



**Australian Government**

**Department of Health**

**phn**

An Australian Government Initiative

# **Activity Work Plan 2019-2021: National Psychosocial Support Measure**

***Country WA PHN***

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

## – National Psychosocial Support Measure

Proposed Activity	
ACTIVITY TITLE	<b>NPS 1: National Psychosocial Support Measure - Psychosocial Support Services</b>
Existing, Modified, or New Activity	Modified Activity Previous Activity - 1: Developing and implementing a Planning and Procurement Framework for the National Psychosocial Support (NPS) Measure
Aim of Activity	<p>To ensure availability and accessibility of psychosocial support services for people with a history of severe mental illness and associated psychosocial functional impairment who are not eligible to receive support services through the National Disability Insurance Scheme (NDIS), and who were not clients of Partners in Recovery (PIR), Personal Helpers and Mentors (PHaMs) and Day to Day Living (D2DL) programs on 30 June 2019.</p> <p>The Primary Health Network (PHN) will design and contract services targeted to assist people with severe mental illness to: reduce the avoidable need for more intensive and/or acute clinical services; and enhance appropriate/optimal use of the mental health system for people with severe mental illness.</p>
Description of Activity	<p>Psychosocial support services will be commissioned to support people with a history of severe mental illness and associated psychosocial functional impairment who are not eligible to receive support services funded through the NDIS or Continuity of Support services. A primary aim of this service provision will be to reduce the avoidable need for more intensive and/or acute clinical services.</p> <p>The psychosocial support services provided will build psychosocial functional capacity to address individual needs and complement clinical mental health and physical health services. Commissioned psychosocial support services may play a role in improving effective utilisation of the mainstream mental and physical health services. Improving the functional capacity and stability across people's domains of life will be central to the recovery focused service delivery. Commissioned services will have strong linkages to their local community, appropriate assessment processes, clear referral pathways (including to mainstream and clinical) and provide a person-centred service to individuals.</p> <p>Services delivered will include a range of non-clinical supports which might be provided at an individual or a group level with a strong recovery focus, trauma-informed, and delivered in accordance with the National Standards for Mental Health Services 2010 and the National Practice Standards for the Mental Health Workforce 2013.</p> <p>It is anticipated that the cohort being targeted through this initiative will generally require less intensive and possibly shorter-term psychosocial support than the service offer provided through programs transitioning to the NDIS. The support will be provided at times when it is most needed, rather than on an ongoing basis. Ideally services will be embedded within or linked to clinical services to support an integrated team approach to meeting the needs of people with severe mental illness, and form part of a multi-agency care plan.</p>

The PHN will continue to consult with the WA Mental Health Commission, WA Country Health Service (WACHS), National Disability Insurance Agency (NDIA) and the Aboriginal Community Controlled Organisations to ensure gaps between Commonwealth and State/Territory mental health systems are addressed in a flexible and carefully planned way. Activities will complement, and not duplicate, supports available. This will also ensure eligible people receive supports through the state specialised mental health system and, where appropriate, receive psychosocial supports through the National Psychosocial Support (NPS) Measure or a complementary state support. This will occur as outlined in the *Bilateral Agreement between the Commonwealth and Western Australia - National Psychosocial Support Measure* (the Bilateral Agreement).

The PHN will ensure service providers are engaged with Local Health Networks to support localised strategies and ensure commissioned psychosocial support arrangements are embedded in local regional mental health and suicide prevention plans.

The PHN will commission and provide support to provider/s, via a contract manager, to:

- implement appropriate entry and eligibility criteria, as aligned with the NPS Measure guidance, to ensure national consistency and to contribute to nationally consistent data and reporting
- ensure appropriate referral pathways, reporting and management processes are in place.

The PHN will focus on the management of the performance of the contracted provider/s including:

- reviewing, monitoring and evaluating service provision
- taking into account the requirements of the Australian Government Department of Health's *PHN Program Performance and Quality Framework* to determine how well targeted and efficient services are delivered.

Available data collection methods will be utilised, for example provider reports, referral agency feedback and participant feedback. Client data will be entered by the providers into the *Primary Mental Health Care – National Minimum Data Set (PMHC NMDS)*.

The PHN will utilise the *WA Primary Health Alliance Outcomes Framework* to measure and track provider performance. It will also be an incorporated requirement of the provider to complete all data reporting via the PMHC NMDS. The reporting domains for the *Outcome Maps* used in the Framework are:

- Person – client experience
- Clinical - service impact
- System - service/system integration
- Provider - service sustainability including provider experience/governance.

Cost effectiveness of service delivery will be monitored through unit cost information being collected and analysed in conjunction with the outcome indicators.

	<p>WA Primary Health Alliance's (WAPHA's) contracts management system will hold all relevant contract information.</p> <p>The NPS Measure in Western Australia will continue to be overseen by a PHN Project Control Group including a senior member of the WA Mental Health Commission. This will ensure there are strong linkages to WA State commissioning in accordance with the Bilateral Agreement.</p>
Target population cohort	<p>Services provided under the initiative by PHNs will only be made available to those people with severe mental illness who:</p> <ul style="list-style-type: none"> <li>• have an associated level of reduced psychosocial functional capacity</li> <li>• are not assisted by the NDIS</li> <li>• are not clients of existing community mental health programs including, on 30 June 2019, PIR, D2DL and PHaMs programs, for whom the extended transitional funding arrangements will support.</li> </ul> <p>This initiative targets the cohort just below those who qualify for the NDIS. These individuals may not be eligible for the NDIS because of the episodic nature of their illness, or because their illness, whilst severe, is not associated with a significant psychosocial disability at a level that would qualify for NDIS entry.</p> <p>An age range of 18-64 will apply.</p> <p>Not everyone with severe mental illness will require specialised psychosocial support services. The needs of some people with severe mental illness can be met through clinical services in the primary care setting.</p>
Indigenous specific	No
Coverage	Country WA PHN
Consultation	<p>Independent mental health consumer and carer consultations have been completed through focus groups and online survey activities. The feedback directly influenced the identification of service delivery outcomes to be achieved through the provision of psychosocial support services.</p> <p>The WA Mental Health Commission has been regularly engaged, consulted and included in decision making activities related to designing future psychosocial support services.</p> <p>The PHN has also worked with relevant peak bodies and consumer and carer networks to ensure the commissioned activities respond to their identified needs. These included:</p> <ul style="list-style-type: none"> <li>• Health Service Provider (HSP), WA County Health Services (WACHS)</li> <li>• WA Association for Mental Health (WAAMH)</li> <li>• NDIA</li> <li>• Representatives from consumer and carer networks including Consumers of Mental Health WA (CoMHWa) and Carers WA</li> <li>• WA Department of Communities</li> <li>• Aboriginal Health Council of WA (AHCWA)</li> <li>• Multicultural Service Centre of WA.</li> </ul> <p>The PHN will continue to consult with the previously identified stakeholders in line with need.</p>

Collaboration	<p>The PHN will continue to collaborate with the WA Mental Health Commission in designing the activity through their participation in the Project Control Group.</p> <p>The PHN will also collaborate with NDIA, WA Country Health Service and the Aboriginal Controlled Community Organisations to ensure viable services are established and available for eligible people. Workforce capability and remote service delivery will be key issues for collaboration.</p> <p>Non-Government Organisations will be involved in implementing the activity, once commissioned.</p>
Activity milestone details/ Duration	<p>Activity start date: 1/10/2018</p> <p>Activity end date: 30/06/2021</p> <p>Service delivery start date: January 2019</p> <p>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 checked="" type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p>The existing network of specialist community mental health service provider organisations who have historically delivered Commonwealth funded Psychosocial Support programs will be engaged to deliver this new psychosocial support service. These providers are the specialist mental health community organisations who delivered PIR, PHaMs, and D2DL programs prior to 1 July 2019. In separate NPS Measure activities, where possible these providers will be engaged to provide Psychosocial Transition Support services for their transitioned clients who did not have a NDIS eligibility decision as at 30 June 2019; as well as being commissioned to provide Continuity of Support services for their clients who were advised they are ineligible for NDIS supports as at 30 June 2019. These specialist mental health community organisations have long established referral pathways in place across the whole of the PHN. As they will continue to provide psychosocial support services in their local community through the Psychosocial Transition Support services and Continuity of Support services, it is most appropriate that they also continue to accept new referrals and provide psychosocial support services to these newly referred people with severe mental illness alongside their transitioned psychosocial support cohort.</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this 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	<p>1a. Does this activity include any decommissioning of services? No</p>
Total Planned Expenditure	

<b>Funding Source</b>	<b>2019-2020</b>	<b>2020-2021</b>	<b>Total</b>
Planned Commonwealth Expenditure – National Psychosocial Support Measure Funding	\$877,135	\$889,331	\$1,766,466

<b>Proposed Activity</b>	
<b>ACTIVITY TITLE</b>	<b>NPS 2: National Psychosocial Support Measure - Psychosocial Transition Support Services</b>
<b>Existing, Modified, or New Activity</b>	New Activity
<b>Aim of Activity</b>	<p>To ensure clients who transitioned from PIR, PHaMs, and D2DL programs receive appropriate levels of support as they test eligibility for supports under the NDIS and transition to ongoing arrangements either through the NDIS, or Continuity of Support.</p> <p>The PHN will design and contract services targeted to assist these people with severe mental illness to obtain a NDIS eligibility decision, reduce the avoidable need for more intensive and/or acute clinical services, and enhance appropriate/optimal use of the mental health system for people with severe mental illness.</p>
<b>Description of Activity</b>	<p>Psychosocial Transition Support services will be commissioned to provide contracted services to support people who were active clients of PIR, PHaMs and D2DL programs as at 30 June 2019 and who did not have a NDIS eligibility decision by 30 June 2019. These people will be supported for up to 12 months from 1 July 2019 to test their eligibility for support under the NDIS and transition to ongoing arrangements, either through the NDIS or Continuity of Support.</p> <p>Commissioned psychosocial support services may also play a role in improving effective utilisation of the mainstream mental health system. While supporting people to test their NDIS eligibility, improving functional capacity and stability across people’s domains of life will also be a focus of service delivery. Commissioned services will have strong linkages to their local community and provide a person-centred service to individuals.</p> <p>The PHN will commission and provide support to provider/s, via a contract manager, to:</p> <ul style="list-style-type: none"> <li>• identify the client group eligible for this support type on 1 July 2019</li> <li>• ensure services are aligned with the NPS Measure guidance</li> <li>• ensure consistent data and reporting</li> <li>• ensure appropriate reporting and management processes are in place.</li> </ul> <p>The PHN will focus on the management of the performance of the contracted provider/s including:</p> <ul style="list-style-type: none"> <li>• reviewing, monitoring and evaluating service provision</li> <li>• measuring testing and transition progress for NDIS eligibility referral and assessment.</li> </ul> <p>Available data collection methods will be utilised, for example provider reports, referral agency feedback and participant feedback. Client data will be entered by the providers into the PMHC NMDS.</p>

	<p>WAPHA's contracts management system will hold all relevant contract information.</p> <p>The Psychosocial Transition Support services in Western Australia will continue to be overseen by a PHN Project Control Group including a senior member of the WA Mental Health Commission. This will ensure there are strong linkages to WA State commissioning in accordance with the Bilateral Agreement.</p>
Target population cohort	Clients accessing support from PIR, D2DL and PHaMs, as at 30 June 2019, who are yet to test eligibility or transition to supports under NDIS.
Indigenous specific	No
Coverage	Country WA PHN
Consultation	<p>All current Commonwealth funded providers of PIR, PHaMs, and D2DL psychosocial support programs have been engaged in discussions and consultation meetings held with the PHN organisation.</p> <p>The WA Mental Health Commission has been regularly engaged, consulted and included in decision making activities related to designing future psychosocial support services.</p>
Collaboration	<p>The PHN will continue to collaborate with the WA Mental Health Commission in designing the activity through their participation in the Project Control Group.</p> <p>Existing provider organisation of PIR, PHaMs, and D2DL programs have been involved in planning this activity and will be further involved through the negotiation of the new Activity Agreements before implementing the activity once commissioned.</p>
Activity milestone details/ Duration	<p>Activity start date: 21/03/2019</p> <p>Activity end date: 30/06/2020</p> <p>Service delivery start date: July 2019</p> <p>Service delivery end date: June 2020</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"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p>The existing network of specialist community mental health service provider organisations who historically delivered Commonwealth funded Psychosocial Support programs will be engaged to deliver this new psychosocial support service. These providers are the specialist mental health community organisations who delivered PIR, PHaMs, and D2DL programs prior to 1 July 2019. Where possible, these providers will be engaged to provide Psychosocial Transition Support services for their transitioning clients who do not have a NDIS eligibility decision as at 30 June 2019. Where an existing provider cannot continue to support these clients, the PHN will facilitate the client choosing a new provider organisation within the PHN.</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? No</p>

	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	1a. Does this activity include any decommissioning of services? No		
Total Planned Expenditure			
<b>Funding Source</b>	<b>2019-2020</b>	<b>2020-2021</b>	<b>Total</b>
Planned Commonwealth Expenditure – National Psychosocial Support Measure Transition Activity	\$4,054,338		\$4,054,338

<b>Proposed Activity</b>	
ACTIVITY TITLE	<b>NPS 3: National Psychosocial Support Measure –Psychosocial Support Services Continuity of Support</b>
Existing, Modified, or New Activity	New Activity
Aim of Activity	<p>To ensure availability and accessibility of psychosocial support services to people with a history of severe mental illness and associated psychosocial functional impairment who are not eligible to receive support services through the NDIS and who were clients of PIR, PHaMs, and D2DL programs on 30 June 2019.</p> <p>The PHN will design and contract services targeted to assist people with severe mental illness to: reduce the avoidable need for more intensive and/or acute clinical services; and enhance appropriate/optimal use of the mental health system for people with severe mental illness.</p>
Description of Activity	<p>Continuity of Support psychosocial support services provide ongoing support for clients who previously accessed supports through the PIR, PHaMs, and D2DL programs, and who were found to be ineligible to receive services under the NDIS.</p> <p>Continuity of Support psychosocial support services will provide these clients with supports to achieve similar outcomes and continue to receive appropriate support using a recovery and strengths-based framework.</p> <p>Commissioned Continuity of Support psychosocial support services may also play a role in improving effective utilisation of the mainstream mental health system. Improving the functional capacity and stability across people’s domains of life will also be a focus of service delivery. Commissioned services will have strong linkages to their local community and provide a person-centred service to individuals.</p> <p>The PHN will commission and provide support to provider/s, via a contract manager, to:</p> <ul style="list-style-type: none"> <li>provide funding for psychosocial support services targeted to support clients of the previous Commonwealth community mental health programs PIR, D2DL and PHaMs who are ineligible for the NDIS</li> </ul>



	<ul style="list-style-type: none"> <li>• identify the existing Commonwealth client group who are eligible for this support type from 1 July 2019</li> <li>• ensure services are aligned with the CoS program guidance</li> <li>• ensure appropriate reporting and management processes are in place including monitoring client outcomes and experience through attendance rates, support plan reviews and feedback from clients and carers at close of service.</li> </ul> <p>The outcomes that this activity is seeking to achieve are:</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> <p>The PHN will focus on the management of the performance of the contracted provider/s through reviewing, monitoring and evaluating service provision.</p> <p>Available data collection methods will be utilised, for example provider reports, referral agency feedback and participant feedback. Client data will be entered by the providers into the PMHC NMDS.</p> <p>The PHN will utilise the <i>WA Primary Health Alliance Outcomes Framework</i> to measure and track provider performance. There will also be a requirement of the provider to complete all data reporting via the PMHC NMDS. The reporting domains for the <i>Outcome Maps</i> are:</p> <ul style="list-style-type: none"> <li>• Person – client experience</li> <li>• Clinical - service impact</li> <li>• System - service/system integration</li> <li>• Provider - service sustainability including provider experience/governance.</li> </ul> <p>Cost effectiveness of service delivery will be monitored through unit cost information being collected and analysed in conjunction with the outcome indicators.</p> <p>WAPHA’s contracts management system will hold all relevant contract information.</p>
Target population cohort	People with severe mental illness who are not eligible for assistance through the NDIS, and who were receiving psychosocial services through the PIR, D2DL or the PHaMs programs on 30 June 2019.
Indigenous specific	No
Coverage	Country WA PHN
Consultation	<p>Independent mental health consumer and carer consultations have been completed through focus groups and online survey activities. The feedback directly influenced the identification of service delivery outcomes to be achieved through the provision of psychosocial support services.</p> <p>The WA Mental Health Commission has been regularly engaged, consulted and included in decision making activities related to designing future psychosocial support services.</p> <p>The PHN has also worked with relevant peak bodies and consumer and carer networks to ensure the commissioned activities respond to their identified needs. These include:</p>

	<ul style="list-style-type: none"> <li>• HSP, WACHS</li> <li>• WAAMH</li> <li>• NDIA</li> <li>• Representatives from consumer and carer networks including CoMHWA, and Carers WA</li> <li>• WA Department of Communities</li> <li>• AHCWA</li> <li>• Multicultural Service Centre of WA.</li> </ul> <p>The PHN will continue to consult with the WA Mental Health Commission, consumers, carers and relevant peak bodies, as need arises.</p>
Collaboration	<p>All current Commonwealth funded providers of PIR, PHaMs, and D2DL psychosocial support programs have been engaged in discussions and engaged in consultation meetings held with the PHN organisation.</p> <p>The WA Mental Health Commission has been regularly engaged, consulted and included in decision making activities related to designing future psychosocial support services.</p>
Activity milestone details/ Duration	<p>Activity start date: 21/03/2019</p> <p>Activity end date: 30/06/2021</p> <p>Service delivery start date: July 2019</p> <p>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 checked="" type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p>The existing network of specialist community mental health service provider organisations who historically delivered Commonwealth funded Psychosocial Support programs will be engaged to deliver this new psychosocial support service. These providers are the specialist mental health community organisations who delivered PIR, PHaMs, and D2DL programs prior to 1 July 2019. Where possible, these providers will be engaged to provide Continuity of Support services for their transitioning clients who are deemed ineligible for support through the NDIS. Where an existing provider cannot continue to support these clients, the PHN will facilitate the client choosing a new provider organisation within the PHN.</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this 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	<p>1a. Does this activity include any decommissioning of services? No</p>
Total Planned Expenditure	

Funding Source	2019-2020	2020-2021	Total
Planned Commonwealth Expenditure – National Psychosocial Support Measure Psychosocial Support Services Continuity of Support	\$727,917	\$727,917	\$1,455,834

Proposed Activity	
ACTIVITY TITLE	<b>NPS 4: National Psychosocial Support Measure - Psychosocial Support Interface Role</b>
Existing, Modified, or New Activity	New Activity
Aim of Activity	<p>As outlined in the PHN Psychosocial Support Interface Guidance documentation the aim of the interface role is to:</p> <ul style="list-style-type: none"> <li>plan, fund, commission and establish services under the Continuity of Support (CoS) measure and the National Psychosocial Support (NPS) program</li> <li>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).</li> </ul>
Description of Activity	<p>The priority of the Psychosocial Support Interface funding is to ensure that psychosocial services are available for eligible people who require support. The specific focus of the interface activities will be on supporting Commonwealth community mental health clients to test for eligibility under the NDIS, as well as plan, fund, commission and establish services under the CoS and NPS program.</p> <p>Activities may include targeted projects to identify areas where service providers may require extra support to assist their “hard-to-reach” clients to test NDIS eligibility.</p> <p>These targeted projects may identify areas of need that result in the commissioning of supplementary or additional transition support services with providers.</p> <p>Through the Interface role the PHN may also promote awareness amongst providers of activities and processes that are observed to be working well.</p>
Target population cohort	Clients accessing support from PIR, D2DL and PHaMs, as at 30 June 2019, who are yet to lodge an access request for supports under NDIS.
Indigenous specific	No
Coverage	Country WA PHN
Consultation	<p>All current Commonwealth funded providers of PIR, PHaMs, and D2DL psychosocial support programs have been engaged in discussions and consultation meetings held with the PHN organisation.</p> <p>The WA Mental Health Commission has been regularly engaged, consulted and included in decision making activities related to designing future psychosocial support services.</p>

Collaboration	<p>The PHN will continue to collaborate with the WA Mental Health Commission in designing the activity through their participation in the Project Control Group.</p> <p>The PHN will also collaborate with NDIA, WA Country Health Service and the Aboriginal Controlled Community Organisations to ensure significant issues are considered. Workforce capability and remote service delivery will be key issues for consideration.</p> <p>Non-Government Organisations will be involved in implementing the activity, if commissioned.</p>		
Activity milestone details/ Duration	<p>Activity start date: 1/07/2019</p> <p>Activity end date: 30/06/2020</p> <p>Service delivery start date: July 2019</p> <p>Service delivery end date: June 2020</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</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this 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	<p>1a. Does this activity include any decommissioning of services? No</p>		
Total Planned Expenditure			
<b>Funding Source</b>	<b>2019-2020</b>	<b>2020-2021</b>	<b>Total</b>
Planned Commonwealth Expenditure – National Psychosocial Support Measure - Psychosocial Support Interface	\$1,572,733		\$1,572,733