

# Central and Eastern Sydney - Commonwealth Psychosocial Support 2021/22 - 2024/25 Activity Summary View



## PSD - 1 - Service delivery of psychosocial support for people experiencing severe mental illness



### Activity Metadata

**Applicable Schedule \***

Commonwealth Psychosocial Support

**Activity Prefix \***

PSD

**Activity Number \***

1

**Activity Title \***

Service delivery of psychosocial support for people experiencing severe mental illness

**Existing, Modified or New Activity \***

Modified



### Activity Priorities and Description

**Program Key Priority Area \***

Mental Health

**Aim of Activity \***

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. This includes clients who previously accessed PIR, D2DL and PHaMs.

Clients accessing the commissioned psychosocial support services delivered by Flourish Australia and Neami National will receive individual support that involves one-on-one psychosocial support from mental health workers or peer workers either from established office locations spread across the CESP HN region, in the client's home or community, community-based locations, or via technology such as telephone or video conferencing.

Clients will engage in a capacity and strengths-based assessment to assist in assessing suitability, identifying individual support

needs and goals, and estimated duration of support (average of six months, with no maximum limit to ensure stable continuity of care whilst needing support). Clients develop Individual Recovery Plans with their support worker which will form the basis of their psychosocial supports and capacity building in areas such as:

- social skills and friendships
- family connections
- managing daily living needs
- financial management and budgeting
- finding and maintaining a home
- vocational skills and goals
- maintaining physical wellbeing
- managing substance use issues
- building broader life skills.

Group support programs are also offered and are facilitated by mental health workers, peer workers, an employment specialist, and a physical health recovery coach. The group topics and domains of interest are 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.

Clients are also able to receive support in testing or re-testing 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 \*

### Needs Assessment

2022-2024 Needs Assessment

#### Priorities

Priority	Page reference
Mental health and Suicide Prevention	37



## Activity Demographics

### Target Population Cohort

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

### Indigenous Specific \*

No

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

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 is meeting the needs of the targeted cohort.

As part of the co-design process, in early 2022 CESPHE 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.

### Collaboration

CMOs, consumers, carers, peak bodies, GPs, LHD/Ns were involved in the design. The commissioned service providers (Flourish and Neami) 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

30/06/2019

#### Activity End Date

29/06/2023

#### Service Delivery Start Date

April 2019

#### Service Delivery End Date

June 2023

#### Other Relevant Milestones

The commissioned providers will deliver quarterly progress reports detailing service delivery, implementation of functional assessment tools, and NDIS testing and re-testing.



### 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:** 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 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.

---



## PAE - 2 - Promote and enable access to appropriate psychosocial support services



### Activity Metadata

**Applicable Schedule \***

Commonwealth Psychosocial Support

**Activity Prefix \***

PAE

**Activity Number \***

2

**Activity Title \***

Promote and enable access to appropriate psychosocial support services

**Existing, Modified or New Activity \***

Modified



### Activity Priorities and Description

**Program Key Priority Area \***

Mental Health

**Aim of Activity \***

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)**

The Service Navigation aspect of this activity 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. This is achieved by:

- assisting in navigating mental health and housing services
- maintaining and distributing up-to-date information
- supporting coordinated referral information and processes
- actively engaging health professionals
- working closely with LHNs, NDIA LACs, and other providers.

**NDIS Testing Support**

NDIS testing and re-testing support is offered as part of this activity to assist those consumers identified as benefiting from ongoing and higher levels of support in collecting evidence to submit an NDIS application, and to receive support in navigating the NDIS access and planning process if found eligible, enabling them to access the appropriate level of psychosocial supports.

A client's need and suitability for the NDIS is discussed at initial assessment and reviewed regularly as part of ongoing development of their Individual Recovery Plan. Due to higher demand, Flourish employs 3 FTE to provide specific NDIS testing support. All support workers employed by Neami provide testing support to clients as needed.

### Capacity and Strengths-Based Assessments

Through undertaking a capacity and strengths-based assessment tool, the functional assessment aspect of this activity assesses the individual support needs and individual recovery goals of consumers to ensure they are able to access the psychosocial and other health support services that are appropriate to them. All staff complete the CANSAS outcome tool with clients at entry to the program, 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. The CANSAS tool has been used with clients from initial service delivery in early 2019 and is considered an effective and conversational tool for assessing psychosocial support needs and domains, and for monitoring identification, improvement, and achievement of goals over time.

### Regional Loading

N/A

### PHN Operational

Managers and Program Officers from CESP HN'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 \*

### Needs Assessment

2022-2024 Needs Assessment

### Priorities

Priority	Page reference
Mental health and Suicide Prevention	37



## 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

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

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.

### Collaboration

CESPHN will collaborate with the commissioned service providers Flourish and Neami to engage with key stakeholders such as

GPs, AHPs, NDIA LACs, and CMOs to promote psychosocial support services, develop relevant Health Pathways, and maximise eligible referrals to ensure that the targeted cohort has access to appropriate supports.

---



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2019

### Activity End Date

29/06/2023

---



## 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: 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 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.

---



## CoS - 3 - Commission services to provide effective and consistent Continuity of Supports (CoS)



### Activity Metadata

**Applicable Schedule \***

Commonwealth Psychosocial Support

**Activity Prefix \***

CoS

**Activity Number \***

3

**Activity Title \***

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

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Mental Health

**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.

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 NPS-Transition providers to the CoS provider, Neami National, through a comprehensive transition plan developed by Neami in consultation with CESP HN and NPS-T providers.

Consumers will also be supported to re-test their eligibility for psychosocial supports through the NDIS where it has been identified that they may require ongoing and higher levels of support than that currently offered through CoS.



## Needs Assessment Priorities \*

### Needs Assessment

2022-2024 Needs Assessment

#### Priorities

Priority	Page reference
Mental health and Suicide Prevention	37



### 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

#### Coverage

##### Whole Region

Yes



### Activity Consultation and Collaboration

#### Consultation

Consultation with previous PIR, PHaMs, and D2DL providers and consumers occurred in mid-2019. Ongoing consultation with key stakeholders including consumers and carers, GPs, AHPs, NGOs, LHNs, CMOs, NDIA LACs, 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 continue to be involved in the design. Neami 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

30/06/2019

#### Activity End Date

29/06/2022

#### Service Delivery Start Date

July 2019

**Service Delivery End Date**

June 2022

**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:** Yes

**Direct Engagement:** 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 comments**

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

---