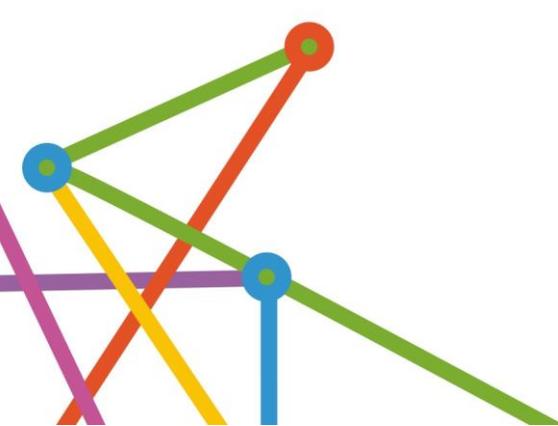


# PHN Activity Work Plan

**Summary View  
2020/2021 – 2023/24**

**National Psychosocial Support Measure  
Country WA PHN**

**Presented to the Australian Government Department  
of Health**



# Contents

<b>NPS 1000 – Psychosocial Support Services</b> .....	3
<b>NPS 2000 – Psychosocial Transition Support Services</b> .....	6
<b>CoS 3000 - Psychosocial Support and Continuity of Support</b> .....	8
<b>NPS 4000 – Psychosocial Support Interface Role</b> .....	11

# NPS 1000 – Psychosocial Support Services

## Activity Title

Psychosocial Support Services

## Activity Number

1000

## Existing, Modified or New Activity

Existing

## Program Key Priority Area

Psychosocial Support

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## Aim of Activity

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 receiving 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.

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.

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## Description of Activity

Psychosocial support services will be commissioned to support people with a history of severe mental illness and associated psychosocial functional impairment who are not receiving 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.

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.

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.

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.

The PHN will continue to consult with the WA Mental Health Commission, WA Country Health Service, National Disability Insurance Agency 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 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 PMHC-MDS data will be used to measure and track provider performance.

Cost effectiveness of service delivery will be monitored through unit cost information being

collected and analysed in conjunction with the outcome indicators.

WA Primary Health Alliance's contracts management system will hold all relevant contract information.

The PHN will continue to monitor and assess the impact of COVID-19 on access to the primary health care services commissioned within this activity. Where required, the commissioned services may be modified, and additional services commissioned to help the PHN to continue to meet the aims of the activity and the needs of the priority target groups.

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### Coverage

The whole Country WA PHN region.

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### Activity Duration

Activity Start Date 1 October 2018

Activity End Date 31 December 2021

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### Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
National Psychosocial Support Measure Funding	\$1,701,657.19	\$451,335.48	\$0.00	\$0.00	\$2,152,992.67
Total	\$1,701,657.19	\$451,335.48	\$0.00	\$0.00	\$2,152,992.67

# NPS 2000 – Psychosocial Transition Support Services

## Activity Title

Psychosocial Transition Support Services

## Activity Number

2000

## Existing, Modified or New Activity

Existing

## Program Key Priority Area

Psychosocial Support

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## Aim of Activity

To ensure clients who transitioned from Partner in Recovery (PIR), Personal Helpers and Mentors (PHaMs), and the Support for Day to Day Living (D2DL) programs receive appropriate levels of support as they test eligibility for supports under the National Disability Insurance Scheme (NDIS) and transition to ongoing arrangements either through the NDIS, or Continuity of Support (CoS).

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.

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## Description of Activity

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 of 30 June 2019, and who did not have a National Disability Insurance Scheme eligibility decision by 30 June 2019. These individuals 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 National Disability Insurance Scheme or Continuity of Support.

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 National Disability Insurance Scheme 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.

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

- identify the client group eligible for this support type on 1 July 2019.
- ensure services are aligned with the National Psychosocial Support Measure guidance.

- ensure consistent data and reporting.
- ensure appropriate 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,
- measuring testing and transition progress for National Disability Insurance Scheme eligibility referral and assessment.

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 – minimum data set (PMHC-NMDS).

WAPHA’s contracts management system will hold all relevant contract information.

The PHN will continue to monitor and assess the impact of COVID-19 on access to the primary health care services commissioned within this activity. Where required, the commissioned services may be modified, and additional services commissioned to help the PHN to continue to meet the aims of the activity and the needs of the priority target groups

## Coverage

The whole Country WA PHN region.

## Activity Duration

Activity Start Date 1 July 2019

Activity End Date 30 June 2021

## Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
Psychosocial Transition Funding	\$1,503,364.08	\$00.00	\$00.00	\$0.00	\$1,501,364.08
Total	\$1,501,364.08	\$00.00	\$00.00	\$0.00	\$1,501,364.08

# CoS 3000 - Psychosocial Support and Continuity of Support

## Activity Title

Psychosocial Support and Continuity of Support

## Activity Number

3000

## Existing, Modified or New Activity

Existing

## Program Key Priority Area

Psychosocial Support

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## Aim of Activity

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 National Disability Insurance Scheme (NDIS) and who were clients of Partner in Recovery (PIR), Personal Helpers and Mentors (PHaMs), and the Support for Day to Day Living (D2DL) programs on 30 June 2019.

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.
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## Description of Activity

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 National Disability Insurance Scheme. 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.

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.

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

- 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 National Disability Insurance Scheme.
- identify the existing Commonwealth client group who are eligible for this support type from 1 July 2019.
- ensure services are aligned with the Continuity of Support program guidance.
- 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.

The outcomes that this activity is seeking to achieve are:

- increase personal capacity, confidence, and self-reliance
- increase social participation
- streamline access to appropriate services
- provide flexible and responsive support at times of increased need.

The PHN will focus on the management of the performance of the contracted provider/s through reviewing, monitoring, and evaluating service provision. 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 – minimum data set.

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

WAPHA's contracts management system will hold all relevant contract information.

### Regional Loading

Equitable allocation of Continuity of Support regional loading for Country WA PHN has been applied in line with a resource allocation model for Country WA, and all funding has been distributed to commissioned providers.

### Continuity of Support client retesting support

A suitably experienced and qualified provider organisation will be commissioned to support Continuity of Support clients to retest their eligibility for the National Disability Insurance Scheme using high quality evidence and supporting material. This support will be available to all Continuity of Support clients across the region.

The PHN will continue to monitor and assess the impact of COVID-19 on access to the primary health care services commissioned within this activity. Where required, the commissioned services may be modified, and additional services commissioned to help the PHN to continue to meet the aims of the activity and the needs of the priority target groups.

## WAPHA Needs Assessment Priorities

Priorities	Page reference
CMHP2.3 Increase access to early intervention services to prevent escalating acuity and reduce the burden on acute and emergency department services.	112
CMHP2.10 Provide psychosocial supports to people with a severe mental health condition not more appropriately served by the National Disability Insurance Scheme.	115
C19 Work with commissioned services supporting vulnerable populations to ensure these groups are fully supported in the event of future pandemics.	15

### Coverage

The whole Country WA PHN region.

### Activity Duration

Activity Start Date 1 July 2019

Activity End Date 30 June 2022

### Activity Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	Total
Continuity of Support Funding	\$947,834.53	\$727,916.71	\$0.00	\$0.00	\$1,675,751.24
Total	\$947,834.53	\$727,916.71	\$0.00	\$0.00	\$1,675,751.24

# NPS 4000 – Psychosocial Support Interface Role

## Activity Title

Psychosocial Support Interface Role

## Activity Number

4000

## Existing, Modified or New Activity

Existing

## Program Key Priority Area

Psychosocial Support

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## Aim of Activity

As outlined in the Primary Health Network (PHN) Psychosocial Support Interface Guidance documentation, the aim of the interface role is to plan, fund, commission and establish services under the Continuity of Support (CoS) measure and the National Psychosocial Support (NPS) program, and support Commonwealth community mental health clients of Partners in Recovery (PIR), Day to Day Living (D2DL) and Personal Helpers and Mentors (PHaMs) to transition to new arrangements with the roll-out of the National Disability Insurance Scheme (NDIS).

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## Description of Activity

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 National Disability Insurance Scheme, as well as plan, fund, commission and establish services under the Continuity of Support and National Psychosocial Support program.

Activities may include targeted projects to identify areas where service providers require extra support to assist their “hard-to-reach” clients to test National Disability Insurance Scheme eligibility.

These targeted projects may identify areas of need that result in the commissioning of supplementary or additional transition support services with providers.

Through the Interface role the PHN may also promote amongst providers those activities and processes that are observed to be working well.

The PHN will continue to monitor and assess the impact of COVID-19 on access to the

primary health care services commissioned within this activity. Where required, the commissioned services may be modified, and additional services commissioned to help the PHN to continue to meet the aims of the activity and the needs of the priority target groups.

#### Service Navigator

A Service Navigation measure will be commissioned with a suitably experienced and qualified provider organisation to deliver a mental health peer worker support model.

This service will be primarily telephone-based Service Navigation support and will combine coverage of all three PHN regions within Western Australia.

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#### **Coverage**

The whole Country WA PHN region.

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#### **Activity Duration**

Activity Start Date            1 July 2019

Activity End Date            31 December 2022

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#### **Activity Planned Expenditure**

<b>Funding Stream</b>	<b>FY 20 21</b>	<b>FY 21 22</b>	<b>FY 22 23</b>	<b>FY 23 24</b>	<b>Total</b>
Continuity of Support Funding	\$0.00	\$337,045.49	\$0.00	\$0.00	\$337,045.49
Interface Funding	\$702,531.31	\$0.00	\$0.00	\$0.00	\$702,531.31
Total	\$702,531.31	\$337,045.49	\$0.00	\$0.00	\$1,039,576.80