



# National Psychosocial Support

Activity Work Plan  
2020 — 2024

## Contents

NPS - 1 - NPS1- Psychosocial capacity building activities .....	3
NPS - 2 - NPS2- Extended transitional arrangement activities .....	6
NPS - 3 - NPS3- Continuity of support activities .....	9
NPS - 4 - NPS4- Interface activities.....	13

# NPS - 1 - NPS1- Psychosocial capacity building activities

## Program Key Priority Area

Population Health

## Aim of Activity

The aim of the Psychosocial Capacity Building Activities program is to address the gap for individuals with a severe mental illness and an associated level of reduced psychosocial functional activity that the NDIS is not designed to support their needs and development of their psychosocial capacity. These individuals' mental health acuity is usually episodic and severe but not coupled with significant psychosocial disability that would deem them eligible for the NDIS. The activity will enable these individuals to live more independently and achieve their recovery goals.

## Description of Activity

Psychosocial support services to build capacity in psychosocial function to be an adjunct to clinical and acute health services.

The activity focusses on the delivery of outcomes focussed and measured individual and group capacity building activities for people with Severe mental Illness. Service delivery will be a combination of tailored individual capacity building activities, provided in the community, and centre based group capacity building activities such as:

Integration with other services is supported by the wide range of services that are currently provided by the contracted providers, as well as strong organisational ties and existing referral pathways to other services including the Local Health Districts, employment providers, community health centres, and physical health providers to ensure an integrated multi- care approach.

The North Coast two Local Health Districts (LHDs), Mid North Coast LHD and North Coast LHD were engaged in the initial design and commissioning of the activity and will be invited to sit on the services regional steering committee to further support implementation and integration of the program, closing gaps between commonwealth and state mental health systems and preventing duplication.

HNC and both of the region's Local Health Districts are engaged in an ongoing regional planning and commissioning activity, called The North Coast Collective and all current psychosocial activities will be considered in the context of that activity.

## Target Population Cohort

- Individuals with severe mental illness and have an associated level of reduced psychosocial functional capacity

- Individuals with episodic mental health issues
- Individuals not assisted by the NDIS
- Individuals 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
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## Indigenous Specific Comments

The activity is not Indigenous specific; however, the activity will be delivered by a consortium of four service providers. Two of the consortium members are Aboriginal Controlled Health Organisations, which will be available to provide services and support the Aboriginal community members. In addition, the Aboriginal organisations will support and lead cultural awareness professional development and guidance for the whole consortium through the provision of cultural training.

## Coverage

Whole Region

SA3 Name	SA3 Code
Inverell - Tenterfield	11002
Port Macquarie	10804
Kempsey - Nambucca	10802
Clarence Valley	10401
Coffs Harbour	10402
Richmond Valley - Coastal	11201
Richmond Valley - Hinterland	11202
Tweed Valley	11203

## Consultation

In preparation for the commissioning of these activities, consultations were held with both region's Local Health Districts, to identify service gaps and ensure the commissioning of complimentary rather than duplicative activities.

In addition to the review of relevant 2018 needs assessment data, Surveys to identify areas of unmet need were completed by a broad range of people from the region with severe mental illness

(lived experience) their family and carers and relevant service providers.

The consortium of service providers also facilitated several co-design workshops, involving people with lived experience and other relevant service providers, prior to developing and submitting their approved service model.

## Collaboration

HNC – Support implementation of the activity including promotion of service via publications and other communication channels, facilitate connection and relationships between the provider consortium and other regional partners as necessary, monitor and support service delivery, report to the Department of Health.

Service Providers- Promote service activity, provision of capacity building activities to people with severe mental illness, direct (including clinical) governance of activities, submission of NMDS data, reporting to HNC.

Mid North Coast and North Coast Local Health Districts- Support implementation of the activity, ensure continued complimentary nature of the activities and facilitate relationships and referral pathways with state funded services as appropriate.

The provider for the National Psychosocial Measure is a member of the region’s Psychosocial Alliance, a group of providers delivering psychosocial programs under separate contract arrangements across the region coordinated by HNC. Alliance members collaborate in service planning, group session facilitation and other related activities.

Activity Start Date	01/07/2019
Activity End Date	31/10/2020
Service Delivery Start Date	1/07/2019
Service Delivery End Date	30/11/2021

## Procurement approach

Continuing Service Provider / Contract Extension

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

## NPS - 2 - NPS2- Extended transitional arrangement activities

### Program Key Priority Area

Population Health

### Aim of Activity

The aim of the activity is to provide support for individuals with severe mental illness who had been a part of the Partners in Recovery (PIR), Day 2 Day Living (D2DL) and Personal Helpers and Mentors Program (PHAMS) programs and yet to test eligibility for the National Disability Insurance Scheme (NDIS) by July 1st, 2019. This activity will ensure that individuals will continue to receive appropriate levels of support during the transition period.

### Description of Activity

The commissioned providers will provide:

- Support facilitation to test eligibility for the NDIS
- Transition to support under CoS or the NDIS once they have received an access decision
- Support to re-test if appropriate
- Psychosocial capacity building activities
- Case co-ordination
- Group based activities.

Psychosocial capacity building activities will be provided through a combination of centre-based group activities and individual supports.

The cost effectiveness of the activity is supported by a funding allocation that is proportionate to the number of participants supported by the program and the agreed service model. Value for money will also be supported by the agreement and delivery of a number of activity and outcome based KPI's to be monitored by HNC.

Integration with other services is supported by the wide range of services that are currently provided by the contracted providers, as well as strong organizational ties and existing referral pathways to other services including the Local Health Districts.

Through the funding provided under the interface measure, HNC will have a worker dedicated to, among other duties, supporting the implementation of the activities, enhancing sector coordination and communication (including relationships with the Local Health Districts), identifying service gaps

and preventing duplication of supports. .

HNC and both of the region's Local Health Districts are engaged in a regional planning and commissioning activity, called The North Coast Collective and all current activities will be considered in the context of that activity.

## Target Population Cohort

Individuals accessing support from PIR, PHaMS and D2DL as at 30th June 2019 who are yet to test eligibility or transition to supports under the NDIS.

Indigenous Specific	No
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## Coverage

Whole Region

SA3 Name	SA3 Code
Inverell - Tenterfield	11002
Port Macquarie	10804
Kempsey - Nambucca	10802
Clarence Valley	10401
Coffs Harbour	10402
Richmond Valley - Coastal	11201
Richmond Valley - Hinterland	11202
Tweed Valley	11203

## Consultation

In preparation for the commissioning of these activities, consultations were held with the region's existing providers of the Partners in Recovery, PHaMS and D2DL programs to identify ways to ensure continuity of service for existing program participants, as well as opportunities to enhance the services available as they came under the National Psychosocial Support Measure.

In addition information was sourced through HNC's 2018 Needs Assessment regarding the needs of people with severe mental illness was a major consideration in the design of the NPS activities.

## Collaboration

HNC – Support implementation of the activity including facilitating connection and relationships between the provider consortium and other regional partners as necessary, monitor and support service delivery, report to the Department of Health.

Service Providers - provision of service activities to people with severe mental illness, direct (including clinical) governance of activities, submission of NMDS data, reporting to HNC.

## Activity Milestone Details/Duration

Activity Start Date	01/07/2019
Activity End Date	30/06/2020

## Procurement approach

Direct Engagement

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



## NPS - 3 - NPS3- Continuity of support activities

### Program Key Priority Area

Population Health

### Aim of Activity

The aim of the activity is to provide continuity of support for individuals with severe mental illness who had been a part of the Partners in Recovery (PIR), Day 2 Day Living (D2DL) and Personal Helpers and Mentors Program (PHAMS) programs and found to be ineligible for the NDIS. This includes people who do not meet the NDIS access requirements for residence, age, or disability.

Individuals will have access to long-term, responsive psychosocial support appropriate to their needs.

As the majority of COS participants will have transitioned to NDIS supports, HNC will be seeking additional flexibility in the use of COS funding to meet some of the regions unmet need for care coordination, capacity building activities and NDIS application support and allowing the COS providers to provide services to community members that are new to the program. The participants would receive time limited support which would complete goals and end by June 30th, 2022.

### Description of Activity

All activities are underpinned by a recovery orientated, strength based and flexible delivery model.

Activities are based on building psychosocial capacity and connectedness, in addition to assisting linkages with clinical services to support a coordinated approach to care.

Psychosocial capacity building activities will be provided through a combination of centre-based group activities and individual supports to:

- Increase personal capacity
- Increase social participation
- Increase access to services
- Provide a range of increased flexible and responsive support services when required/identified.

Individual support for people includes:

- Initial needs assessment
- Identification of activities to be undertaken
- Care plan
- Delivery of activities aligned to the plan
- Outcome reviews and seeds reassessment

- Referrals supported, as required.

Group psychosocial support activities will include:

- Social skills and connections
- Day to day living skills
- Financial literacy
- Vocational skills and goals
- Physical and emotional well being
- Building resilience and confidence

The activity will provide support and resources for individuals to re-test for the NDIS if identified by the person.

The cost effectiveness of the activity is supported by a funding allocation that is proportionate to the number of participants supported by the program and the agreed service model. Value for money will also be supported by the agreement and delivery of a number of activity and outcome based KPI's to be monitored by HNC.

Integration with other services is supported by the wide range of services that are currently provided by the contracted providers, as well as strong organisational ties and existing referral pathways to other services including the Local Health Districts.

Through the funding provided under the interface measure, HNC will have a worker dedicated to, among other duties, supporting the implementation of the activities, enhancing sector coordination and communication (including relationships with the Local Health Districts), identifying service gaps and preventing duplication of supports.

HNC and both of the region's Local Health Districts are engaged in a regional planning and commissioning activity, called The North Coast Collective and all current activities will be considered in the context of that activity.

## Needs Assessment Priorities

NCPHN Needs Assessment 2019/20-2021/22

## Target Population Cohort

For people with severe mental illness, who were participants in the PHaMS, D2DL and PIR programs at 30/06/2019 and have been found ineligible for the NDIS.

Indigenous Specific	No
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## Coverage

Whole Region

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## Consultation

In preparation for the commissioning of these activities, consultations were held with the region's existing providers of the Partners in Recovery, PHAMS and D2DL programs to identify ways to ensure continuity of service for existing program participants, as well as opportunities to enhance the services available as they came under the National Psychosocial Support Measure.

In addition information was sourced through HNC's 2018 Needs Assessment regarding the needs of people with severe mental illness was a major consideration in the design of the NPS activities.

Prior to considering changes to the program in FY21-22 to allow for additional clients to accessing services, all the region's psychosocial providers (North Coast Psychosocial Alliance) collaborated in the development of a regional approach to increase access to community members and make the most efficient use of funds

## Collaboration

HNC – Support implementation of the activity including facilitating connection and relationships between the provider consortium and other regional partners as necessary, monitor and support service delivery, report to the Department of Health.

Service Providers - provision of service activities to people with severe mental illness, direct (including clinical) governance of activities, submission of NMDS data, reporting to HNC.

## Activity Milestone Details/Duration

Activity Start Date	01/07/2019
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Activity End Date 30/06/2022

## Procurement approach

### Direct Engagement

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

## NPS - 4 - NPS4- Interface activities

### Program Key Priority Area

Population Health

### Aim of Activity

To ensure psychosocial services are available to individuals who require support and to ensure that there are no service gaps in service delivery for PIR, PHaMS and D2DL. To support individuals accessing Commonwealth mental health funding move smoothly through the health and disability systems with the roll out of the NDIS.

Engage a range of stakeholders to ensure services are implemented in a flexible and responsive way to complement State funded psychosocial services already in operation.

### Description of Activity

- Plan, fund, and commission established psychosocial supports.
- Supporting individuals with evidence for NDIS application.
- Provide information and advice to stakeholders on psychosocial supports and programs.
- Provide information and advice to the general public on the availability of psychosocial supports and programs within the HNC region.
- Develop referral pathways
- Work with and support service providers of PIR, PHaMs and D2DL re transition arrangements.
- Collect, monitor and analyse client data.

Additional activities include:

- The provision of NDIS application related information to sector stakeholders, including the Local health Districts, General Practitioners, Service Providers and Community Members.
- The support and facilitation of sector collaboration and integration opportunities, such as communities of practice.
- Oversight, monitoring and support of activities commissioned from National Psychosocial Support Measure funding.

Services will be provided by appropriately skilled and NDIS content expert staff, reducing inefficiencies and on costing relating to contracting and monitoring providers.

Ensuring integrated care and system cohesion are the key priorities of this work and will be affected by the activities listed above.

HNC and both of the region's Local Health Districts are engaged in a regional planning and

commissioning activity, called The North Coast Collective and all current activities will be considered in the context of that activity.

## Needs Assessment Priorities

NCPHN Needs Assessment 2019/20-2021/22

## Target Population Cohort

The activity will seek to benefit community members living within the NCPHN region with severe mental illness.

## Coverage

Whole Region

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## Consultation

Stakeholders to be engaged through various means with this activity include:

- NGOs
- General practitioners
- Allied health professionals
- The National Disability Insurance Agency
- Local Area Coordinators
- Local health Districts
- North Coast Community Members
- Vocational Providers

- Disability Providers
- Mental Health Clinicians

## Collaboration

HNC – Project management, dissemination of relevant information, facilitation of collaboration opportunities, support, and monitoring of NPS activities. Reporting to The Department of Health.

LHD – Participation and collaboration in relevant activities.

NPS commissioned Partners – Participation and collaboration in relevant activities.

## Activity Milestone Details/Duration

Activity Start Date	01/07/2019
Activity End Date	30/12/2021

## Procurement approach

### Expression Of Interest (EOI) & Other Approach

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