

Central and Eastern Sydney - National Psychosocial Support

2019/20 - 2019/20

Activity Summary View



NPS 1 - Commission psychosocial support services for people experiencing severe mental illness



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

1

Activity Title *

Commission psychosocial support services for people experiencing severe mental illness

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Aim of Activity *

To provide psychosocial supports for people experiencing severe mental illness in the CESP HN region who are ineligible for psychosocial support through the NDIS.

Description of Activity *

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.

Clients referred to Connect and Thrive will gain access to individual support that involves one-on-one psychosocial support 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.

Group support programs are also offered, 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.

Needs Assessment Priorities *

CESPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Mental health: Psychosocial support for people not eligible for NDIS	81



Activity Demographics

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

Indigenous Specific Comments *

NA

Coverage *

Whole Region

Yes



Activity Consultation and Collaboration

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 which will inform collaborative opportunities for service improvement, including addressing any unmet needs in the targeted cohort.



Activity Milestone Details/Duration

Activity Start Date *

1 July 2019

Activity End Date *

30 Jun 2021

Service Delivery Start Date

April 2019

Service Delivery End Date

June 2021

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.



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity: *

Not yet known: No

Continuing service provider / contract extension: Yes

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender : No

Expression of interest (EOI): No

Other approach (please provide details): No

Is this activity being co-designed? *

No

Is this activity the result of a previous co-design process? *

Yes

Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? *

No

Has this activity previously been co-commissioned or joint-commissioned? *

No

Decommissioning *

No

Decommissioning Details? *

N/A

Co-design or co-commissioning details *

CMOs, consumers, carers, peak bodies, GPs, LHD/Ns were involved in the co-design.



NPS 2 - Capacity building and ongoing promotion of commissioned service and systems improvement



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

2

Activity Title *

Capacity building and ongoing promotion of commissioned service and systems improvement

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Aim of Activity *

To ensure the NPS program is continuously improved to meet the needs of the target cohort.

Description of Activity *

This activity will support capacity building, monitoring and improvement of the NPS program by:

- 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
- Providing assistance to individuals experiencing severe mental illness to navigate the NDIS access and planning process and to test their eligibility for supports under the NDIS, addressing a gap identified in the CESP HN needs assessment.

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.

Needs Assessment Priorities *

CESPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
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Activity Demographics

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

Indigenous Specific Comments *

NA

Coverage *

Whole Region

Yes



Activity Consultation and Collaboration

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

Activity Start Date *

1 July 2019

Activity End Date *

30 Jun 2021

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity: *

Not yet known: No

Continuing service provider / contract extension: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender: No

Expression of interest (EOI): No

Other approach (please provide details): Yes

This is not a commissioned activity

Is this activity being co-designed? *

No

Is this activity the result of a previous co-design process? *

No

Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? *

No

Has this activity previously been co-commissioned or joint-commissioned? *

No

Decommissioning *

No

Decommissioning Details? *

N/A

Co-design or co-commissioning details *

N/A



NPS 3 - Commission Extended Transitional Arrangements for Commonwealth Community Mental Health Clients



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

3

Activity Title *

Commission Extended Transitional Arrangements for Commonwealth Community Mental Health Clients

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

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 *

The Extended Transitional Arrangements 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.

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.

The number of provider contracts for the 2020-21 financial year will be reviewed and rationalised depending on their viability.

Needs Assessment Priorities *

CESPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
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Activity Demographics

Target Population Cohort *

Existing PIR, PHaMs and D2DL clients who have not been tested for or transitioned to the NDIS.

Indigenous Specific *

No

Indigenous Specific Comments *

NA

Coverage *

Whole Region

Yes



Activity Consultation and Collaboration

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.

Following the Department's announcement of 12 months' extension of funding for the 2020-21 financial year, further consultation with existing providers will be undertaken.

Collaboration *

Existing providers of PIR, PHaMs, and D2DL in the CESP HN region are directly involved in the implementation of this activity:

- Aftercare
- Neami National
- New Horizons
- Flourish
- Anglicare
- Mission Australia
- Wayside Chapel



Activity Milestone Details/Duration

Activity Start Date *

1 April 2019

Activity End Date *

30 Jun 2021

Service Delivery Start Date

1 July 2019

Service Delivery End Date

30 June 2021

Other Relevant Milestones

The commissioned providers will deliver monthly NDIS transition reports and quarterly progress reports.



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity: *

Not yet known: No

Continuing service provider / contract extension: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: Yes

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.

Open tender: No

Expression of interest (EOI): No

Other approach (please provide details): No

Is this activity being co-designed? *

No

Is this activity the result of a previous co-design process? *

No

Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? *

No

Has this activity previously been co-commissioned or joint-commissioned? *

No

Decommissioning *

No

Decommissioning Details? *

N/A

Co-design or co-commissioning details *

N/A



NPS 4 - Commission services to provide effective and consistent Continuity of Supports (CoS)



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

4

Activity Title *

Commission services to provide effective and consistent Continuity of Supports (CoS)

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

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 *

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.

We will conduct an expression of interest commissioning process and approach existing providers with capacity to provide CoS.

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:

- 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

Consumers will be gradually transitioned from NPSM Extension Contract providers to the CoS provider through a comprehensive transition plan by the commissioned CoS provider in consultation with CESP HN and NPSM Extension Contract providers.

Needs Assessment Priorities *

CESPHN Needs Assessment 2019/20-2021/22

Priorities



Activity Demographics

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

Indigenous Specific Comments *

NA

Coverage *

Whole Region

Yes



Activity Consultation and Collaboration

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

Activity Start Date *

1 July 2019

Activity End Date *

30 Jun 2021

Service Delivery Start Date

July 2019

Service Delivery End Date

Other Relevant Milestones

The commissioned provider will deliver quarterly progress reports detailing CoS service delivery.



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity: *

Not yet known: No

Continuing service provider / contract extension: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender: No

Expression of interest (EOI): Yes

Other approach (please provide details): No

Is this activity being co-designed? *

Yes

Is this activity the result of a previous co-design process? *

No

Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? *

No

Has this activity previously been co-commissioned or joint-commissioned? *

No

Decommissioning *

No

Decommissioning Details? *

N/A

Co-design or co-commissioning details *

CMOs delivering PIR, PHaMs and D2DL, consumers, carers, peak bodies, GPs, LHD/Ns have been involved in the design



NPS 5 - Psychosocial Support Interface



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

5

Activity Title *

Psychosocial Support Interface

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

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 *

Consultations will be held in mid-2019 to direct Interface activities. Specific activities developed will support the PHN to:

- 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.

Needs Assessment Priorities *

CESPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
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Activity Demographics

Target Population Cohort *

People with severe mental illness and associated psychosocial disability who live or work in the CESP HN region.

Indigenous Specific *

No

Indigenous Specific Comments *

NA

Coverage *

Whole Region

Yes



Activity Consultation and Collaboration

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

Activity Start Date *

1 July 2019

Activity End Date *

30 Jun 2021

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2021

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity: *

Not yet known: No

Continuing service provider / contract extension: No

Direct engagement. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender: No

Expression of interest (EOI): No

Other approach (please provide details): Yes

This is not a commissioned activity.

Is this activity being co-designed? *

Yes

Is this activity the result of a previous co-design process? *

No

Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? *

No

Has this activity previously been co-commissioned or joint-commissioned? *

No

Decommissioning *

No

Decommissioning Details? *

N/A

Co-design or co-commissioning details *

CMOs delivering PIR, PHaMs and D2DL, consumers, carers, peak bodies, GPs, LHD/Ns will be involved in the co-design