



Australian Government

Department of Health



Activity Work Plan 2019-2021:

- **National Psychosocial Support Measure (NPSM) Funding**
- **National Psychosocial Support Transition (NPST) Funding**
- **Continuity of Support (COS) Funding**
- **Interface Funding**

This Activity Work Plan template has the following parts:

1. The National Psychosocial Support Activity Work Plan for the financial years 2019-20 and 2020-2021. Please complete the table of planned activities funded under the following:
 - Psychosocial Support Schedule, Item B.3 – National Psychosocial Support Measure (NPSM)
 - National Psychosocial Support Transition Funding (NPST)
 - Continuity of Support (COS) Funding
 - Interface Funding
2. The Indicative Budget for the financial years 2019-20 and 2020-21. Please attach an excel spreadsheet using the template provided to submit indicative budgets for:
 - Psychosocial Support Schedule, Item B.3 – National Psychosocial Support Measure (NPSM)
 - National Psychosocial Support Transition Funding (NPST)
 - Continuity of Support (COS) Funding
 - Interface Funding

Adelaide PHN

When submitting this Activity Work Plan 2019-2021 to the Department of Health, the PHN must ensure that all internal clearances have been obtained and has been endorsed by the CEO.

Approved by the Department of Health 12 October 2020

Overview

This National Psychosocial Support Activity Work Plan covers the period from 1 July 2019 to 30 June 2021. To assist with PHN planning, each activity nominated in this work plan can be proposed for a period of up to 24 months. Regardless of the proposed duration for each activity, the Department of Health will require PHNs to submit updates to the Activity Work Plan on an annual basis.

Important documents to guide planning

The following documents will assist in the preparation of your Activity Work Plan:

- Activity Work Plan guidance material;
- PHN Needs Assessment Guide;
- PHN Program Performance and Quality Framework;
- Primary Health Networks Grant Programme Guidelines;
- The Fifth National Mental Health and Suicide Prevention Plan; and
- Clause 3, Financial Provisions of the Standard Funding Agreement.

Formatting requirements

- Submit plans in Microsoft Word format only.
- Submit budgets in Microsoft Excel format only.
- Do not change the orientation of any page in this document.
- Do not add any columns or rows to tables or insert tables/charts within tables – use attachments if necessary.
- Delete all instructions prior to submission.

Table 1

Adelaide PHN Needs Assessment 2019-22 Priorities for Psychosocial Support Services (note: priorities will have reference title: NPS, e.g. NPS1.)	
1.	<i>Responsive and appropriate psychosocial support services that meets the needs of people with severe and complex mental health conditions.</i>
2.	<i>Increase awareness and promotion of psychosocial support services for people with severe and complex mental health conditions and their carers.</i>
3.	<i>Increase the health workforce capacity to provide appropriate care to people with severe and complex mental health conditions.</i>

The Adelaide PHN has separated activities in this template and excel budget template according to the different funding streams: (1a) National Psychosocial Support Measure (NPSM), (2a) National Psychosocial Support Transition (NPST) Funding, and (3a) Continuity of Support (COS) Funding and (3b) Interface Funding.

1. (a) Planned activities for 2019-20 to 2020-21

– National Psychosocial Support Measure (NPSM)

NPS1. Commissioning of responsive and appropriate psychosocial support services for people with severe and complex mental health conditions.

Proposed Activities – NPS 1 (NPSM)	
ACTIVITY TITLE	NPS1. Commissioning of responsive and appropriate psychosocial support services for people with severe and complex mental health conditions.
Existing, Modified, or New Activity	Existing Activity ²⁰¹⁹⁻²⁰ <i>Previously referenced as NPS2</i>
Aim of Activity	<p>The aim of this activity is to commission services delivered under the NPS measure which reflect community need. Service location and delivery are informed by combining service delivery data with feedback received as part of the annual needs assessment, advice from members, consumers and the community to identify potential service gaps.</p> <p>This aim will specifically address priorities NPS1 and NPS2 as identified in the needs assessment priorities table on page 2 of this document.</p>
Description of Activity	<p>The NPS measure is based around non-clinical supports which focus on skills and capacity building from an early intervention perspective. As such the activities provided as part of the psychosocial support measure will vary depending on the community and individual need. This activity is a continuation of the commissioning conducted in the 19/20 Activity Workplan.</p> <p>The commissioned service provider (CSP) is unchanged from the previous workplan. During this activity period, the APHN will work with the provider to refine priorities and ensure services are being delivered to the people who are most vulnerable. Information will be sought from our collaborative partners as well as the frontline staff to attempt to address gaps. Responses to this information may include targeted service types designed to meet specific needs e.g. LGBTIQ+, Culturally and Linguistically Diverse communities, or the Aboriginal and Torres Strait Islander Community.</p> <p>The current provider is using Mastercare to report Primary Mental Health Care Minimum Data Set (PMHC MDS) to report on service delivery. Adelaide PHN will leverage Information and Communication Technology (ICT) resources including the MasterCare database to provide the CSP with quality and timely information on service gaps and areas where limited services are being provided.</p> <p>Activity outcomes:</p>

	<ul style="list-style-type: none"> • Individuals will be linked to ongoing community-based services, including clinical services where appropriate, according to their individual support needs, • Service numbers and details of each service type will be recorded according to the Primary Mental Health Care MDS. As per Primary Mental Health Care Minimum Data set requirements, each person will complete a K10+ at the beginning and end of service • Individuals will be supported to apply for the NDIS where possible as indicated in their individual support plan
Target population cohort	People with severe and complex mental health conditions, living in the Adelaide metropolitan region, who are not eligible for assistance through the NDIS, and who are not receiving psychosocial services through the Continuity of Support program or the NSPM Extended Transition.
Indigenous specific	<p>Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?</p> <p>No</p> <p>If yes, briefly describe how this activity will engage with the Indigenous sector.</p>
Coverage	<p>Please indicate if this activity covers the entire PHN region or list specific SA3 in PHN region (see attached jpeg in email for reference)</p> <p>Entire Adelaide PHN region</p>
Consultation	<p>Adelaide PHN will engage with local communities through the Aboriginal Community Advisory Council, the metropolitan ACCHO, and other specific reference groups, to ensure services are culturally sensitive, safe and appropriate. Existing clients from an Aboriginal and Torres Strait Islander background will be linked into culturally specific programs where these are available. The CSP will seek information from specialist providers such as Sonder's CTG program on the person's support needs where needed.</p> <p>Regular information sharing meetings will be maintained with State Mental Health services, NDIS Partners in the Community (Local Area Coordinators) and relevant peak bodies such as the Mental Health Coalition of SA, Carers SA and National Disability Services to ensure any information they are gathering as part of their advocacy activities are included in any commissioning activities.</p> <p>The Adelaide PHN will continue to play a lead role in the South Australian NDIS Transition Taskforce and its subcommittees, as facilitated by the Office of the Chief Psychiatrist. This taskforce has a membership including NGOs actively working in the psychosocial support sector, peak and representative bodies, the NDIA, Local Health Networks and consumer and carer representatives.</p> <p>Interface activities were commissioned during the 19-20 Financial Year to develop and enhance pathways and supports for people from Culturally and Linguistically Diverse, Aboriginal and Torres Strait Islander and LGBTIQ+ backgrounds. The information and referral pathways which were identified with these activities will be incorporated into service delivery.</p>

Collaboration	<p>Collaboration with commissioned services, relevant peak bodies, stakeholders and State and Commonwealth agencies will occur for this activity. This will include State Community Mental Health services and other relevant Local Health Network services. Established referral pathways with these stakeholders will ensure quality supports for people who are gradually reducing mental health supports as part of their recovery journey.</p> <p>Adelaide PHN will work with the CSP to develop their links to General Practice, Allied Health Professionals and other potential referral pathways, to ensure that they are aware of the eligibility criteria and services available for people with severe and complex mental health conditions. Collaboration with these groups will ensure that people are referred to the right services at the right time in their recovery journey.</p> <p>The Adelaide PHN is partnering with GlobalHealth (software developer) to collect and measure of Patient Reported Outcome/Experience Measures (PREMS/PROMS), Primary Mental Health Care MDS data collection and parallel support tools/resources.</p>
Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle): Activity start date: 1/07/2019 Activity end date: 30/6/2021</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle): Service delivery start date: July 2019 Service delivery end date: June 2021</p> <p>Any other relevant milestones?</p>
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known <input checked="" type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date. – <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p>

	<p>3b. Has this activity previously been co-commissioned or joint-commissioned?</p> <p>No</p>
Decommissioning	<p>1a. Does this activity include any decommissioning of services?</p> <p>No</p> <p>1b. If yes, provide a description of the proposed decommissioning process and any potential implications.</p>

(Completed) NPS2. Provision of information, education and capacity building activities regarding psychosocial supports.

Proposed Activities – NPS 2 (NPSM)	
ACTIVITY TITLE	<i>NPS2. Provision of information, education and capacity building activities regarding psychosocial supports.</i>
Existing, Modified, or New Activity	<p>Indicate if this is an existing activity, modified activity, or a new activity.</p> <p>Existing Activity</p> <p><i>Previously referenced as NPS3</i></p>
Aim of Activity	<p>Adelaide PHN will work in partnership with commissioned services and other key stakeholders to actively promote the use of psychosocial supports to potential referrers, potential participants and their families and carers across the Adelaide Metropolitan region.</p> <p>This aim will specifically address priorities NPS1, NPS2 and NPS3 as identified in the needs assessment priorities table on page 2 of this document.</p>
Description of Activity	<p>The Adelaide PHN will</p> <ul style="list-style-type: none"> a) broadly promote established services through promotional material, links to General Practice and commissioned providers, b) target promotion of established services and referral pathways (including those listed in HealthPathways) to populations and/or areas of need <p>This activity aims to promote the availability and where appropriate, utilisation of established Commonwealth funded online (e.g. Head to Health) and telephone based mental health intervention services (e.g. The Lived Experience Telephone Support Services as described in APHN's After Hours AWP). These may be used to complement the NPS Measure by providing access to information, advice and self-help resources.</p>
Target population cohort	People with severe and complex mental health conditions with an associated psychosocial disability, living in the Adelaide metropolitan region, who are accessing the NPSM, NPSM extended transition or COS programs and their referring health professionals.
Indigenous specific	<p>Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?</p> <p>No</p> <p>If yes, briefly describe how this activity will engage with the Indigenous sector.</p>
Coverage	<p>Please indicate if this activity covers the entire PHN region or list specific SA3 in PHN region (see attached jpeg in email for reference)</p> <p>Entire Adelaide PHN region</p>

<p>Consultation</p>	<p>Our commissioning framework enables elements of formal and informal co-design with stakeholders, ensuring the community voice is incorporated.</p> <p>Consultation will occur with Aboriginal and Torres Strait Islander communities, including through the Aboriginal Community Advisory Council, ACCHO, and specific reference groups, to support culturally sensitive, safe and appropriate services for Aboriginal and Torres Strait Islander people. These consultations will provide strategic input to the activity planning process, forming an important collaborative role with the Adelaide PHN.</p> <p>As above, regular information sharing meetings will be maintained with State Mental Health services, NDIS Partners in the Community (Local Area Coordinators) and relevant peak bodies to ensure any information they are gathering as part of their activities are included in any commissioning activities.</p> <p>Local Government is a key stakeholder for this activity. They provide a range of community-based activities, support groups and programs which are targeted towards people who are potential participants of the psychosocial support program. Capacity building and information sharing will occur with staff involved in these programs to ensure referral pathways between programs.</p>
<p>Collaboration</p>	<p>The Adelaide PHN will work with the CSP to collaborate with commissioned services in both Primary Mental Health Care and other relevant services, relevant peak bodies, stakeholders and State and Commonwealth agencies for this activity. This will include State Community Mental Health services Local Health Network services. Established referral pathways with these stakeholders will ensure quality supports for people who are gradually reducing mental health supports as part of their recovery journey.</p> <p>The Adelaide PHN will work with commissioned services and Adelaide PHN Practice Facilitators to target General Practice, Allied Health Professionals and other potential referrers, to ensure that they are aware of the eligibility criteria and services available for people with severe and complex mental health conditions. Collaboration with these groups will ensure that people are referred to the right services at the right time in their recovery journey.</p>
<p>Activity milestone details/ Duration</p>	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</p> <p>Activity start date: 1/07/2019 Activity end date: 30/06/2020</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p>Service delivery start date: July 2019 Service delivery end date: June 2020</p> <p>Any other relevant milestones?</p>

<p>Commissioning method and approach to market</p>	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not yet known <input checked="" type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details) <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>
<p>Decommissioning</p>	<p>1a. Does this activity include any decommissioning of services? No</p> <p>1b. If yes, provide a description of the proposed decommissioning process and any potential implications. Activity NPS2 achieved its aims sooner than the expected end date of 30/06/2021. APHN activity in 19/20 was focused on building the capacity of the commissioned service providers (CSP) and their staff to deliver information, education and capacity building activities. The providers have successfully developed this skillset and incorporated it into their normal activity</p> <p>CSP's will now deliver this as part of their commissioned activity and will report on their outcomes via the quarterly reports.</p>

NPS3. Capacity Building for the Health Workforce

Proposed Activities – NPS3 (NPSM)	
ACTIVITY TITLE	NPS3. Capacity Building for the Health Workforce
Existing, Modified, or New Activity	<p>Indicate if this is an existing activity, modified activity, or a new activity.</p> <p>Existing Activity</p> <p><i>Previously referenced as NPS4</i></p>
Aim of Activity	<p>The aim if this activity is to ensure capacity building and upskilling activities are accessible to the health workforce (including psychosocial support and peer workers) in order to ensure psychosocial services are quality, person centred, best practice informed and meet the needs of people with severe and complex mental health conditions.</p> <p>This aim will specifically address priorities NPS3 as identified in the needs assessment priorities table on page 2 of this document.</p>
Description of Activity	<p>Workers providing direct psychosocial support to people with severe and complex mental health conditions are required to have minimum levels of skills and knowledge to deliver quality services. These minimum expectations are detailed in the relevant Operational Guidelines and the Service and Clinical Governance Framework.</p> <p>Peer workers are an integral part of service delivery for the NPS measure. Due to the health and wellbeing risks associated with using their own individual recovery journey as part of their day-to-day work, attention is required to ensure that they are provided with appropriate levels of support and capacity building. Activity within this aim may include but is not limited to:</p> <ul style="list-style-type: none"> • Incorporation of recommendations as proposed as part of the Peer workforce guidelines • Dissemination of NMHC Fifth Plan information and guidance from the National Mental Health Commission • Engagement with the National PHN Mental Health Lived Experience Engagement Network (MHLEEN) • Engagement with the Mental Health Coalition of South Australia's Lived Experience Workforce Project. <p>APHN will work with the CSP to identify any upskilling opportunities which arise from their staff in terms of best practice service delivery. This will include any additional information required by the General Practitioners, Better Access Providers, other APHN commissioned services in Primary Mental Health Care and LHN staff regarding the psychosocial support programs.</p>
Target population cohort	People with severe and complex mental health conditions with an associated psychosocial disability, living in the Adelaide metropolitan region, who are accessing the NPSM, NPSM extended transition or COS programs, their referring health professionals and the psychosocial support workforce itself.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?

	<p>No</p> <p>If yes, briefly describe how this activity will engage with the Indigenous sector.</p>
Coverage	<p>Please indicate if this activity covers the entire PHN region or list specific SA3 in PHN region (see attached jpeg in email for reference)</p> <p>Entire Adelaide PHN region</p>
Consultation	<p>Adelaide PHN will maintain our relationship with the Mental Health Coalition of South Australia regarding the Lived Experience Workforce Project.</p> <p>Advice and best practice service delivery will be guided by the work of MHLEEN, and Adelaide PHN's attendance at the MHLEEN network.</p> <p>Following consultation with the psychosocial CSPs on the specific individual and community needs of their clients, Adelaide PHN will consult with organisations specialised in the delivery of training to General Practice (SAPMEA and SONDER), Clinical Service Providers (Better Access Providers and Adelaide PHN Primary Mental Health Care CSP's) and low-intensity interventions (Adelaide PHN Primary Mental Health Care CSP's). This will ensure best practice in service delivery and skill development of the health workforce can be maintained.</p> <p>Further consultation with the above group will ensure that the health workforce, including the psychosocial peer workers, can work alongside their clients to ensure that referrals both to and from the NPSM program meet the identified client need.</p>
Collaboration	<p>The Adelaide PHN will collaborate with its commissioned service providers (psychosocial, general and primary mental health care), relevant peak bodies, stakeholders and State and Commonwealth agencies for this activity.</p>
Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</p> <p>Activity start date: 1/07/2019</p> <p>Activity end date: 30/06/2021</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p>Service delivery start date: July 2019</p> <p>Service delivery end date: June 2021</p> <p>Any other relevant milestones?</p>
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p>

	<p> <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input checked="" type="checkbox"/> Other approach (please provide details): This program will be facilitated by APHN and delivered by the existing CSPs. Through consultation health professionals and Lived Experience workers will be linked into appropriate upskilling activities, including the identification and improvement of referral pathways, as appropriate. </p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>
Decommissioning	<p>1a. Does this activity include any decommissioning of services? No</p> <p>1b. If yes, provide a description of the proposed decommissioning process and any potential implications.</p>

NPS4. Data Information Management System

Proposed Activities - NPS4 (NPSM)	
ACTIVITY TITLE	<i>NPS4. Data Information Management System</i>
Existing, Modified, or New Activity	<p>Indicate if this is an existing activity, modified activity, or a new activity.</p> <p>Existing Activity</p> <p><i>Previously referenced as NPS5</i></p>
Aim of Activity	<p>The activity will ensure commissioned services are reporting activity, outcomes and relevant service-related measurements in a consistent and comparable way.</p> <p>This aim will specifically address priorities NPS1 and NPS2 as identified in the needs assessment priorities table on page 2 of this document.</p>
Description of Activity	<p>The Adelaide PHN will support commissioned providers with appropriate Information and Communications Technology (ICT) systems to ensure data is reported and recorded in a consistent and comparable way. The use of a common ICT system across commissioned service providers will ensure commissioned services are appropriately monitored and service delivery arrangements are adjusted to reflect changes in population needs.</p> <p>Commissioned services will be provided with:</p> <ul style="list-style-type: none"> • Access to the Client Information Management System (MasterCare) as a shared clinical management platform (EMR) across commissioned services. MasterCare supports the clinical management of clients and is configured to collect the necessary data and information required by commissioned services, facilitating the seamless integration of client related information within teams and between service sectors, particularly in regard to referrals and warm handovers. This will be a significant advantage for people who move between Psychosocial, AOD and Primary Mental Health services, and will support the coordination and shared clinical management of these people where appropriate. • Customised support, education and training in the application of MasterCare for the NPS Measure. • Access to the on-line shared information platform, <i>Confluence</i>. Confluence provides a single access point for all non-sensitive information to support the implementation of programs funded by the Adelaide PHN, ensuring version control over Adelaide PHN created documents relevant to service delivery. • Datasheets for the development and monitoring of specific data information management elements specific to the Commonwealth community mental health programs to the NDIS. • Datasheets for the development and implementation of appropriate data information and recording processes to track activity of service delivery to people who are ineligible for the NDIS. • Adelaide PHN uses our internal IT department for the upskilling of the Commissioned Service Providers in the use of Mastercare. Our Data Quality and Assurance Team are responsible for the development of reporting tools and real time provider dashboards

Target population cohort	Commissioned service providers providing support to people with severe and complex mental health conditions with an associated psychosocial disability, living in the Adelaide metropolitan region, who are accessing the NPSM, NPSM extended transition or COS programs.
Indigenous specific	<p>Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?</p> <p>No</p> <p>If yes, briefly describe how this activity will engage with the Indigenous sector.</p>
Coverage	<p>Please indicate if this activity covers the entire PHN region or list specific SA3 in PHN region (see attached jpeg in email for reference)</p> <p>Entire Adelaide PHN region</p>
Consultation	<p>The Adelaide PHN continues to consult widely with stakeholders, representative bodies, professional and community organisations, providers (commissioned service providers, prospective service providers and general), membership groups, consumers and carers regarding primary mental health and alcohol and other drug services and needs. This consultation occurs through a range of formal and informal methods including Adelaide PHN membership activities with, Community Advisory Councils, Clinical Councils and the Health Priority Network and, as appropriate Adelaide PHN representation on established provider forums and working groups. All outcomes from our consultations inform Adelaide PHN's strategic mental health planning, service design, commissioning and continuous improvement.</p> <p>Our commissioning framework enables elements of formal and informal co-design with stakeholders, ensuring the community voice is incorporated. Consultation will occur with Aboriginal and Torres Strait Islander communities, including the Aboriginal Community Advisory Council, ACCHO, and specific reference groups, to support culturally appropriate services for Aboriginal and Torres Strait Islander people. These consultations will provide strategic input in to the activity planning process, forming an important collaborative role with the Adelaide PHN.</p>
Collaboration	The Adelaide PHN is partnering with GlobalHealth (software developer) to collect and measure of Patient Reported Outcome/Experience Measures (PREMS/PROMS), Primary Mental Health Care MDS data collection specific to the NPS Measure and parallel support tools/resources
Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</p> <p>Activity start date: 1/07/2019</p> <p>Activity end date: 30/06/2021</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p>Service delivery start date: July 2019</p> <p>Service delivery end date: June 2021</p>

	Any other relevant milestones?
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input checked="" type="checkbox"/> Other approach (please provide details): APHN internal resources are used to deliver upskilling and training regarding the Mastercare program as well as provide real time program snapshots for both internal APHN capacity building staff and our CSP's.</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>
Decommissioning	<p>1a. Does this activity include any decommissioning of services? No</p> <p>1b. If yes, provide a description of the proposed decommissioning process and any potential implications.</p>

(Completed) NPS5. Coordination and integration between psychosocial services, primary mental health care services, and mainstream services

Proposed Activities – NPS5 (NPSM)	
ACTIVITY TITLE	<i>NPS5. Coordination and integration between psychosocial services, primary mental health care services, and mainstream services</i>
Existing, Modified, or New Activity	<p>Indicate if this is an existing activity, modified activity, or a new activity.</p> <p>Existing Activity</p> <p><i>Previously referenced as NP6</i></p>
Aim of Activity	<p>This activity aims to ensure that psychosocial support services are designed and implemented to improve coordination, referral and integration between psychosocial services, broader health and mental health services including State Mental Health, and various associated mainstream services including but not limited to community housing and tenancy support, homelessness, corrections and health literacy.</p> <p>This aim will specifically address priorities NPS1 and NPS2 as identified in the needs assessment priorities table on page 2 of this document.</p>
Description of Activity	<p>Services delivered under the NPS measure aim to build ability and skills to assist people to manage their mental health condition, improve their relationships with family and others, and increase social and economic participation. To achieve this, there needs to be integration between the clinical mental health sector, psychosocial and community supports. Common types of activity delivered through psychosocial supports include building capacity and stability in maintaining relationships, developing strategies to manage tenancies and daily activities of keeping a home, financial management and budgeting; maintaining physical wellbeing, including exercise; and managing drug and alcohol addictions, including tobacco. This requires a high degree of integration with the broader services sector. Adelaide PHN will work in partnership with commissioned services providers and our membership to ensure that links are established and maintained with relevant services.</p> <p>To achieve the aims of this activity, the Adelaide PHN will establish pathways to, and processes for, referral between psychosocial supports, low intensity mental health services and other primary and state based mental health services. The Adelaide PHN will work with commissioned services to ensure clinical and non-clinical services are 'joined-up' and operating within a stepped-care continuum. This will include working with LHNs to ensure psychosocial supports complement State Mental Health supports.</p> <p>Adelaide PHN will work closely with commissioned services to maintain and enhance links with primary mental health care services (both those commissioned by Adelaide PHN and general clinical supports) to support an integrated team approach to meeting the needs of people with severe and complex mental health condition, and form part of a multi-agency care plan which integrates both clinical and non-clinical supports.</p>

Target population cohort	People with severe and complex mental health conditions, living in the Adelaide metropolitan region.
Indigenous specific	<p>Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?</p> <p>No</p> <p>If yes, briefly describe how this activity will engage with the Indigenous sector.</p>
Coverage	<p>Please indicate if this activity covers the entire PHN region or list specific SA3 in PHN region (see attached jpeg in email for reference)</p> <p>Entire Adelaide PHN region</p>
Consultation	<p>The Adelaide PHN continues to consult widely with stakeholders, representative bodies, professional and community organisations, providers (commissioned service providers, prospective service providers and general), membership groups, consumers and carers regarding primary mental health and alcohol and other drug services and needs. This consultation occurs through a range of formal and informal methods including Adelaide PHN membership activities with, Community Advisory Councils, Clinical Councils and the Health Priority Network and, as appropriate Adelaide PHN representation on established provider forums and working groups. All outcomes from our consultations inform Adelaide PHN's strategic mental health planning, service design, commissioning and continuous improvement.</p> <p>Our commissioning framework enables elements of formal and informal co-design with stakeholders, ensuring the community voice is incorporated.</p> <p>Consultations will occur specifically with Aboriginal and Torres Strait Islander communities, including the Aboriginal Community Advisory Council, ACCHO, and specific reference groups, to support culturally sensitive, safe and appropriate services for Aboriginal and Torres Strait Islander people. These consultations will provide strategic input to the activity planning process, forming an important collaborative role with the Adelaide PHN.</p>
Collaboration	<p>The Adelaide PHN collaborates with Country SA PHN to ensure that the psychosocial support measure outcomes and services have consistent cross-boundary coverage e.g. maintain consistent eligibility criteria. This includes mutual sharing of information, referral pathways and resources with Country SA PHN so that GPs, NGOs and other referrers who operate across boundaries have pertinent information.</p> <p>The Adelaide PHN will collaborate with commissioned services, relevant peak bodies, stakeholders and State and Commonwealth agencies for this activity. This will include State Community Mental Health services and other relevant Local Health Network services. Established referral pathways with these stakeholders will ensure quality supports for people who are gradually reducing mental health supports as part of their recovery journey.</p>

	<p>The Adelaide PHN will work with commissioned services and Adelaide PHN Practice Facilitators to target General Practice, Allied Health Professionals and other potential referrers, to ensure that they are aware of the eligibility criteria and services available for people with severe and complex mental health conditions. Collaboration with these groups will ensure that people are referred to the right services at the right time in their recovery journey.</p> <p>The Adelaide PHN is partnering with GlobalHealth (software developer) to collect and measure of Patient Reported Outcome/Experience Measures (PREMS/PROMS), Primary Mental Health Care MDS data collection and parallel support tools/resources</p>
Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</p> <p>Activity start date: 1/07/2019 Activity end date: 30/06/2020</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p>Service delivery start date: July 2019 Service delivery end date: June 2020</p> <p>Any other relevant milestones?</p>
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known <input type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input checked="" type="checkbox"/> Other approach (please provide details)</p> <p>Activity was facilitated by APhN, and delivered by the Commissioned Service provider. This reflects the variation in community and individual need experienced by the CSP's.</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>

Decommissioning	<p>1a. Does this activity include any decommissioning of services? No</p> <p>1b. If yes, provide a description of the proposed decommissioning process and any potential implications.</p> <p>Activity NPS5 achieved its aims sooner than the expected end date of 30/06/2021. APHN activity in 19/20 was focused on building the capacity of the commissioned service providers (CSP) and their staff to identify and formalise potential referral pathways both into and out from the psychosocial programs. The providers have successfully developed this skillset and incorporated it into their normal activity. A psychosocial referrals document has been completed and is now in use by the psychosocial providers. This document identifies the common referrals made on behalf of the psychosocial clients and details these pathways. Ensuring the timeliness and up-to date nature of the information included in these pathways is now the day to day operational activity of the CSP.</p> <p>CSP's will report on their outcomes via the quarterly reports.</p>
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2. (a) Planned activities for 2019-20

– National Psychosocial Support Transition (NPST) – Transition Funding

NPS6. Commissioning of appropriate organisations to ensure seamless transition from Commonwealth Community Mental Health Services to the NDIS or Continuity of Support (COS) program

Proposed Activities – NPS6 (NPST – Transition Funding)	
ACTIVITY TITLE	NPS6. Continued commissioning of appropriate organisations to ensure seamless transition from Commonwealth Community Mental Health Services to the NDIS or Continuity of Support (COS) program for people with severe and complex mental health conditions.
Existing, Modified, or New Activity	Indicate if this is an existing activity, modified activity, or a new activity. Existing Activity <i>Previously referenced as NPS7</i>
Aim of Activity	Commission services to deliver quality psychosocial support services to remaining participants of Commonwealth community mental health programs whose NDIS Access Request Decisions, or the activation of their plans has not yet been finalised. This will include appropriate assistance to transition to an NDIS or COS provider. These services will be required to ensure that: A) Participants receive appropriate levels of psychosocial support during the transition period to maintain their health and wellbeing; and B) participants complete and submit their NDIA Access and Request form; or C) participants appeal or resubmit their NDIA Access and Request form if their circumstances change, or they are unhappy with their access decision. This aim specifically addresses priorities NPS1 and NPS2 as identified in the needs assessment priorities table on page 2 of this document.
Description of Activity	The NPSM Extended Transition program is based around flexible, non-clinical psychosocial supports which focus on capacity building from an early intervention perspective alongside supporting people to apply for the NDIS. As such the activities provided as part of this measure will vary depending on the community and individual need. Commonwealth community mental health providers who were engaged by the Commonwealth during 18/19 to deliver PHaMS, PIR or D2DL will continue to be commissioned to: <ul style="list-style-type: none"> Provide support and assistance to gather evidence to support the NDIS Access Request Forms including the completion of Functional Capacity Assessment forms such as LSP-16 and WHODAS

	<ul style="list-style-type: none"> Continue psychosocial supports as directed in the person's individual recovery support plan to ensure they maintain their health and wellbeing through the NDIS application process <p>If gaps are identified by the above methods, Adelaide PHN will work closely with commissioned services to revise service delivery and share resources and knowledge around transition, access and eligibility, and planning as identified by key stakeholders from throughout the community, membership and external service providers.</p> <p>Possible outcomes:</p> <ul style="list-style-type: none"> Individuals will be linked to ongoing community-based services, including clinical services where appropriate, according to their individual support needs, in the timeframes indicated in the individual support plan. Service providers will continue to record their clients and NDIS outcomes in the Flinders University TRIS Reporting System. Individuals will be supported to transition to NDIS or to Continuity of Supports as soon as possible
Target population cohort	<p>People with severe and complex mental health conditions, living in the Adelaide metropolitan region, have:</p> <ul style="list-style-type: none"> A) not yet received an eligibility outcome from the NDIA; or B) not yet completed their individual support planning process.
Indigenous specific	<p>Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?</p> <p>No</p> <p>If yes, briefly describe how this activity will engage with the Indigenous sector.</p>
Coverage	<p>Please indicate if this activity covers the entire PHN region or list specific SA3 in PHN region (see attached jpeg in email for reference)</p> <p>Entire Adelaide PHN region</p>
Consultation	<p>As a key part of this activity is around gaining access to the NDIS for those who are eligible or being supported through the Continuity of Supports (COS) program if not NDIS eligible, formal pathways for consultation and collaboration will be developed with the Local Area Coordinators and the NDIA where applicable.</p> <p>Consultation will continue to be conducted with the Flinders University Transition Project who have been supporting the CSP's to produce high quality NDIS Access Request applications and to troubleshoot difficult applications.</p>
Collaboration	<p>The Adelaide PHN will collaborate with commissioned services, relevant peak bodies, stakeholders and State and Commonwealth agencies for this activity. This will include State Community Mental Health services and other relevant Local Health Network services including acute mental health services. Established referral pathways with these stakeholders will ensure quality supports for people who are gradually reducing mental health supports as</p>

	<p>part of their recovery journey, or who require supports following discharge from hospital.</p> <p>The Adelaide PHN will work with commissioned services and Adelaide PHN Practice Facilitators to target General Practice, Allied Health Professionals and other potential referrers, to ensure that they are aware of the eligibility criteria and services available for people with severe and complex mental health conditions. Collaboration with these groups will ensure that people are referred to the right services at the right time in their recovery journey.</p> <p>The Adelaide PHN is partnering with GlobalHealth (software developer) to collect and measure of Patient Reported Outcome/Experience Measures (PREMS/PROMS), Primary Mental Health Care MDS data collection and parallel support tools/resources</p>
Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</p> <p>Activity start date: 1/07/2019 Activity end date: 30/06/2021</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p>Service delivery start date: July 2019 Service delivery end date: June 2021</p> <p>Any other relevant milestones?</p>
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known <input checked="" type="checkbox"/> Continuing service provider / contract extension– <i>Current organisations who were engaged by the Adelaide PHN for the period of the NPSM Extended Transition program will continue to support their remaining clients.</i> <input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? Yes</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>

Decommissioning	<p>1a. Does this activity include any decommissioning of services? No</p> <p>1b. If yes, provide a description of the proposed decommissioning process and any potential implications.</p>
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3. (a) Planned activities for 2019-20

– Continuity of Support (COS) Funding

NPS7. Responsive and appropriate psychosocial support services for people with severe and complex mental health conditions who have been found ineligible for the NDIS

Proposed Activities – NPS7 (COS Funding)	
ACTIVITY TITLE	NPS7. Commissioning of responsive and appropriate psychosocial support services for people with severe and complex mental health conditions who have been found ineligible for the NDIS
Existing, Modified, or New Activity	<p>Indicate if this is an existing activity, modified activity, or a new activity.</p> <p>Modified Activity</p> <p><i>Previously reference as NPS10</i></p>
Aim of Activity	<p>The aim of this activity is to ensure that quality psychosocial support services are delivered to participants of Commonwealth community mental health programs i.e. PIR, PHaMS and D2DL who have been found ineligible for the NDIS.</p> <p>The commissioned service providers will be required to ensure that:</p> <p>A) Participants receive an appropriate level of psychosocial support to maintain their wellbeing via group-based skills building activities; and</p> <p>B) Participants have access to 1:1 supports in times of increased need.</p> <p>This aim specifically addresses priorities NPS1 and NPS2 as identified in the needs assessment priorities table on page 2 of this document.</p>
Description of Activity	<p>The Continuity of Supports program is based around non-clinical psychosocial supports which focus on capacity building from an early intervention perspective. Funded services will provide group psychosocial support activities and targeted individual support at times of increased need. The supports will be delivered by existing Commonwealth Community Mental Health service providers.</p> <p>Providers will be commissioned to:</p> <ul style="list-style-type: none"> • provide continuity of support program activities i.e. psychosocial supports to participants with a letter of ineligibility for the NDIS • Develop linkages and formal referral pathways with specialist Aged Care providers for the Continuity of Support participants who are over 65 years of age • Work closely with the providers of the NPSM program to ensure people receive appropriate psychosocial supports. <p>Within this activity Adelaide PHN will leverage Information and Communication Technology (ICT) resources including the MasterCare database to provide commissioned providers with quality and timely information on service gaps and areas where delays in transition are being experienced or common issues. This will include the monitoring of waiting lists and the interrogation of referral pathways.</p>

	If gaps are identified utilising the above methods, Adelaide PHN will work closely with commissioned services to revise service delivery and share resources and knowledge around transition, access and eligibility, and planning as identified by key stakeholders from throughout the community, membership and external service providers.
Target population cohort	People with severe and complex mental health conditions, living in the Adelaide metropolitan region, who are not eligible for assistance through the NDIS and who were active participants of a Commonwealth Community Mental Health program i.e. PIR, PHaMS or D2DL as at 30 June 2019. This includes people who were ineligible for the NDIS due to their age.
Indigenous specific	<p>Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?</p> <p>No</p> <p>If yes, briefly describe how this activity will engage with the Indigenous sector.</p>
Coverage	<p>Please indicate if this activity covers the entire PHN region or list specific SA3 in PHN region (see attached jpeg in email for reference)</p> <p>Entire Adelaide PHN region</p>
Consultation	<p>As a key part of this activity is around gaining access to the NDIS for those who are eligible or transitioning to the Continuity of Supports (COS) program if not NDIS eligible, formal pathways for consultation and collaboration will be developed with the Local Area Coordinators and the NDIA where applicable. Participants and staff will be encouraged to engage with their relevant Local Area Coordinator for specific knowledge around the NDIS.</p> <p>Some of the Continuity of Support participants will be ineligible for the NDIS due to their age. Consultation regarding specific supports designed for older people with Mental Health conditions will occur with My Aged Care, Mental Health Services for Older People, Local Government and specialist Aged Care providers.</p>
Collaboration	<p>The Adelaide PHN will work with commissioned services and Adelaide PHN Practice Facilitators to target General Practice, Allied Health Professionals and other potential referrers, to ensure that they are aware of the eligibility criteria and services available for people with severe and complex mental health conditions. Collaboration with these groups will ensure that people are referred to the right services at the right time in their recovery journey.</p> <p>The Adelaide PHN is partnering with GlobalHealth (software developer) to collect and measure of Patient Reported Outcome/Experience Measures (PREMS/PROMS), Primary Mental Health Care MDS data collection and parallel support tools/resources.</p> <p>Adelaide PHN will investigate options for collaborations with existing providers of GP, Allied Health and Nurse education to ensure these</p>

	professionals have the skills needed to support people with psychosocial support needs complete their NDIS access and request forms.
Activity milestone details/ Duration	<p>Provide the anticipated activity start and completion dates (including the planning and procurement cycle):</p> <p>Activity start date: 1/07/2019</p> <p>Activity end date: 30/06/2022</p> <p>If applicable, provide anticipated service delivery start and completion dates (excluding the planning and procurement cycle):</p> <p>Service delivery start date: July 2019</p> <p>Service delivery end date: June 2022</p> <p>Any other relevant milestones?</p>
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input checked="" type="checkbox"/> Open tender</p> <p><i>Current organisations who were engaged by the Department of Health to deliver either PIR, PHaMS or D2DL were engaged to provide services during the 19/20 FY by Adelaide PHN for the period of the NPSM Extended Transition program. The Continuity of Support Program was co-designed with providers over the financial year and is scheduled for open tender to commission the ongoing service provider starting late March 2020 (note this timeframe is slightly delayed by responses to COVID-19. Current providers will continue to be commissioned until the delay has been resolved.)</i></p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed?</p> <p>Yes</p> <p><i>Activities delivered under the Continuity of Supports program will be co-designed with existing providers. Each commissioned organisation has individual expertise in certain subjects eg Support of Aboriginal or Torres Strait Islander people or Homelessness and this expertise will be harnessed to upskill other staff. While there will be elements of the extended transition program which are aligned to the Commonwealth Community Mental Health Programs, elements will need to change due to the transition activities.</i></p> <p>2b. Is this activity this result of a previous co-design process?</p> <p>No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements?</p>

	<p>No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned?</p> <p>No</p>
Decommissioning	<p>1a. Does this activity include any decommissioning of services?</p> <p>Yes</p> <p>1b. If yes, provide a description of the proposed decommissioning process and any potential implications.</p> <p>Providers have been given end of contract dates of 30th June 2020. They have all been notified of our intention to undergo a Tender process. All staff will be given adequate notice of the transition to the new provider and supported to transition their COS clients. Adelaide PHN will continue to support the new provider with their service design and transition plans. This includes extending this timeframe due to the delays caused by COVID19</p>