



Commonwealth Psychosocial Support Program

Activity Work Plan 2025/26 – 2027/28

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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

Activities related to the Psychosocial Access Enablers component of the integrated Commonwealth Psychosocial Support Program align with the Commonwealth Psychosocial Support Program Guidance provided by the Australian Government Department of Health and Aged Care, and include:

- **NDIS Testing Support**

Where participants appear to meet NDIS eligibility guidelines, commissioned providers will provide relevant support to test for eligibility. This support assists consumers with collecting the evidence to submit an access request and to 'walk with consumers' while they take part in this process.

- **Service Navigation**

Early and easy access to health services are key factors in promoting positive health outcomes and sustained recovery, particularly for people with severe mental illness who are at higher risk of experiencing chronic disease and other health conditions. Embedded Service Navigation activities ensure:

- Consumers, families and carers having a better understanding of the service options available across a range of service domains.
- Consumers having increased choice in accessing a broader range of relevant health and support services to achieve recovery goals and manage their conditions on a day-to-day basis in the community.
- Support for consumers to access and engage with dedicated and specialised support services to meet their social needs, particularly access to safe and appropriate housing.
- General Practitioners (GPs), program managers and service provider staff having a better understanding of services available in their regions to support the social, mental and physical health needs of people with severe mental illness and promote effective multi-disciplinary care.
- Greater awareness at the system level of psychosocial consumer referral pathways, available supports, service gaps and emerging issues.
- Help is provided to consumers, together with their families and carers, to access the supports needed to promote mental and physical health. and
- Consumers are assisted with accessing stable, safe and appropriate housing, given the strong link between stable housing and positive mental health outcomes.

Service navigation activities undertaken by commissioned Commonwealth Psychosocial Support Program Providers seek to improve integration of local health services, promote multi-disciplinary care, and make the health system more accessible to people with severe mental illness and associated psychosocial disorders.

- **Capacity and Strengths Based Assessment**

Service providers will undertake a capacity and strengths-based assessment with consumers to assess suitability, identify support needs and goals and the period of time they will likely require supports. Service Providers will utilise the RAS-DS or other clinically appropriate, evidence-based capacity and strengths-based assessment tool where appropriate. Additionally, service providers will work to ensure that intake processes are person-focused, culturally safe, and conducted at a pace that consumers are comfortable with. Based on the assessment and determination of eligibility, an individualised support plan will be developed together with the consumer, which should outline the following:

- The consumer's strengths and existing supports.
- The consumer'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.
- A care/crisis plan in the event the consumer becomes unwell or crisis occurs, noting a family member or carer may play a critical role in supporting a consumer in such events. This care plan should also include information such as treating GP and/or other services to better facilitate whole of person care.

- **Regional Loading**

Regional loading will be used to support consumers living in outer regional, remote, and very remote areas of the Darling Downs and West Moreton Region to access psychosocial services. This is in recognition of the higher costs of delivering services in these areas and is intended to improve service availability for people with severe mental illness in those communities.

- **PHN Operational Funding**

PHN Operational funding will be used to conduct processes for commissioning psychosocial services, undertake population health planning activities, engage stakeholders, maintain program infrastructure and equipment, utilities, and contract management. All contract staff are required to have skills or experience in the following areas:

- Experience of contract management principles including complex and high-risk negotiation, financial management and contract preparation
- Experience in procurement processes
- Knowledge and experience in healthcare and human services sector
- Ability to build relationships and collaborative partnerships with stakeholders both internally and externally, and
- Experience working with culturally diverse groups.

The PHN is currently undertaking a broad Mental Health, Suicide Prevention, and Alcohol and Other Drugs (MHSPAOD) commissioning refresh, which is focussed on the establishment of integrated mental health hubs/networks and Medicare Mental Health Centres (MMHCs) across the region. This initiative seeks to ensure that people residing in each Local Government Area in our region have access to well-integrated MHSPAOD supports that are co-designed to be tailored to the context of place and are underpinned by an equitable approach to the distribution of funding.

This approach will ensure clients who are seeking support for their mental health concerns are provided with person centred, place based, seamless, integrated referral pathways enabling care to be delivered along the stepped continuum, to meet their needs on their path to wellness. It will reduce siloed service delivery, place the client at the centre of their care and create positive and transformative change within the mental health services system. These hubs will work in partnership with communities, local Hospital and Health Services, and the broader system to establish mental health care neighbourhoods around the MMHCs and integrated mental health hubs/networks, to drive initiatives to support better coordinated care at the system level.

Psychosocial Access Enablers will be delivered by lead agencies across the PHN region. In the Toowoomba LGA, the local allocation of this funding will be delivered primarily through the Toowoomba Integrated Mental Health Hub.

Reporting of this activity will be unique to the Enablers activity and reported separately to the Commonwealth Psychosocial Service Delivery activity. In addition, the PHN will ensure that identified Social and Emotional Wellbeing services receive appropriate and culturally responsive psychosocial support. As such, the PHN will commission Aboriginal Community-Controlled Health Organisations (ACCHOs) as service providers to deliver wrap-around psychosocial support.

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessments undertaken with West Moreton Health and Darling Downs Health 2025-28

NEEDS ASSESSMENT PRIORITY	Identified Need
Accessible and responsive mental health services, including integrated services across the care continuum	Mental Health and Problematic Substance Use
Accessible and responsive suicide prevention, intervention, and postvention supports	
Person-centred, integrated care for people living with a disability	Priority Populations

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.
- Building capacity to live independently in the community.

DESCRIPTION OF ACTIVITY

Commissioned Psychosocial Service Delivery activities will be delivered through a range of formats, including individual support, place-based services, telehealth, group activities and outreach support. Commissioned services will support the facilitation of care coordination and clinical activities to enable the appropriate delivery of psychosocial support services (e.g. 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).

The Program is designed to support people with severe, often episodic, mental illness who:

- Have needs that can be appropriately met through short-term, low intensity support to live independently in the community, as determined through a capacity and strengths-based assessment tool
- Are not restricted in their ability to fully, and actively, participate in the community because of their residential setting (e.g. Prison or a psychiatric facility)
- Are not receiving similar psychosocial supports through a state or territory government program or the ndis, where there is potential for duplication of service offerings, and
- Are aged 16 years and over, noting exceptions can be made for people aged less than 16 years subject to approval by the PHN.

Service providers will work to ensure that intake processes are person-focused, culturally safe, and conducted at a pace that consumers are comfortable with. Supports will be provided under a recovery-framework and should seek to provide positive consumer outcomes within an agreed period.

The PHN is also currently undertaking a broad Mental Health, Suicide Prevention, and Alcohol and Other Drugs (MHSPAOD) commissioning refresh, which is focussed on the establishment of integrated mental health hubs/networks and Medicare Mental Health Centres (MMHCs) across the region. This initiative seeks to ensure that people residing in each Local Government Area in our region have access to well-integrated MHSPAOD supports that are co-designed to be tailored to the context of place and are underpinned by an equitable approach to the distribution of funding.

This approach will ensure clients who are seeking support for their mental health concerns are provided with person centred, place based, seamless, integrated referral pathways enabling care to be delivered along the stepped continuum, to meet their needs on their path to wellness. It will reduce siloed service delivery, place the client at the centre of their care and create positive and transformative change within the mental health services system. These hubs will work in partnership with communities, local Hospital and Health Services, and the broader system to establish mental health care neighbourhoods around the MMHCs and integrated mental health hubs/networks, to drive initiatives to support better coordinated care at the system level.

Psychosocial Service Delivery will be delivered by lead agencies across the PHN region. In the Toowoomba LGA, the local allocation of this funding will be delivered primarily through the Toowoomba Integrated Mental Health Hub.

The PHN will ensure that identified Social and Emotional Wellbeing services receive appropriate and culturally responsive psychosocial support. As such, the PHN will commission Aboriginal Community-Controlled Health Organisations (ACCHOs) as service providers to deliver wrap-around psychosocial support.

Reporting of this activity will be unique to the Service Delivery activity and reported separately to the Commonwealth Psychosocial Support Enablers activity. Under this activity, deidentified service delivery data that is in scope for inclusion in the PMHC-MDS will be submitted by commissioned services providers via the PHN's Data Reporting Management Tool and uploaded to the Logicy MDS portal. KPIs associated with these activities will capture data to support the evaluation of the service in regard to service access, appropriateness, and effectiveness, including client outcomes in the context of Psychosocial Service Delivery.

CONSULTATION / COLLABORATION

The PHN will support commissioned Commonwealth Psychosocial Support Providers to collaborate with commissioned Mental Health Clinical Care Coordination providers, to ensure that people with severe and complex mental health needs who require concurrent or consecutive psychosocial and Mental Health Clinical Care Coordination support experience appropriately integrated care.

The following key stakeholder groups will be engaged and consulted during the activity:

- PHN Clinical Council
- Consumer Groups
- Local Networks
- GP / Health Service Provider Advisory Groups.

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessments undertaken with West Moreton Health and Darling Downs Health 2025/26-2027/28.

NEEDS ASSESSMENT PRIORITY	Identified Need
Accessible and responsive mental health services, including integrated services across the care continuum	Mental Health and Problematic Substance Use
Accessible and responsive suicide prevention, intervention, and postvention supports	
Person-centred, integrated care for people living with a disability	Priority Populations



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