

Table of Contents

PSD-1.0-Service delivery of psychosocial support for people experiencing severe mental illness	2
PAE-2.0-Promote and enable access to appropriate psychosocial support services	5

PSD-1.0-Service delivery of psychosocial support for people experiencing severe mental illness

Funding Schedule

Commonwealth Psychosocial Support

Modified Activity

Program Key Priority Area

Mental health

Activity Aim

To provide psychosocial supports for people experiencing severe mental illness in the CESP HN region who are not currently accessing 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 currently receiving psychosocial support through the NDIS or state-funded psychosocial programs.

In January 2024, the CPS and CoS programs were amalgamated. Consultation with the providers resulted in a revised model of care that has been provided ongoing across the region. Also in 2024, CESP HN commissioned a number of smaller short-term programs to address specific psychosocial needs, which concluded in 2026. CESP HN commissioned two integrated mental health hubs that will commence from 1 July 2026 to deliver accessible, community-based supports through a multidisciplinary team. Psychosocial support is a core component of the hub model of care.

Clients accessing commissioned psychosocial support services receive individual support through one-on-one or group interventions delivered by mental health workers or peer workers. Support may be provided from established office locations across the CESP HN region, in clients' homes, in community settings, or via telephone and video conferencing. Clients are also able to receive support to test or re-test eligibility for psychosocial supports through the NDIS where it is identified that they may benefit from ongoing and higher levels of support than that offered through the commissioned psychosocial support services.

Needs Assessment Priorities

Priority	Page reference
Severe and complex mental illness	32

Activity Demographics

Target Population

People in the CESP HN region living with severe mental illness who are not currently receiving psychosocial support through the NDIS.

Activity Consultation and Collaboration

Consultation occurred through co-design in late 2018 and again in mid-2019. Ongoing 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.

As part of the co-design process, in early 2022 CESP HN commissioned an independent evaluation of the commissioned psychosocial support programs, giving insight into key areas of improvement that could be implemented through changes to service delivery. Consultation was held with commissioned provider program managers and program staff, program participants (past and existing), key local stakeholders including GPs, CMOs, NGOs, AHPs and other PHNs to ensure recommendations addressed all perspectives.

Further consultation with commissioned providers, CMOs, NGOs and other key stakeholders occurred in 2023 following the announcement that CPS would be extended to 30 June 2027.

CESP HN engaged in an EOI and RFP process at the end of 2023 with various CMOs, NGOs and AHPs providing psychosocial supports in the region to seek opportunities for enhancing and expanding upon supports being provided.

CESP HN undertook an initial co-design for the integrated mental health hub service model in 2022 with community members, general practitioners, service providers, Aboriginal Health and Mental Health Advisory Committees, LHDs/LHNs, Multicultural organisations and people with lived/living experience. During May and June 2025 CESP HN hosted co-design workshops to validate and finalise the service model to ensure that it is consistent with the community's needs and goals.

Activity Milestone Details/Duration

Activity Start Date	30/06/2019
Activity End Date	30/06/2027
Service Delivery Start Date	01/04/2019
Service Delivery End Date	30/06/2027
Other Relevant Milestones	

Activity Commissioning

Continuing Service Provider / Contract Extension

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 comments	CMOs, consumers, carers, peak bodies, GPs, LHD/Ns were involved in the co-design in late 2018 and mid-2019. Additional co-design was held in early 2022 with consumers, program staff and management, GPs, CMOs, NGOs, AHPs and other PHNs. Co-design workshops validating and finalising service models to ensure consistency with the community's needs and goals were undertaken in mid-2025.

PAE-2.0-Promote and enable access to appropriate psychosocial support services

Funding Schedule

Commonwealth Psychosocial Support

Modified Activity

Program Key Priority Area

Mental health

Activity Aim

To ensure appropriate psychosocial support services are available and accessible for people experiencing severe mental illness, including improved integration of and access to other health services to address individual recovery needs.

Description of Activity

Service Navigation (including housing connections)

CESPHN provides a point of contact for consumers, families, carers, GPs, Allied Health and Community practitioners to help support people in identifying, locating, and accessing appropriate services to meet their psychosocial, clinical, physical, and other health and support needs, including accessing stable, safe, and appropriate housing. CESPHN also maintains a Mental Health Services Directory, which includes psychosocial services, to support navigation.

NDIS Testing Support

NDIS testing and re-testing support is offered to assist consumers who may benefit from ongoing and higher levels of support to collect evidence to submit a NDIS application, and to receive support in navigating the NDIS access and planning process if found eligible.

Capacity and Strengths-Based Assessments

Providers undertake a strengths-based assessment with clients to identify individual support needs and recovery goals. The assessment is completed at entry to the program, at 6-monthly review intervals, and upon exit from the program to ensure support needs have been met and to provide appropriate outgoing referrals as needed.

PHN Operational

A Mental Health Manager, Team Leader, and Program Officers from CESPHN's Clinical Services Severe Mental Health team ensure the successful commissioning and ongoing contract management of psychosocial support services, including working collaboratively with service providers to best support the needs of people in the region.

Needs Assessment Priorities

Priority	Page reference
Severe and complex mental illness	32

Activity Demographics

Target Population

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

Activity Consultation and Collaboration

Consultation occurred through co-design in late 2018, mid-2019, and again in early 2022. Ongoing consultation with key stakeholders including consumers and carers, GPs, AHPs, NGOs, LHNs, NDIA LACs, CMOs and other relevant service providers will ensure this activity continues to meet the needs of the targeted cohort.

Activity Milestone Details/Duration

Activity Start Date	30/06/2019
Activity End Date	30/06/2027
Service Delivery Start Date	
Service Delivery End Date	
Other Relevant Milestones	

Activity Commissioning

Continuing Service Provider / Contract Extension

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