

North Coast - Commonwealth Psychosocial Support

2025/26 - 2028/29

Activity Summary View



PAE - 1 - Psychosocial Access Enablers



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

1

Activity Title *

Psychosocial Access Enablers

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description

Aim of Activity *

The Activity aims to provide non-clinical community-based support to individuals with severe mental health challenges. The program focuses on increasing functional capacity for independent living, promoting recovery goals, reducing social isolation, support for daily living, social skills and vocational activities. The Psychosocial Support Program is to support people not receiving NDIS funding.

Description of Activity *

Psychosocial Access Enablers will be delivered through provision of funding to existing Commonwealth Psychosocial Support commissioned service providers. The access enablers are designed to improve access to non-clinical community-based supports for people with severe mental illness who are not eligible for the NDIS.

Capacity and Strengths-based Assessments

The Recovery Coordinator will contact the client within 2 business days and undertake a RAS-DS assessment and goal planning which will be led by the client. The intensity of support provided to clients will be flexible and negotiated with each client based on the outcomes of the capacity and strengths-based assessment, the RAS-DS.

Individual Support Plans will be developed in partnership with the client which will outline the following:

- The client's strengths and existing supports
- The client's recovery goals and support needs
- Activities to be undertaken to achieve recovery goals and meet support needs
- Services to be referred to, if needed; and
- A care-crisis plan in the event the client becomes unwell or crisis occurs, noting a family member/s or carer/s may play a critical role in supporting a client in such events. The care plan will include information such as treating GP and/or other services to better facilitate whole of person care.

Clients will be re-assessed every three months to measure progress and reassess goals and level of care. Intensity of support is to be flexible and respond to the changing needs of the client, as per the stepped model of care.

NDIS Testing Support

Clients identified as requiring support for a period greater than 12 months should be encouraged, and offered support, to test access under NDIS eligibility.

Providers are able to assist suitable candidates to re-test access to the NDIS by discretion.

The activity will include supporting participants to gather evidence and to accessing and complete testing required for NDIS applications

Service Navigation

Healthy North Coast has incorporated a service navigation component into the Psychosocial Support Program to support wayfinding and integration. Key to this is the participation of the provider in the local interagency network meetings, where services work collaboratively to support service integration, identification of service gaps and work to find solutions to address systems issues.

PHN Operational

1 FTE Coordinator Psychosocial Support, to monitor service provision, performance, and work across the sector to ensure service provision is integrated.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
Support coordination of health and social care services that contribute to improving social determinants of health, including social isolation/loneliness, cost of living and housing availability	147
Improve access to primary mental healthcare services	143
Enhance access to mental health services and reduce wait times, particularly for psychological therapies, to alleviate mental health issues	142



Activity Demographics

Target Population Cohort

People aged 16 and over who experience severe and complex mental ill health

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Healthy North Coast will engage with a range of stakeholders, including people with lived experience, through participatory processes. Solutions will be co-designed to respond to the identified challenges and needs for the North Coast community

Collaboration

In the delivery of this program, collaboration is essential. Key stakeholders include:

- People with lived experience
- NNSW and MNC Local Health Districts
- Aboriginal Community Controlled Health Organisations
- Community groups
- Government and non-Government organisations



Activity Milestone Details/Duration

Activity Start Date

01/07/2022

Activity End Date

30/06/2027

Service Delivery Start Date

30/06/2022

Service Delivery End Date

30/06/2027

Other Relevant Milestones



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: 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?

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

No

Decommissioning details?

Co-design or co-commissioning comments

Co-design – through a series of participatory designed workshops in 2022, Healthy North Coast listened to the needs of our community and considered alternative ways of addressing psychosocial support needs across the region.



PSD - 1 - Psychosocial Service Delivery



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PSD

Activity Number *

1

Activity Title *

Psychosocial Service Delivery

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description**Aim of Activity ***

The Activity aims to provide non-clinical, community-based support for people with complex mental health needs, that are not covered by the NDIS. Supports include strengthening education and social skills, connection to services and community and support with day to day living.

Description of Activity *

The provider will deliver the Commonwealth Psychosocial Support Program through non-clinical community-based supports that aim to facilitate recovery in the community for people experiencing mental illness. This is to be done through the development of individualistic care/support plans that offer a range of services to help people manage daily activities, rebuild, maintain connections, build social skills and participate in education and employment.

The Psychosocial Support Program will link with existing and soon-to-be-established Primary Mental Health Program services, offering integrated mental health, psychosocial and AOD supports across the whole North Coast region. The provider will deliver the Psychosocial Support Program through a place-based service with assertive outreach provided throughout the North Coast region.

The Provider will deliver the Psychosocial Support Program through Care Coordination and the development of individual support plans created in partnership with clients through holistic assessment of strengths, needs and goals. Non-clinical supports required to build personal capacity and stability will be supported in the following areas:

- Social skills, friendships and 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
- Managing substance use issues
- Building broader life skills, including confidence and resilience
- Building capacity to live independently in the community
- Assisting clients with collecting the evidence to submit an NDIS access request and to walk with clients while they take part in this process
- To access digital mental health resources such as Head to Health and Innowell Platform
- To access psychological therapy, psychiatry, physical health and alcohol and other drug treatment
- Management of one's own mental health; and
- Building skills to navigate the services system independently

The Provider will offer formal and informal support including groups and a casual drop-in space in the hubs to ensure the service is accessible and people are comfortable to engage. This includes:

- Delivery of peer facilitated group sessions designed to address practical, daily life skills, health and wellbeing and skills to gain/maintain employment and access education. Groups will include themes such as social connection and participation, psychoeducation, education and skills development, wellbeing programs, facilitated peer support groups, community connection and participation and therapeutic group programs.
- Coordinated multi-agency services for those with severe and complex mental illness
- Facilitating referrals to wrap around support services when required

An unmet needs analysis has shaped the direction of the following additions to the service model:

1. Enhanced access for regional and rural and hard to reach populations through increased outreach and access to supported digital solutions, and
2. Targeted access and interventions for priority populations to build resilience, increase capacity to manage interpersonal relationships and independently manage mental health.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
Improve timely access for people experiencing mental illness and psychological distress to consistent, quality community-based mental health support that is tailored to their needs	148
Support communities living in areas of socio-economic disadvantage in the North Coast, particularly in Kempsey, Nambucca Valley, Richmond Valley, Clarence Valley and Kyogle LGAs	147
Improve mental health outcomes for consumers in the 'missing middle', who require higher level of care than available in primary mental health care services, but lower than tertiary level care	143
Improve access to primary mental health care services to reduce mental health-related	143

presentations to EDs and hospitalisations, particularly in Kempsey-Nambucca SA3	
Reduce psychological distress for people in the North Coast to improve mental health wellbeing	143



Activity Demographics

Target Population Cohort

People aged 16 and over who experience severe and complex mental ill health.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Healthy North Coast will engage with a range of stakeholders, including people with lived experience, through participatory processes. Solutions will be co-designed to respond to the identified challenges and needs for the North Coast community

Collaboration

This program is delivered in collaboration with a range of stakeholders across the region, including:

- MNC and NNSW Local Health Districts
- Aboriginal Controlled Community Health Organisations
- People with lived experience
- Government and non-Government Organisations
- Community groups



Activity Milestone Details/Duration

Activity Start Date

01/07/2021

Activity End Date

30/06/2026

Service Delivery Start Date

30/06/2021

Service Delivery End Date

30/06/2027

Other Relevant Milestones**Activity Commissioning**

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Decommissioning

No

Decommissioning details?**Co-design or co-commissioning comments**

Co-design – through a series of participatory designed workshops in 2022, Healthy North Coast listened to the needs of our community and considered alternative ways of addressing psychosocial support needs across the region.