



Australian Government

Department of Health

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An Australian Government Initiative

**Primary Health Networks
– *National Psychosocial Support measure*
2018-2019 Activity Work Plan**

Western NSW PHN

When submitting the *National Psychosocial Support measure* Activity Work Plan 2018-2019 to the Department of Health, the PHN must ensure that all internal clearances have been obtained and has been endorsed by the CEO.

The *National Psychosocial Support measure* Activity Work Plan must be lodged via email to PHN_Domainmanager@health.gov.au within four (4) weeks of execution of the Psychosocial Support Schedule, and subsequently updated, on an annual basis.

Introduction

Overview

The key objectives of Primary Health Networks (PHN) are:

- increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes;
- improving coordination of care to ensure patients receive the right care in the right place at the right time.

The purpose of the **National Psychosocial Support (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 supported through the National Disability Insurance Scheme (NDIS). These services, in partnership with families and carers (as appropriate), will provide a range of non-clinical community-based support to these individuals to achieve their recovery goals. The NPS measure is being implemented through purpose specific funding to [Primary Health Networks \(PHNs\)](#) to commission these new services.

The objectives of the measure are to:

- support people with severe mental illness and associated psychosocial functional impairment who are not more appropriately supported through the NDIS;
- improve access to psychosocial support services, mental health outcomes and equity in service availability for the target cohort (only relevant to PHNs based in Queensland);
- reduce the avoidable need for more intense and acute health services and enhance appropriate/optimal use of the health system.

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 psychosocial functional impairment, while taking into account supports available 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 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, who are not more appropriately funded through the NDIS;
 - more seamless, high quality and earlier psychosocial supports;
 - the efficiency and effectiveness of psychosocial support services across care settings.

As part of this measure, the Commonwealth has bilateral agreements with each jurisdiction regarding their continuing or enhanced investment in psychosocial services. The PHN commissioned services will need to be implemented in a flexible way to complement the State and Territory funded psychosocial support. Further, PHNs will need to consider the services that are currently provided locally by Local Health Networks, ensuring that the PHN commissioned services complement or enhance these existing services and consider how these services can meet the need of their region.

PHNs are required to outline planned activities, milestones and outcomes to provide the Australian Government with visibility as to the activities expected to be undertaken by PHNs. The Activity Work Plan must:

- detail the establishment and implementation phases of the NPS measure in your region.
- demonstrate to the Australian Government what the PHN is going to achieve and how the PHN plans to achieve this.

- be developed in consultation with State/Territory agencies, Non-Government Organisations, Local Health Networks, the Mental Health Commission, mental health consumers and carers and other stakeholders, as appropriate.

Further information

The following may assist in the preparation of your Activity Work Plan:

- The activity details specified under Item B of your Psychosocial Support Schedule;
- The Implementation Plan under Schedule A of the National Psychosocial Support Bilateral Agreement between the Commonwealth and relevant State/Territory, provided in-confidence to support State and Territory collaboration.
- The PHN Psychosocial Support Guidance material.

1. Planned activities funded under the Activity – *National Psychosocial Support measure*

PHNs must use the table below to outline the activities proposed to be undertaken in 2018-2019. These activities will be funded under the *National Psychosocial Support measure* under the Schedule – Psychosocial Support.

Proposed Activities - copy and complete the table as many times as necessary to report on each activity	
Proposed Activities	Description
Activity Title	Initial Psychosocial Support Needs Assessment
Description of Activity	<p>WNSW PHN will undertake a needs assessment to determine the psychosocial support needs of the NPS measure cohort in region. This work will involve a synthesis of information from sources including, but not limited to the following:</p> <ul style="list-style-type: none"> • Quantitative analysis of data at a regional and sub-regional level. • Information from the WNSW PHN 2018 Needs Assessment including Community and Services Provider Workshops, conducted June/July 2018. • WNSW PHN Mental Health and Suicide Prevention Needs Assessment, and WNSW PHN Drug and Alcohol Needs Assessment • Engagement with services providers, general practice, Aboriginal Community Controlled Health Organisations (ACCHOs) and Local Health Districts (LHDs) • Consumer and carer experience information <p>The needs assessment will focus on the following issues</p> <ul style="list-style-type: none"> • Scope of cohort • Availability of existing service providers and programs • Referral pathways to psychosocial support programs • Relationship between existing mental health clinical programs and psychosocial support programs • Transition of consumers between NDIS and Non-NDIS eligible programs

	<p>The needs assessment will be conducted by WNSW PHN with support from consultants where necessary.</p> <p>In line with information from the Department of Health (1 August 2018), this initial Psychosocial Support Needs Assessment will be included in the approved Mental Health and Suicide Prevention Needs Assessment report, with discretely identified with clear headings.</p>
Measuring Outcomes/Data Collection and Storage	N/A
Consultation/Collaboration/Communication	The Needs Assessment for this cohort will be conducted in partnership with both LHDs, the NDIA, AMS and ACCHOs, Primary Health Providers (including GPs) and existing psychosocial service providers and will include the perspective of those agencies, consumers and the community in the region.
Timeline	<p>Start: 3 September 2018</p> <p>Completed: 2 November 2018</p> <p>Submitted: 15 November 2018</p>
Risk Management	<p>Access to data</p> <p>There is limited quantitative data to define the NPS measure cohort. This risk will be mitigated through partnerships with the LHDs and Health Intelligence Unit to access and analyse data. It is expected the NDIA will support data collection by PHN for these purposes.</p> <p>Engagement of geographically dispersed stakeholders</p> <p>The WNSW PHN region covers over 53% of NSW including both Western and Far West Local Health Districts. This presents challenges for adequate engagement of the stakeholders across our large and geographically diverse region, within the stated timeframe. Mitigation strategies will include leveraging partnerships with established agencies (see Consultation/Collaboration/Communication above), utilising relevant information gained through recent community and service provider consultations as well as engagement of external consultants.</p>

Proposed Activities	Description
Activity Title	Commissioning of trial service providers, co-design of future services delivering non-clinical psychosocial services and development of a primary care workforce training and community awareness raising strategy.
Description of Activity	<p>As an interim arrangement, WNSW PHN will undertake an initial co-design planning process during November 2018 with the Western NSW Partners in Recovery (PIR) consortium members and other organisations currently delivering Federal or State funded psychosocial support programs. This will enable an agreed interim plan and associated contracts for the trialling of services under the new guidelines to be prepared and signed off during December 2018. The trial contract(s) will be for a period of nine months with services commencing in late January 2019 and concluding at the end of September 2019. They will extend the geographical reach of services to areas not presently covered such as the Far West. They will also include requirements that providers consult with the target cohort and their carers and collect data concerning any operational challenges experienced in implementing the new measure.</p> <p>A more detailed co-design process will be undertaken with providers of the trial services and relevant stakeholders during June – September 2019 utilising data collected during the trial. During this time, processes for collaboration with the NDIA will be strengthened and a primary care workforce training/community awareness raising strategy about the new measure will be developed.</p> <p>Following from the co-design process, contracts will be signed for the delivery of services from 1 December 2019 to 30 June 2021.</p>
Measuring Outcomes/Data Collection and Storage	<p>Service providers will be required to provide quarterly reports to WNSW PHN on the delivery of the program. This is likely to be collected through the Folio contract management system.</p> <p>Performance data will be collected in line with the PHN Program Performance and Quality Framework, and the PHN National Psychosocial Support Measure schedule.</p>
Consultation/Collaboration/Communication	The co-design processes will be conducted with the Western NSW PIR consortium member, other organisations currently receiving State or Federal psychosocial support program funding both LHDs, the NDIA, AMS and ACCHOs, Primary Health Care providers (including GPs) consumer and care representatives.
Timeline	An interim co-design workshop will be held with the Western NSW Partners in Recovery consortium members in November to identify trial service delivery arrangements and contracting will be confirmed with relevant consortium members by the end of December 2018.

	<p>Trial service provision will aim to commence from 28 January 2019.</p> <p>A more detailed co-design process will be undertaken Jun - Sept- 2019. Delivery of non-clinical psychosocial support services , in line with trial period results and priorities, will commence from 1 December 2019. A primary care workforce training and community awareness raising strategy will also commence implementation by WNSWPHN from 1 December 2019, in collaboration with contracted providers and other stakeholders such as the NDIA, LHDs and ACCHOs.</p>
Risk Management	<ol style="list-style-type: none"> 1. Workforce recruitment may delay the commencement of services in January 2019 – this will be mitigated by procuring interim service delivery arrangements as soon as possible. 2. Current PIR program does not cover the entire Western NSW PHN region – this will be mitigated by requesting the Western NSW PIR consortium members proposing service delivery options in the parts of the region not covered by the PIR program.