



Commonwealth Psychosocial Support Funding

Activity Work Plan

2021/22 – 2025/26

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1. Psychosocial Access Enablers

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health

AIM OF ACTIVITY

This activity aims to improve integration of local health services and enable the health system to be more accessible for people with severe mental illness and associated psychosocial disorders who are not supported by the National Disability Insurance Scheme (NDIS) through assessment and service navigation supports.

DESCRIPTION OF ACTIVITY

This activity has two key components namely assessment and service navigation supports. The PHN will:

1. Engage and commission assessment service providers to:
 - Test the likelihood of eligibility of participants who appear to meet NDIS eligibility guidelines;
 - Assist consumers with collecting the evidence to submit an NDIS access request.
2. Engage and commission service navigation service providers to:
 - Establish coordinated referral processes to support consumer access to psychosocial, non-clinical and primary health care;
 - Implement standardised consumer intake processes across providers and review individual consumer mental and physical health need assessments against available services to ensure all eligible service information is provided to consumers, their families and carers to assist the consumer access health care;
 - Work with service providers to integrate processes for routine information sharing with consumers, families and carers on eligible services as part of the intake and referral processes.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

NEEDS ASSESSMENT PRIORITY
Increasing access and coordination of care
Improving the health of vulnerable groups
Improving the health of Aboriginal and Torres Strait Islander peoples
Providing primary mental health care
Improving the health of older Australians

2. Psychosocial Service Delivery

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health

AIM OF ACTIVITY

The aim of this activity is to provide psychosocial support services to consumers (alongside their families and carers) that cover a range of non-clinical supports that focus on building personal capacity and stability to achieve recovery goals in one or more of 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; and;
- building capacity to live independently in the community.

DESCRIPTION OF ACTIVITY

Commissioned services will provide care coordination and non-clinical activities to enable the appropriate delivery of psychosocial support services through communication and transfer of relevant information to ensure safe care transitions; processes to support team-based approaches such as care plans, case conferences, assignment of a care coordinator role; and facilitated access to other health and social support services. Services will be delivered through a range of formats, including individual support, place-based services (via local Clubhouses), group activities and outreach support.

Face to face will be the preferred modality however due to recent floods in the PHN region and COVID-19, the flexibility to offer mixed modalities such as video conferencing and phone calls will be necessary. A flexible approach will be taken to tailor supports to the needs of the consumer as they change over time.

Support needs may be episodic and may occur across a number of domains, including help with physical and mental health, employment, substance use, social isolation, family violence, access to appropriate housing, and navigating the justice system.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

NEEDS ASSESSMENT PRIORITY
Increasing access and coordination or care
Improving the health of vulnerable groups
Improving the health of Aboriginal and Torres Strait Islander peoples
Providing primary mental health care
Improving the health of older Australians

3. Continuity of Support

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Mental Health

AIM OF ACTIVITY

To provide continuity of support for clients who previously accessed services under Partners in Recovery (PIR), Support for Day to Day Living in the Community (D2DL) or Personal Helpers and Mentors (PHaMs) as at 30 June 2019 and are ineligible to receive services under the National Disability Insurance Scheme (NDIS). Continuity of Support (CoS) provides these clients with supports to achieve similar outcomes to those under the PIR, D2DL and PHaMs programs and provides ongoing funding, ensuring CoS clients have access to long-term, responsive support.

DESCRIPTION OF ACTIVITY

Services under this Activity will provide group psychosocial activities for clients who previously accessed support under PIR, D2DL and PHaMs aiming to achieve similar outcomes. Additional targeted individual support will be provided to clients at times of increased need, if considered appropriate. Individual support required may be less intensive and possibly fluctuating and shorter-term psychosocial support than the services provided through PIR, D2DL and PHaMs.

Psychosocial services will cover a range of non-clinical supports that focus on building capacity and stability for clients in the following areas:

- Social skills and connections, including 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
- building broader life skills including confidence and resilience

Client care activities will be facilitated to enable the appropriate delivery of psychosocial support services and will be delivered with an integrated approach. Collaboration with other clinical and non-clinical services will be embedded to support a team-based multi-agency approach.

Clients found ineligible for the NDIS will be supported to reapply if they are not satisfied with their access decision or if their support needs change. A review of current case-loads in line with budget allocation, workforce requirement and client needs will ensure efficacy of service delivery.

The Darling Downs and West Moreton PHN has strong linkages with the Hospital and Health Services (HHSs) through joint regional mental health planning ensuring that bilateral agreements for NPS are met and there are integrated complementary pathways reducing duplication.

The activity will undertake to support up to 77% of CoS clients to re-test their eligibility for the NDIS where clients have been assessed as requiring ongoing and higher levels of service.

Regional loading will be provided to support our commissioned providers to deliver services in remote, rural and regional parts of our region.

NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

NEEDS ASSESSMENT PRIORITY
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