



Commonwealth Psychosocial Support

Activity Work Plan 2022 — 2026

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PAE - 1 - Psychosocial Access Enablers

Program Key Priority Area

Mental Health

Aim of Activity

The Activity aims to improve accessibility to Commonwealth Psychosocial Support funded services, as well as the broader service landscape, for individuals and their carers living with complex and severe mental ill health to achieve empowerment to self-manage within their community.

Description of Activity

Psychosocial Access Enablers will be delivered through provision of funding to existing Commonwealth Psychosocial Support commissioned service providers.

Regional Loading

Regional loading will be applied to enhance service accessibility to isolated and smaller communities within the region.

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.

Service Navigation

Healthy North Coast has incorporated a service navigation component into the Psychosocial Support Program to support way-finding 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 Priority

NCPHN Needs Assessment 2021-2024

Needs Assessment Priority

Need to address the impact of social determinants of health, particularly in priority population groups, on mental health.

Enhancing care navigation to improve delivery of health and social care services

Develop improved links to appropriate mental health services

Increase access to appropriate mental health services for both the general population and priority populations

Target Population Cohort

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

Indigenous Specific	No
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Coverage

Whole Region

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

We collaborate with a range of stakeholders across the region, including:

- people with lived experience
- LHDs
- Aboriginal Medical Services and Organisations
- community groups
- Government and non-Government organisations

Activity Start Date	01/07/2022
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Activity End Date	30/06/2023
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Procurement approach

Continuing Service Provider / Contract Extension

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

Co-design or co-commissioning comments

Healthy North Coast is undertaking mental health reform and will be working with our community members with lived experience and a wide range of stakeholders to develop and design best practice service delivery models. Changes to service models will be communicated with the Department.

PSD - 1 - Psychosocial Service Delivery

Program Key Priority Area

Mental Health

Aim of Activity

The Activity aims to provide person-centred, recovery focused psychosocial supports that build capacity, promote dignity, and reduce the need for crisis mental health interventions for individuals and their carers living with complex and severe mental ill health.

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.

Needs Assessment Priority

NCPHN Needs Assessment 2021 - 2024

Needs Assessment Priority

Need to address the impact of social determinants of health, particularly in priority population groups, on mental health.

Reduce the rate of potentially preventable hospitalisations

Increase access to appropriate mental health services for both the general population and priority populations

Develop improved links to appropriate mental health services

Target Population Cohort

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

Indigenous Specific	No
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Coverage

Whole Region

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

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- LHDs
- Aboriginal Medical Services and Organisations
- people with lived experience
- Government and non-Government organisations
- community groups

Activity Start Date	01/07/2021
Activity End Date	30/06/2023
Service Delivery End Date	30/06/2023

Procurement approach

Continuing Service Provider / Contract Extension

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