



**Australian Government**

**Department of Health**

**phn**

An Australian Government Initiative

# **Activity Work Plan 2019-2021:**

## **National Psychosocial Support measure**

***Western NSW PHN***

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

## – National Psychosocial Support Measure

Proposed Activities	
ACTIVITY TITLE	NPS1 - National Psychosocial Support Measure
Existing, Modified, or New Activity	Modified Activity 2018-2019 AWP NPS Measure p.6 & 7
Aim of Activity	<p>To provide people with severe mental illness and associated psychosocial functional impairment who are not supported through the NDIS with access to psychosocial supports.</p> <ul style="list-style-type: none"> <li>• Ensure service continuity via ongoing implementation of the interim/trial NPS Measure</li> <li>• 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</li> <li>• Commission non-clinical psychosocial services beyond the interim/trial NPS measure</li> </ul> <p>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.</p>
Description of Activity	<p><b>Interim/Trial NPS Measure Services</b></p> <p>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 service will continue as an interim/trial and will gather further information and evaluate client and service provider perspectives on the new service model.</p> <p>The service provider 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.</p> <p>An Issues Register will be established and appropriate steps taken to resolve issues in collaboration with relevant parties.</p> <p>The interim/trial service will be evaluated with the findings used to inform the further development of the model.</p> <p><b>Service Planning and Evaluation</b></p> <p>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</p>

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 undertaken in partnership with the interim/trial NPS measure service provider/s. It will utilise information, data and reporting collected by the service providers/s during implementation of the interim/trial NPS measure regarding service provision and identified need.

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.

#### **Commissioned Non-Clinical Psychosocial Services**

WNSW PHN will commission non-clinical 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). This activity also aims to reduce avoidable need for more intense and acute health services and enhance appropriate / optimal use of the health system.

Information collected through *the Interim/Trial NPS Measure and Service Planning* activities described above will be evaluated with a view to continuing the service provision successes identified through the interim/trial period and addressing any challenges or issues that may refine and improve the NPS measure psychosocial supports provided. This will include a consideration of any identified duplication of services during the interim/trial period and any opportunities to better integrate the NPS measure within the broader clinical and psychosocial service sector in WNSW PHN region.

Particular attention will be paid to the issues register, and any issues to be resolved in collaboration with relevant parties to facilitate improvements in NPS measure service provision.

Any opportunities to extend the geographical and demographic coverage of the NPS measure will be identified and evaluated in relation to further commissioning of services.

During 2018-2019 the co-design, commissioning and procurement process for the NPS measure interim/trial period in our WNSW PHN region led to an open tender and award of service contracts covering four priority locations. This process included information sought in proposals related to the service provision, geographical coverage, demographic group priorities, and the service model.

Given the trial has limited localities we expect the trial will be expanded into a region wide service due to the change circumstances with the end of D2DL, PHaMs and PIR services in the region. An evaluation, co-design process and commissioning / procurement process will be undertaken in 2019-2020.

In the event of future changes to the NPS Measure resourcing that may require the addition of another service provider, and / or, if the interim / trial

	outcomes indicated the need for another service provider/s; then the most appropriate procurement approach will be identified and implemented.
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).
Indigenous specific	No
Coverage	Whole of WNSW PHN region.
Consultation	<p>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.</p> <p>Consultation will also include further dialogue with WNSW PHN's Western and Far West Clinical and Community Councils and Aboriginal Health Council.</p>
Collaboration	<p>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.</p> <p>Collaboration will include ongoing liaison and networking with the stakeholders both directly and through network meetings, communities of practice and other relevant forums.</p>
Activity milestone details/ Duration	<p>Activity start date: 1/07/2019 Activity end date: 30/06/2020</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p><b>Interim/Trial NPS Measure Services</b> Service delivery start date: June 2019 Service delivery end date: December 2019</p> <p><b>Commissioned Non-Clinical Psychosocial Services</b> Service delivery start date: January 2020 Service delivery end date: June 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 (Trial NPS Measure)</p>

	<input type="checkbox"/> Direct engagement. <input checked="" type="checkbox"/> Open tender (Commissioned Non-Clinical Psychosocial Services) <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details) 2a. Is this activity being co-designed? Yes 2b. Is this activity this result of a previous co-design process? Yes 3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No 3b. Has this activity previously been co-commissioned or joint-commissioned? No
Decommissioning	No
Total Planned Expenditure	

Proposed Activities	
ACTIVITY TITLE	Continuity of Support (CoS) – Implementation: July 2019 to June 30 <sup>th</sup> , 2020.
Existing, Modified, or New Activity	New Activity
Aim of Activity	<p>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:</p> <ul style="list-style-type: none"> <li>• Increase personal capacity, confidence and self-reliance</li> <li>• Increase social participation</li> <li>• Streamline access to appropriate services</li> <li>• Provide flexible and responsive support at times of increased need</li> </ul>
Description of Activity	<p>CoS will provide psychosocial support services to previous clients of the Commonwealth community mental health programs PIR, D2DL and PHaMs who are <i>found ineligible</i> for supports under the NDIS.</p> <p>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.”</p> <p>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.</p>

	<p>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.</p> <p>An issues register will be established and appropriate steps taken to resolve issues in collaboration with relevant parties.</p> <p>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.</p>
Target population cohort	<p>CoS will support previous clients of the Commonwealth community mental health programs PIR, D2DL and PHaMs who are <i>found ineligible</i> for supports under the NDIS. To be eligible for services under the CoS program, persons must:</p> <ol style="list-style-type: none"> <li>1) have accessed supports under PIR, D2DL or PHaMs as at 30 June 2019;</li> <li>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;</li> <li>3) reside in the coverage area of the PHN where they are seeking support;</li> <li>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</li> <li>5) not be receiving or entitled to receive similar community supports through state or territory government programs.</li> </ol>
Indigenous specific	No
Coverage	Whole of WNSW PHN region.
Consultation	<p>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.</p> <p>Consultation will also include further dialogue with WNSW PHN's Western and Far West Clinical and Community Councils and Aboriginal Health Council.</p>
Collaboration	<p>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.</p> <p>Collaboration will include ongoing liaison and networking with the abovementioned stakeholders both directly and through network meetings, communities of practice and other relevant forums.</p>

Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (<b>including</b> the planning and procurement cycle):  Activity start date: 1/04/2019  Activity end date: 30/06/2020</p> <p><b>If applicable</b>, provide anticipated service delivery start and completion dates (<b>excluding</b> the planning and procurement cycle):  Service delivery start date: July 2019  Service delivery end date: June 2020</p> <p>Any other relevant milestones? No</p>
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input checked="" type="checkbox"/> Not yet known for 2020-2021 and beyond  <input type="checkbox"/> Continuing service provider / contract extension  <input checked="" type="checkbox"/> Direct engagement. For 2019-2020 the existing D2DL, PHaMs and PIR providers in WNSW PHN region will be offered contracts given the limited time available to ensure services for existing clients continue.  <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  2b. Is this activity the result of a previous co-design process? No  3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No  3b. Has this activity previously been co-commissioned or joint-commissioned?  No</p>
Decommissioning	No
Total Planned Expenditure	

Proposed Activities	
ACTIVITY TITLE	Extension Measure – Implementation: July 2019 to June 30 <sup>th</sup> , 2020.
Existing, Modified, or New Activity	New Activity
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	<p>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.</p> <p>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).</p>

	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Testing and transition rates for this cohort will be monitored separately using TRIS.</p> <p>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.</p> <p>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.</p>
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.
Indigenous specific	No
Coverage	Whole of WNSW PHN region.
Consultation	<p>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.</p> <p>Consultation will also include further dialogue with WNSW PHN's Western and Far West Clinical and Community Councils and Aboriginal Health Council.</p>
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	<p>Provide the anticipated activity start and completion dates (<b>including</b> the planning and procurement cycle):</p> <p>Activity start date: 1/04/2019</p> <p>Activity end date: 30/06/2020</p> <p><b>If applicable</b>, provide anticipated service delivery start and completion dates (<b>excluding</b> the planning and procurement cycle):</p> <p>Service delivery start date: July 2019</p> <p>Service delivery end date: June 2020</p> <p>Any other relevant milestones? No</p>



Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input checked="" type="checkbox"/> Not yet known for 2020-2021 and beyond</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input checked="" type="checkbox"/> Direct engagement. For 2019-2020 the existing D2DL, PHaMs and PIR providers in WNSW PHN region will be offered contracts given the limited time available to ensure services for existing clients continue.</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? No</p> <p>2b. Is this activity the 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	No

Proposed Activities	
ACTIVITY TITLE	Psychosocial Support Interface – Implementation: July 2019 to June 30 <sup>th</sup> , 2020.
Existing, Modified, or New Activity	New Activity
Aim of Activity	<p>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.</p> <p>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.</p>
Description of Activity	<p>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:</p> <p>Activities within scope of interface funding include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Planning, funding, commissioning and establishing psychosocial supports to support clients of Commonwealth community mental health programs PIR, D2DL and PHaMs that are ceasing on 30 June 2019.</li> <li>• 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.</li> <li>• 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</li> </ul>

	<p>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.</p> <ul style="list-style-type: none"> <li>• Supporting clients to re-test their eligibility with the NDIA if they are unhappy with their access decision or their circumstances have changed.</li> <li>• Providing information and advice to all stakeholders on the psychosocial supports and programs available.</li> <li>• 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.</li> <li>• 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.</li> <li>• Collecting and managing client data received from current PIR, D2DL and PIR service providers to ensure a smooth transition for clients to new arrangements.</li> </ul>
Target population cohort	<p>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.</p> <p>Eligibility requirements for individual measures apply.</p>
Indigenous specific	No
Coverage	Whole of Western NSW PHN region.
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	<p>Provide the anticipated activity start and completion dates (<b>including</b> the planning and procurement cycle):</p> <p>Activity start date: 1/07/2019 Activity end date: 30/06/2020</p> <p><b>If applicable</b>, provide anticipated service delivery start and completion dates (<b>excluding</b> the planning and procurement cycle):</p> <p>Service delivery start date: July 2019 Service delivery end date: June 2020</p> <p>Any other relevant milestones? No</p>
Commissioning method and	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input checked="" type="checkbox"/> Not yet known</p>

<p>approach to market</p>	<p> <input type="checkbox"/> Continuing service provider / contract extension  <input 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> <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity the 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>
<p>Decommissioning</p>	<p>No</p>