



Australian Government
Department of Health



An Australian Government Initiative

Activity Work Plan 2019-2021: National Psychosocial Support measure

This Activity Work Plan template has the following parts:

1. The National Psychosocial Support Activity Work Plan for the financial years 2019-20 and 2020-2021. Please complete the table of planned activities funded under the following:
 - Psychosocial Support Schedule, Item B.3 – National Psychosocial Support Measure
2. The Indicative Budget for the financial years 2019-20 and 2020-21. Please attach an excel spreadsheet using the template provided to submit indicative budgets for:
 - Psychosocial Support Schedule, Item B.3 – National Psychosocial Support Measure

Central and Eastern Sydney PHN

When submitting this Activity Work Plan 2019-2021 to the Department of Health, the PHN must ensure that all internal clearances have been obtained and has been endorsed by the CEO.

Overview

This National Psychosocial Support Activity Work Plan covers the period from 1 July 2019 to 30 June 2021. To assist with PHN planning, each activity nominated in this work plan can be proposed for a period of up to 24 months. Regardless of the proposed duration for each activity, the Department of Health will require PHNs to submit updates to the Activity Work Plan on an annual basis.

Important documents to guide planning

The following documents will assist in the preparation of your Activity Work Plan:

- Activity Work Plan guidance material;
- PHN Needs Assessment Guide;
- PHN Program Performance and Quality Framework;
- Primary Health Networks Grant Programme Guidelines;
- The Fifth National Mental Health and Suicide Prevention Plan; and
- Clause 3, Financial Provisions of the Standard Funding Agreement.

Formatting requirements

- Submit plans in Microsoft Word format only.
- Submit budgets in Microsoft Excel format only.
- Do not change the orientation of any page in this document.
- Do not add any columns or rows to tables, or insert tables/charts within tables – use attachments if necessary.
- Delete all instructions prior to submission.

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

– National Psychosocial Support Measure

PHNs must use the table below to outline the activities proposed to be undertaken within the period 2019-2021.

Proposed Activities	
ACTIVITY TITLE	NPS1: Commission psychosocial support services for people experiencing severe mental illness to provide effective and consistent service delivery
Existing, Modified, or New Activity	Existing Activity Previously NPS3: Commission services in accordance with the NPS Guidance material
Aim of Activity	To provide psychosocial supports for people experiencing severe mental illness who are ineligible for psychosocial support through the NDIS.
Description of Activity	<p>This activity addresses the identified gap in services for those whose psychosocial functional capacity is reduced through their experience of severe mental health issues, but who are not able to receive NDIS psychosocial support due to not meeting the eligibility criteria. By 1 July 2019, referral pathways and triaging processes will be well established.</p> <p>Flourish Australia is the commissioned provider delivering psychosocial supports through Connect and Thrive, the NPS service in the CESP HN region. Referrals can be made by anyone including self-referrals, family, and friends, either through an online referral form or by calling Flourish directly. Connect and Thrive has a 'No Wrong Door' policy, meaning anyone found ineligible for the program will be referred to other programs or services in the community that best suit their support needs. The support offered is recovery-focused, trauma-informed and person-centred, and is also culturally appropriate for Aboriginal and/or Torres Strait Islander peoples, people from CALD backgrounds, and those who identify as LGBTQI+.</p> <p>Eligible clients referred to Connect and Thrive will gain access to individual support that involves one-on-one psychosocial support with a mental health or peer worker, delivered in the client's home or community or from one of five established locations: Marrickville, Kogarah, Caringbah, Surry Hills and Maroubra. Clients will develop an Individual Recovery Plan with their support worker which will form the basis of their psychosocial supports and capacity building.</p> <p>Flourish will offer two group support programs per week from each of the 5 locations, which will be facilitated by mental health workers, peer workers and volunteers. The group topics and domains of interest will be co-designed with clients, ensuring that the groups are engaging, relevant and flexible, and that clients remain at the forefront of their own psychosocial supports and individual recovery.</p> <p>The individual and group support streams offered through Connect and Thrive will focus on supporting people to build capacity in areas such as:</p> <ul style="list-style-type: none"> • Social skills and friendship • Family connections

	<ul style="list-style-type: none"> • Managing daily living needs • Financial management and budgeting • Finding and maintaining a home • Vocational skills and goals • Volunteering • Educational and training goals • Maintaining physical wellbeing • Exercise groups – linking and utilising community sporting facilities • Managing substance abuse issues • Building broader life skills and self-agency • Resource groups to access local initiatives
Target population cohort	People with severe mental illness who are not eligible for assistance through the NDIS, and who are 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
Coverage	This activity covers the entire CESP HN region. Sites have been established in Kogarah, Marrickville, Caringbah, Surry Hills, and eastern Sydney.
Consultation	Consultation occurred through co-design in late 2018. Ongoing consultation with key stakeholders including consumers and carers, GPs, AHPs, NGOs, LHNs, CMOs, and other relevant service providers will ensure the program is meeting the needs of the targeted cohort.
Collaboration	CMOs, consumers, carers, peak bodies, GPs, LHD/Ns were involved in the design. Flourish (the commissioned service provider) will provide data and information through regular reporting that will inform collaborative opportunities for service improvement, including addressing any unmet needs in the targeted cohort.
Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</p> <p>Activity start date: 1/07/2019 Activity end date: 30/06/2021</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p>Service delivery start date: April 2019 Service delivery end date: June 2020</p> <p>Any other relevant milestones? The commissioned provider will deliver quarterly progress reports detailing NPS service delivery and an evaluation report covering the service delivery period 01/04/19 to 30/06/20, which will inform the contract extension or recommissioning phase of this activity to extend service delivery for 2020-2021.</p>
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known <input checked="" type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details)</p>

	<p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity the result of a previous co-design process? Yes</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	No

Proposed Activities	
ACTIVITY TITLE	NPS2: Capacity building, and ongoing promotion of commissioned service and systems improvement
Existing, Modified, or New Activity	Existing Activity NPS2: Supporting establishment, capacity building and ongoing promotion of commissioned service
Aim of Activity	To ensure the NPS program is continuously improved to meet the needs of the target cohort.
Description of Activity	<p>This activity will support capacity building, monitoring and improvement of the NPS program by:</p> <ul style="list-style-type: none"> • Developing/refining and promoting psychosocial support referral pathways • Developing relevant Health Pathways • Targeting GPs and AHPs through CPD and other capacity building to ensure broad coverage of eligible referrals to the NPS • Developing communication and promotional material • Building a more knowledgeable community of the NPS services and referral pathways • Ensuring integrity and timeliness of MDS data. <p>Performance will be monitored through the commissioned provider's Activity Workplan (AWP), measurement reporting, contract progress meetings and data review to ensure the program is effective in increasing psychosocial support and individual capacity building and reducing unmet needs.</p>
Target population cohort	People with severe mental illness who are not eligible for assistance through the NDIS, and who are not receiving psychosocial services through programs such as PIR, D2DL or PHaMs.
Indigenous specific	No
Coverage	This activity covers the entire CESP HN region. Sites have been established in Kogarah, Marrickville, Caringbah, Surry Hills, and eastern Sydney.
Consultation	Consultation occurred through co-design in late 2018. Ongoing consultation with key stakeholders including consumers and carers, GPs, AHPs, NGOs, LHNs, CMOs, and other relevant service providers will ensure the program is meeting the needs of the targeted cohort.
Collaboration	CESPHN will collaborate with the commissioned service provider Flourish to: engage with key stakeholders such as GPs and AHPs; promote the NPS program; develop relevant Health Pathways; and maximise eligible referrals. This will be achieved through the AWP planning and monitoring, shared issues and feedback register and taking appropriate steps to resolve/escalate issues.
Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</p> <p>Activity start date: 1/07/2019 Activity end date: 30/06/2021</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p>Service delivery start date: Service delivery end date:</p>
Commissioning method and	1. Please identify your intended procurement approach for commissioning services under this activity:

<p>approach to market</p>	<p> <input type="checkbox"/> Not yet known <input type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input checked="" type="checkbox"/> Other approach (This is not a commissioned activity) </p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity the 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>
<p>Decommissioning</p>	<p>No</p>

Proposed Activities	
ACTIVITY TITLE	NPS3: Commission Extended Transitional Arrangements for Commonwealth Community Mental Health Clients
Existing, Modified, or New Activity	New Activity
Aim of Activity	To provide ongoing support for existing clients from PIR, D2DL and PHaMs as they transition to the NDIS or to Continuity of Supports (CoS).
Description of Activity	<p>The Extended Transitional Arrangements for Commonwealth Community Mental Health Clients will ensure that Commonwealth community mental health clients from PIR, D2DL and PHaMs receive appropriate levels of psychosocial support as they test eligibility for supports under the NDIS and transition to ongoing arrangements either through the NDIS or CoS.</p> <p>Under this activity, existing providers will deliver Continuity of Supports to clients who have been found ineligible for NDIS prior to them transitioning to the commissioned CoS program (see NPS4).</p>
Target population cohort	Existing PIR, PHaMs and D2DL clients who have not been tested for or transitioned to the NDIS.
Indigenous specific	No
Coverage	This activity covers the entire CESP HN region.
Consultation	Following the Department's announcement of this extension funding on 21 March 2019, consultation occurred with existing PIR, PHaMs, and D2DL service providers in the CESP HN region to discuss their capacity to provide an additional 12 months' support for clients yet to transition to the NDIS or CoS.
Collaboration	<p>Existing providers of PIR, PHaMs, and D2DL in the CESP HN region are directly involved in the implementation of this activity:</p> <ul style="list-style-type: none"> • Aftercare • Neami National • New Horizons • Flourish • Anglicare • Mission Australia • Wayside Chapel • CatholicCare • ORS Group
Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</p> <p style="padding-left: 40px;">Activity start date: 1/04/2019</p> <p style="padding-left: 40px;">Activity end date: 30/06/2020</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p style="padding-left: 40px;">Service delivery start date: 1 July 2019</p> <p style="padding-left: 40px;">Service delivery end date: 30 June 2020</p> <p>Any other relevant milestones?</p> <p>The commissioned providers will deliver monthly NDIS transition reports and quarterly progress reports.</p>
Commissioning method and	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p>

<p>approach to market</p>	<p> <input type="checkbox"/> Continuing service provider / contract extension <input checked="" type="checkbox"/> Direct engagement Given the transitional nature of these services and the tight timeframes involved, CESP HN is procuring existing providers and commissioning services from former PIR, D2DL or PHaMs service providers. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details) </p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity the 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>
<p>Decommissioning</p>	<p>No</p>

Proposed Activities	
ACTIVITY TITLE	NPS4: Commission services to provide effective and consistent Continuity of Supports (CoS) to clients who previously access services under PIR, D2DL and PHaMs.
Existing, Modified, or New Activity	New Activity
Aim of Activity	To provide ongoing psychosocial support for people experiencing severe mental illness who were previously accessing PIR, D2DL or PHaMs and are ineligible for psychosocial support through the NDIS.
Description of Activity	<p>This activity addresses the identified gap in services for those who previously accessed PIR, D2DL and PHaMs services but who were found ineligible to receive NDIS psychosocial support.</p> <p>We will conduct an expression of interest commissioning process and approach existing providers with capacity to provide CoS.</p> <p>Through the commissioned CoS service, people will gain access to psychosocial support that will lead to similar outcomes from their previous program. The four key aims of CoS are to:</p> <ul style="list-style-type: none"> • 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
Target population cohort	People with severe mental illness who are not eligible for assistance through the NDIS, and who have previously accessed psychosocial services through programs such as PIR, D2DL or PHaMs.
Indigenous specific	No
Coverage	This activity covers the entire CESP HN region.
Consultation	Consultation with previous PIR, PHaMs, and D2DL providers and consumers will occur in mid-2019. Consultation with key stakeholders including consumers and carers, GPs, AHPs, NGOs, LHNs, CMOs, and other relevant service providers will ensure the program meets the needs of the targeted cohort.
Collaboration	CMOs delivering PIR, PHaMs and D2DL, consumers, carers, peak bodies, GPs, LHD/Ns will be involved in the design. The commissioned service provider will provide data and information through regular reporting which will inform collaborative opportunities for service improvement, including addressing any unmet needs in the targeted cohort.
Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</p> <p>Activity start date: 1/07/2019 Activity end date: 30/06/2021</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p>Service delivery start date: July 2019 Service delivery end date: June 2021</p> <p>Any other relevant milestones? The commissioned provider will deliver quarterly progress reports detailing CoS service delivery.</p>

<p>Commissioning method and approach to market</p>	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not yet known <input type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement <input type="checkbox"/> Open tender <input checked="" type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details) <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity the 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>
<p>Decommissioning</p>	<p>No</p>

Proposed Activities	
ACTIVITY TITLE	NPS5: Psychosocial Support Interface
Existing, Modified, or New Activity	New Activity
Aim of Activity	To ensure psychosocial services are available for those who require support and that there are no gaps in service delivery for PIR, D2DL and PHaMs Commonwealth community mental health clients. The focus will be to support 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 integration of services with the NPS program.
Description of Activity	<p>Consultations will be held in mid-2019 to direct Interface activities. Specific activities developed will support the PHN to:</p> <ul style="list-style-type: none"> • Reduce the clients' impact from program changes and ensure that continued appropriate service support is provided. • Identify and resolve gaps throughout the complex transitional change to ensure existing and new client types within this cohort are supported effectively. • Keep community and services informed of the extended program changes. • Ensure equity of access of clients to all service providers in the region who would be assisting their access to the NDIS. • Ensure clients continue to be provided choice and control through the transition processes. • Develop a strong relationship with NDIA with planning and integration to ensure that as NDIS services continue to mature, this interim measure becomes redundant.
Target population cohort	People with severe mental illness and associated psychosocial disability who live or work in the CESP HN region.
Indigenous specific	No
Coverage	This activity covers the entire CESP HN region.
Consultation	Consultation with previous PIR, PHaMs, and D2DL providers and consumers will occur in mid-2019. Consultation with key stakeholders including consumers and carers, GPs, AHPs, NGOs, LHNs, CMOs, and other relevant service providers will ensure the program meets the needs of the targeted cohort.
Collaboration	CMOs delivering PIR, PHaMs and D2DL, consumers, carers, peak bodies, GPs, LHD/Ns will be involved in the design. The commissioned service provider will provide data and information through regular reporting that will inform collaborative opportunities for service improvement, including addressing any unmet needs in the targeted cohort.
Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</p> <p>Activity start date: 1/07/2019 Activity end date: 1/01/2021</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p>Service delivery start date: July 2019 Service delivery end date: January 2021</p> <p>Any other relevant milestones? N/A</p>

<p>Commissioning method and approach to market</p>	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not yet known <input type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input checked="" type="checkbox"/> Other approach (This is not a commissioned activity. Refer to activity description.) <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity the 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>
<p>Decommissioning</p>	<p>No</p>