

Western Victoria - Commonwealth Psychosocial Support 2022/23 - 2025/26 Activity Summary View



PAE - 2 - Commonwealth Psychosocial Support – Access Enablers



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

2

Activity Title *

Commonwealth Psychosocial Support – Access Enablers

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Activities which support psychosocial support service delivery

Aim of Activity *

This activity also aims to support service access through:

- * The introduction of a capacity and strengths-based assessment tool for determining suitability, support needs and ensuring services are tailored to individual's needs, with assessments undertaken by service providers with consumers
- * Service navigation support to provide information, advice and referral assistance to consumers, their families and carers
- * Discretionary testing of eligibility for the NDIS; and
- * Regional loading for service providers in recognition of the higher cost of delivering services in regional and remote communities.

Description of Activity *

Access Enablers

Activity One – Service Navigator:

In 2021/2022 1.0FTE service navigator position was added to both existing psychosocial support providers and this will be extended into 2022/2023, with some additional funding to support increased FTE to be made available. The service navigator program outcomes include:

- * Consumers, families and carers have a better understanding of the service options available across a range of service domains
- * Consumers have 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;
- * GPs, program managers and service provider staff have a better understanding of services available in their regions to support the social, mental and physical health needs of consumers with severe mental illness and promote effective multi-disciplinary care.
- * PHNs, LHNs and LACs develop a joint understanding of psychosocial consumer referral pathways, available supports, service gaps and emerging issues. Where there is capacity, strategies are implemented to mitigate identified barriers to this objective;
- * Help is provided to consumers, together with their families and carers, to access the support 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.

Activity Two – NDIS Testing Support:

Service navigator will be required to test the eligibility of participants who appear to meet NDIS eligibility guidelines. This support will assist consumers with collecting the evidence to submit an access request and to 'walk with consumers' while they take part in this process.

Funding is provided for up to 30% of consumers to test/retest their eligibility for NDIS each year. It is at the discretion of the service provider to determine when this testing support is necessary.

Activity Three – Capacity and Strengths Based Assessment:

The Recovery Assessment Scale – Domains and Stages (RAS-DS) tool will be the capacity and strengths-based assessment tool used by WVPHN to assess suitability, identify support needs and goals, and the period of time consumer will likely require supports. WVPHN is awaiting the guidance material being developed The Department and Flinders University before implementing the RAS-DS tool.

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. The care plan should also include information such as treating GP and/or other services to better facilitate whole of person care. Support plans should be reviewed regularly as well as following any significant events in the life of the consumer which may affect support needs.

Activity Four – Regional Loading

*A regional loading amount has been provided in recognition of the higher costs associated with delivering services in regional and remote areas and is intended to improve service availability for people with severe mental illness in those communities. This loading has been divided evenly between the two commissioned providers based on population data and rurality index.

Needs Assessment Priorities *

Needs Assessment

WVPHN 2021-24 Needs Assessment

Priorities

Priority	Page reference
Access to services - Ballarat Goldfields	23
Access to services - Geelong Otway	18
Access to services - Wimmera Grampians	35
Access to services - Great South Coast	29



Activity Demographics

Target Population Cohort

Services should be targeted to support existing and new clients of Commonwealth Psychosocial Support programs, however, NDIS participants would not be excluded from accessing support from PHN Service Navigators.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation with existing commissioned service providers as well as National Disability Insurance Agency, Local Area Health Networks and Local Area Coordination Service during regular service reviews.

Collaboration

- * Mental Health Branch, Department of Human Services guidelines and eligibility for State funded Early Intervention Psychosocial Support Response service.
- * LHNs and Mental Health Service providers – Mapping of existing services, eligibility criteria for existing and planned future programs. Referral pathways to complimentary services.
- * Psychosocial Support Providers – service provision and evaluation of ongoing monitoring and evaluation of services available.
- * People with Lived Experience – feedback and input into service design
- * NDIA and LAC – Assisting with mapping of services and identification of linkages to other complementary services. Provision of support to Psychosocial Support providers to transition clients to the NDIS.

* Existing severe and complex services providers (STEPMI) - NEAMI National, Uniting Ballarat and Wimmera and APMHA Healthcare.



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2023

Service Delivery Start Date

01/07/2021

Service Delivery End Date

30/06/2023

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: 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?

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?

Co-design or co-commissioning comments

N/A



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Psychosocial Access Enablers	\$0.00	\$195,742.16	\$938,638.57	\$0.00	\$0.00

Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Psychosocial Access Enablers	\$0.00	\$195,742.16	\$938,638.57	\$0.00	\$0.00	\$1,134,380.73
Total	\$0.00	\$195,742.16	\$938,638.57	\$0.00	\$0.00	\$1,134,380.73

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Ready for Submission

Subject	Description	Commented By	Date Created
Reviewed		ANEILL KAMATH	27/04/2023



PAE - 3 - Monitoring/assessment/reporting on service delivery and financials for National Psychosocial



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

3

Activity Title *

Monitoring/assessment/reporting on service delivery and financials for National Psychosocial

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Activities which support psychosocial support service delivery.

Aim of Activity *

Contract management of commissioned Psychosocial Services including establishment / implementation of reporting and monitoring arrangements to ensure services provide efficient, outcome-based services that deliver services to eligible consumers without duplication of other services available.

Description of Activity *

Continued employment of Program Development consultant/s to deliver on the aims of this activity by providing an independent focus on service delivery requirements and supporting organisations to identify appropriate assessment and referral pathways that assist consumers to navigate through the Stepped Care model including transition to the NDIS.

Support will include:

- * Establishment of a Psychosocial Support Stakeholder group in the region to further develop relationships between service providers, clarify referral processes and pathways and plan for future program development relating to Psychosocial Support.
- * Mapping of existing services within the region to identify any overlaps in service and existing service gaps consideration
- * Development of referral and stepped care service pathways between Psychosocial Support Services, Local Health Networks, the NDIS and other mental health service providers across the region.
- * Consultation on and inclusion of Psychosocial Support programs in the Regional Mental Health and Suicide Prevention Plan.

- * Identification and implementation of data collection requirements to be reported through Bridge CRM (online web-based system) for upload to Commonwealth portal.
- * Development of an outcome-oriented service performance framework.
- * Implementation of quarterly data and service delivery reporting and reviews with service providers
- * Delivery of Commonwealth reporting requirements in a timely manner.
- * Support COVID-19 related support activities to Psychosocial Support providers including:
- * Workforce Development strategy development and implementation
- * Establishment and moderation of Mental Health Community of Practice through Basecamp to support changes to service delivery.

Needs Assessment Priorities *

Needs Assessment

WVPHN 2021-24 Needs Assessment

Priorities

Priority	Page reference
Access to services - Ballarat Goldfields	23
Access to services - Geelong Otway	18
Access to services - Wimmera Grampians	35
Access to services - Great South Coast	29



Activity Demographics

Target Population Cohort

People with severe mental illness who are not eligible or have not tested for eligibility for assistance through the NDIS, and who are not receiving psychosocial services through programs such as Continuity of Support and State or Other funded Psychosocial Support services.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation with existing commissioned service providers as well as National Disability Insurance Agency, Local Area Health Networks and Local Area Coordination Service during regular service reviews.

Collaboration

- * Mental Health Branch, Department of Human Services guidelines and eligibility for State funded Early Intervention Psychosocial Support Response service.
- * LHNs and Mental Health Service providers – Mapping of existing services, eligibility criteria for existing and planned future programs. Referral pathways to complimentary services.
- * Psychosocial Support Providers – service provision and evaluation of ongoing monitoring and evaluation of services available.
- * People with Lived Experience – feedback and input into service design
- * NDIA and LAC – Assisting with mapping of services and identification of linkages to other complementary services. Provision of support to Psychosocial Support providers to transition clients to the NDIS.



Activity Milestone Details/Duration

Activity Start Date

29/06/2021

Activity End Date

29/06/2023

Service Delivery Start Date

01/07/2021

Service Delivery End Date

30/06/2023

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: 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?

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?

Co-design or co-commissioning comments

N/A



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Psychosocial Access Enablers	\$0.00	\$58,560.84	\$56,303.81	\$0.00	\$0.00

Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Psychosocial Access Enablers	\$0.00	\$58,560.84	\$56,303.81	\$0.00	\$0.00	\$114,864.65
Total	\$0.00	\$58,560.84	\$56,303.81	\$0.00	\$0.00	\$114,864.65

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Ready for Submission

Subject	Description	Commented By	Date Created
Reviewed		ANEILL KAMATH	27/04/2023



PSD - 1 - Commonwealth Psychosocial Support – Service Delivery



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PSD

Activity Number *

1

Activity Title *

Commonwealth Psychosocial Support – Service Delivery

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description**Aim of Activity ***

Continue to commission and monitor existing contracted service providers delivering Psychosocial Support program across the Western Victoria Primary Health Network region.

The Commonwealth Psychosocial Support (CPS) Program consolidates the following three funding streams and associated activities for psychosocial support into a single streamlined program: Continuity of support (CoS), National Psychosocial Support – Transition (NPS-T) and National Psychosocial Support Measure (NPSM). CPS provides short-term, low intensity support to consumers with severe mental illness who are not currently accessing services under the NDIS or state and territory led programs.

The Program aims to strengthen the capacity of consumers to live independently, safely and productively in their community, form meaningful connections in a supportive environment, and reduce the need for acute care.

Description of Activity *

Service delivery – the provision of Psychosocial Support services to clients across the Western Victoria Primary Health Network region.

NPSM and Intensive Psychosocial Support program outcomes:

Short Term:

- * Existing Commonwealth psychosocial support clients have continued access to support
- * Streamlined and improved access to (including in regional and remote areas), timeliness and appropriateness of psychosocial services
- * Improved overall consumer experience and coordinated access to holistic supports

Medium Term:

- * Improved consumer recovery outcomes
- * Increased consumer capacity, confidence, self-reliance/independence and reduced distress
- * Improved coordination and integration of psychosocial services within the broader mental, health and community support system
- * Reduced demand for more expensive interventions (e.g. crisis services, acute or inpatient facilities) and reduced mental health related hospitalisations

Longer Term:

- * Increased social and economic participation of consumers (including carers/families)
- * Improved quality of life, health and wellbeing of consumers (including carers/families)
- * More people with severe mental illness able to live independently, productively and safely in the community; and
- * Improved sustainability and equity in the psychosocial support system.

Activity One – Ballarat Community Health Centre - Delivery of Psychosocial Supports via the Connecting2Community program that includes:

- * Triage, intake and assessment of all referrals received via Western Victoria PHN's Referral Point.
- * Provision of a minimum six fortnightly sessions to all clients accessing the service.
- * Allocation of a peer support worker to clients based on needs, location and Aboriginal and Torres Strait Islander status for three months.
- * Identification of client goals using the Recovery Outcome Star and development of a wellness plan that may include art classes, relapse prevention planning, identification of relapse signs and symptoms, psychoeducation and family consultation / involvement for each client.
- * Coordination of General Practitioner services for all clients to enable preventative and responsive physical health care.
- * Secondary consultation for additional treatment and primary care when required.
- * Early warning signs plan developed for all clients in collaboration with treatment service provider in the region.
- * Advanced Directives developed with all clients to enable planned access for early intervention upon signs of illness relapse.

Activity Two – Wellways Australia Ltd - Delivery of Psychosocial Supports that includes:

- * Triage, intake and assessment of all referrals received via Western Victoria PHN's Referral Point.
- * Provision of a range of short, medium and extended interventions for individuals and families according to assessed needs and transition / exit support.
- * Brief Interventions (0-3 Months) – 8 participants, 1.5 hours per week (12 hours)
- * Standard interventions (0-6 months) – 5 participants, 1.4 hours per week (7 hours)
- * Extended interventions (0-12 months) – 5 participants, 2 hours per week (10 hours)
- * Peer worker supported intake processes for 'hard to reach' clients.
- * Comprehensive assessment using CANSAS / LSP by a recovery worker.

A range of interventions including:

- * Telephone and digital support (Wellways and external platforms)
- * Individual support from the recovery worker - key worker model
- * Pro-active referral and linkages to relevant services
- * Individual peer support from highly skilled peer workers
- * Peer led group education and support, brief and intensive programs available (My Recovery, Wellways to Work, Building a Future)
- * Specialist group education and support (e.g. Optimal Health, Aboriginal and Torres Strait Islander programs, LGBTIQ+ programs)
- * Family supports, individual and client/family group-based programs
- * Volunteer mentorship programs to support community connection, Life in Community program.
- * Coordination of General Practitioner services for all clients to enable preventative and responsive physical health care.

- * Early warning signs plan developed for all clients in collaboration with treatment service provider in the region.
- * Advanced Directives developed with all clients to enable planned access for early intervention upon signs of illness relapse.

Activity Three– Intensive Psychosocial Support

Addition of 2.2 FTE of Intensive Psychosocial Support Services positions to existing psychosocial support providers.

Intensive Psychosocial Support roles provide support to high needs client that include:

- * Supporting existing Continuity of Support and Transition Support as well as existing and new Psychosocial Support clients with high support needs for NDIS to test eligibility for NDIS supports.
- * Support transition of high needs COS, Transition Support and Psychosocial Support clients to the NDIS or other more appropriate programs such as Services and Treatment for Enduring and Persistent Illness.
- * Ensure housing needs are addressed, particularly homelessness
- * Provide practical, day-to-day daily living support while awaiting program eligibility decisions
- * Ensure employment and education needs and goals are addressed
- * Ensure community participation: this may include supporting clients to take part in community activities
- * Provide high level emotional support: this may be provided by support workers, as well as family, friends and peers, to alleviate loneliness and isolation and promote social interaction
- * Ensure physical health needs of the client are supported to maintain or improve good physical health and wellbeing, including managing drug, alcohol, and tobacco addictions
- * Provide family connections: the individual is supported to develop family connections, as desired, and families are supported, as needed, in this process
- * Provide advocacy: self-advocacy skills—being able to speak or act on your own behalf—are encouraged and learned
- * Provide additional testing support for all existing and new NPSM clients.

Needs Assessment Priorities *

Needs Assessment

Western Victoria-NA-2022/23-2024/25 V1

Priorities

Priority	Page reference
Mental health - Ballarat Goldfields	21
Mental health - Great South Coast	27
Mental health - Geelong Otway	15
Mental health - Wimmera Grampians	34



Activity Demographics

Target Population Cohort

People with severe mental illness who are not eligible or have not tested for eligibility for assistance through the NDIS, and who are not receiving psychosocial services through programs such as Continuity of Support and State or Other funded Psychosocial Support services.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation with existing commissioned service providers

Collaboration

- * Mental Health Branch, Department of Human Services guidelines and eligibility for State funded Early Intervention Psychosocial Support Response service.
- * LHNs and Mental Health Service providers – Mapping of existing services, eligibility criteria for existing and planned future programs. Referral pathways to complimentary services.
- * Psychosocial Support Providers – service provision and evaluation of ongoing monitoring and evaluation of services available.
- * People with Lived Experience – feedback and input into service design
- * NDIA and LAC – Assisting with mapping of services and identification of linkages to other complementary services. Provision of support to Psychosocial Support providers to transition clients to the NDIS.
- * Existing severe and complex services providers (STEPMI)



Activity Milestone Details/Duration

Activity Start Date

29/06/2021

Activity End Date

29/06/2023

Service Delivery Start Date

30/06/2021

Service Delivery End Date

30/06/2023

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: Yes
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
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 comments

N/A



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25
Psychosocial Service Delivery	\$0.00	\$1,025,644.47	\$2,459,849.11	\$0.00	\$0.00

Totals

Funding Stream	FY 20 21	FY 21 22	FY 22 23	FY 23 24	FY 24 25	Total
Psychosocial Service Delivery	\$0.00	\$1,025,644.47	\$2,459,849.11	\$0.00	\$0.00	\$3,485,493.58
Total	\$0.00	\$1,025,644.47	\$2,459,849.11	\$0.00	\$0.00	\$3,485,493.58

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Ready for Submission

