capacity. These services, in partnership with families and carers (as appropriate), provide a range of non-clinical community-based support to these individuals to achieve their recovery goals.”

All clients are expected to have tested (or re-tested) for NDIS supports.

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

- Psychosocial support
- Social skills and connections, including family connections
- day to day living skills
- financial management and budgeting
- finding and maintaining a home
- vocational skills and goals
- maintaining physical wellbeing, including exercise
- building broader life skills including confidence and resilience.
- Support will be offered to participants to achieve personal goals across a range of life domains including emotional wellbeing, relationships, education, employment and financial support, community and social engagement and physical health.

Psychosocial services will:

- Have an integrated, person-centred, recover-based approach, with optimal use of available resources, including workforce and infrastructure.
- Ensure referral pathways are clearly established to ensure intake into commissioned psychosocial support services is appropriate and well targeted.
- Ensure a team approach to the management of mental illness should be promoted, with clients encouraged to access clinical supports as needed.
- Maintain workforce skills and qualifications appropriate for the needs being targeted within a recovery-based approach.
- Comply with all the relevant standards and legislative/regulatory requirements, including, but not limited to, the National Standards for Mental Health Services 2010.
- Ensure continuity of support for consumers transitioning across from Commonwealth community mental health programs to PHN funded Psychosocial Support services.
- Will facilitate a 'warm hand over' in order to minimise distress for the client where there is a change of service provider/s.
- Optimise consumer access to services and enable continuity of care as well as consumer choice and control.
- Promote integration and complement, not duplicate or replace, other psychosocial support services, including state and territory funded services.
- Complement and align with relevant national reforms, where appropriate or directed by the Minister or Department.
- Promote the interface between the NDIS, community mental health services and the mental health system to be as seamless as possible for individuals requiring both mental health treatment and psychosocial support.
- Participate in NDIS transition activities, including the collection of Section 55 data as requested by the NDIA.

Service providers will be required to provide quarterly reports to WNSW PHN on the delivery of the program. This will comply with the requirements of the PMHC MDS as adjusted to include psychosocial supports. Monitoring will be conducted through regular contacts and meetings with service provider/s staff. There will be an associated travel and accommodation cost on some of these occasions.

Performance data will be collected in line with the PHN Program Performance and Quality Framework, and the PHN National Psychosocial Support CoS schedule. External evaluations may be conducted if required.

An issues register will be established and appropriate steps taken to resolve issues in collaboration with relevant parties.

Any information collected that is identified as relevant to the WNSW Regional Mental Health and Suicide Prevention Plan will be forwarded taking into account appropriate confidentiality and consents.

Needs Assessment Priorities *

WNSW PHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
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Activity Demographics

Target Population Cohort *

CoS will support previous clients of the Commonwealth community mental health programs PIR, D2DL and PHaMs who are found ineligible for supports under the NDIS. To be eligible for services under the CoS program, persons must:

- 1) have accessed supports under PIR, D2DL or PHaMs as at 30 June 2019;
- 2) have tested for eligibility under the NDIS and received an ineligible assessment decision or, have been deemed ineligible to apply due to under age or residence requirements;
- 3) reside in the coverage area of the PHN where they are seeking support;
- 4) not be restricted in their ability to fully and actively participate in the community because of their residential settings (e.g. prison or a psychiatric facility); and
- 5) not be receiving or entitled to receive similar community supports through state or territory government programs.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments *

NA

Coverage *

Whole Region

Yes

SA3 Name	SA3 Code
Bathurst	10301
Lachlan Valley	10302
Lithgow - Mudgee	10303
Orange	10304
Bourke - Cobar - Coonamble	10501
Broken Hill and Far West	10502
Dubbo	10503
Lower Murray	10902
Blue Mountains - South	12402



Activity Consultation and Collaboration

Consultation *

Needs Assessment for this cohort has been, and will continue to be, conducted in consultation with both WLHD and FWLHD, the NDIA, AMS's and ACCHO's, Primary Health Providers (including general practice) and existing Commonwealth community mental health program service providers, and will include the perspective of those agencies, consumers, carers, and the community in the region.

Consultation will also include further dialogue with WNSW PHN's Western and Far West Clinical and Community Councils and Aboriginal Health Council.

Collaboration *

The co-design process will be conducted with the Western NSW PIR consortium members, service providers of other regional organisations currently delivering Commonwealth community mental health programs, as well as, prospective program delivery organisations if appropriate, both WLHD and FWLHD, the NDIA, AMSs and ACCHOs, Primary Health Care providers (including general practice), and consumer and carer representatives.

Collaboration will include ongoing liaison and networking with the abovementioned stakeholders both directly and through network meetings, communities of practice and other relevant forums.



Activity Milestone Details/Duration

Activity Start Date *

31 Mar 2019

Activity End Date *

29 Jun 2021

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2021

Other Relevant Milestones

NA



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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: 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? *

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? *

NA

Co-design or co-commissioning details *

NA

NA



[NPS - 3 - NPS3 - Extension Measure]



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

3

Activity Title *

NPS3 - Extension Measure

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

To ensure Commonwealth community mental health clients (PIR, D2DL and PHaMs) will continue to receive appropriate levels of support while they are supported to test eligibility for the NDIS or transition to ongoing supports under NDIS or CoS (see activity above).

Description of Activity *

WNSW PHN will commission services to ensure continued services for Commonwealth community mental health clients (PIR, D2DL and PHaMs) whilst they transition to the NDIS or CoS. This activity will take into consideration existing services and / or developing services to meet the needs of communities and individuals, specifically Commonwealth community mental health clients.

Given the transitional nature of these services, and the timeframes involved, the focus will be to build on existing service infrastructure. This could involve funding or commissioning services from former PIR, D2DL or PHaMs service provider(s). This activity may include investment in costs such as putting in place arrangements for referrals to the new service, consultation arrangements, workforce support and communications about the new services.

Services may include individual as well as group-based activities. The provision of support facilitation to participants may be negotiated with each individual based on their needs. Support facilitation should be embedded within clinical services to support a team-based multiagency approach.

Clients should be supported to test eligibility for the NDIS and transition to supports under CoS or the NDIS once they have received an ineligible access decision or an approved NDIS support plan. Participants should be supported to re-test their eligibility if they are unhappy with their access decision or their support needs have changed.

Opportunities will be considered to link supports to clinical services and care coordination commissioned by the PHN for people with severe mental illness to support integrated care as part of a multiagency care plan.

Testing and transition rates for this cohort will be monitored separately using TRIS.

Any issues identified through this activity will be added to the recommended issues register and appropriate steps will be taken to resolve issues in collaboration with relevant parties. External evaluations may be conducted if required. Any information collected that is identified as relevant to, and appropriate to be forwarded, will be contributed to the WNSW Regional Mental Health and Suicide Prevention Plan.

All clients are expected to have tested (or re-tested) for NDIS supports by the 31 March 2020.

It is expected that the provider will participate in NDIS transition activities, including the collection of Section 55 data as requested by the NDIA.

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

- Psychosocial support
- Social skills and connections, including family connections
- day to day living skills
- financial management and budgeting
- finding and maintaining a home
- vocational skills and goals
- maintaining physical wellbeing, including exercise
- building broader life skills including confidence and resilience.
- Support will be offered to participants to achieve personal goals across a range of life domains including emotional wellbeing, relationships, education, employment and financial support, community and social engagement and physical health.

The coverage of the program will be the whole of the region, (where PIR, D2DL and PHaMs were being delivered as at 30 June 2019).

Needs Assessment Priorities *

WNSW PHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
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Activity Demographics

Target Population Cohort *

All clients accessing support from PIR, D2DL and PHaMs as at 30 June 2019 who are yet to test eligibility or transition to supports under the NDIS (i.e. waiting to receive an access decision or plan from the NDIS or waiting for support to begin) will be eligible to receive appropriate levels of support through the NPS extended transitional funding arrangements.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments *

NA

Coverage *

Whole Region

Yes

SA3 Name	SA3 Code
Bathurst	10301
Lachlan Valley	10302
Lithgow - Mudgee	10303
Orange	10304
Bourke - Cobar - Coonamble	10501
Broken Hill and Far West	10502
Dubbo	10503
Lower Murray	10902
Blue Mountains - South	12402



Activity Consultation and Collaboration

Consultation *

Needs Assessment for this cohort has been, and will continue to be, conducted in consultation with both WLHD and FWLHD, the NDIA, AMS's and ACCHO's, Primary Health Providers (including general practice) and existing Commonwealth community mental health program service providers, and will include the perspective of those agencies, consumers, carers, and the community in the region.

Consultation will also include further dialogue with WNSW PHN's Western and Far West Clinical and Community Councils and Aboriginal Health Council.

Collaboration *

Collaboration will include ongoing liaison and networking with the abovementioned stakeholders both directly and through network meetings, communities of practice and other relevant forums.



Activity Milestone Details/Duration

Activity Start Date *

31 Mar 2019

Activity End Date *

29 Jun 2021

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2021

Other Relevant Milestones

None



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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: 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? *

NA

Co-design or co-commissioning details *

NA



[NPS - 4 - NPS4 - Psychosocial Support Interface]



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

4

Activity Title *

NPS4 - Psychosocial Support Interface

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

To promote the interface between the NDIS, community mental health services and the mental health system to be as seamless as possible for individuals requiring both mental health treatment and psychosocial support. To support Commonwealth community mental health clients of Partners in Recovery (PIR), Support for Day to Day Living in the Community (D2DL) and Personal Helpers and Mentors (PHaMs) to transition to new arrangements with the roll-out of the National Disability Insurance Scheme (NDIS). Ensure integration of supports and services through CoS and NPS.

Description of Activity *

There are a range of activities within scope for interface funding. These activities may be conducted either by a PHN or commissioned to a suitable provider. WNSW PHN is currently undertaking a planning process to determine the most effective and high priority activities for our region within the defined scope:

Activities within scope of interface funding include but are not limited to:

- Planning, funding, commissioning and establishing psychosocial supports to support clients of Commonwealth community mental health programs PIR, D2DL and PHaMs that ceased on 30 June 2019.
- Targeted projects to scope areas in which service providers may require extra support to assist their hard-to-reach clients to test NDIS eligibility, as well as promoting activities and processes that are working well.
- Assist Commonwealth community mental health clients to test for eligibility under the NDIS. Assisting clients with gathering evidence required for establishing functional/permanent disability for their NDIS application. This activity may be focused particularly on those clients who have 'declined to apply' or are stalled in the application process. This could be done through the recruitment of a dedicated NDIS Transition Support Officer who will coordinate and facilitate the submission of

high-quality access applications to the NDIS. Comprehensive access training can be provided to NDIS Transition Support Officers.

- Supporting clients to re-test their eligibility with the NDIA if they are unhappy with their access decision or their circumstances have changed.
- Providing information and advice to all stakeholders on the psychosocial supports and programs available.
- Developing referral pathways for clinicians, community mental health providers and state government funded clinical mental health services to enable people within the community to access PHN funded psychosocial supports.
- Working closely with current service providers of PIR, D2DL and PHaMs to support clients to continue to receive supports and to transition to new arrangements for which they are eligible.
- Collecting and managing client data received from current PIR, D2DL and PIR service providers to ensure a smooth transition for clients to new arrangements.

Needs Assessment Priorities *

WNSW PHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
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Activity Demographics

Target Population Cohort *

Commonwealth funded psychosocial services target people with severe mental illness who do not meet the access criteria for the NDIS. Not everyone with severe mental illness will require or seek specialised psychosocial support. Some people with severe mental illness have needs which require mainly clinical management. Their broader support needs can be met through mainstream programs, or through natural support such as family and social connections. Eligibility requirements for individual measures apply.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments *

NA

Coverage *

Whole Region

Yes

SA3 Name	SA3 Code
Bathurst	10301
Lachlan Valley	10302
Lithgow - Mudgee	10303
Orange	10304
Bourke - Cobar - Coonamble	10501
Broken Hill and Far West	10502
Dubbo	10503

Lower Murray	10902
Blue Mountains - South	12402



Activity Consultation and Collaboration

Consultation *

Consultation will be conducted with key stakeholders including further dialogue with WNSW PHN's Western and Far West Clinical and Community Councils and Aboriginal Health Council.

Collaboration *

Collaboration will include ongoing liaison and networking with the abovementioned stakeholders both directly and through network meetings, communities of practice and other relevant forums.



Activity Milestone Details/Duration

Activity Start Date *

30 Jun 2019

Activity End Date *

29 Jun 2021

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2021

Other Relevant Milestones

NA



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity: *

Not yet known: Yes

Continuing service provider / contract extension: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: 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? *

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? *

NA

Co-design or co-commissioning details *

NA