Adelaide - Commonwealth Psychosocial Support 2025/26 - 2028/29 Activity Summary View

PAE - 202106 - A202106 - Psychosocial Access Enablers

Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

202106

Activity Title *

A202106 - Psychosocial Access Enablers

Existing, Modified or New Activity *

Modified

Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Provide additional support to consumers who are accessing Psychosocial support

Aim of Activity *

Enabler 1: The Service Navigation Measure (SNM) is accessible to consumers on the proviso they are currently registered with and receiving services from the Adelaide PHN Wellness Connect Commonwealth Psychosocial Support Programs. Aims to:

• Improve integration of local health and auxiliary services and enhance accessibility for people with chronic and complex mental health illness and associated psychosocial disorders.
• Support consumers across four key domains, as identified by the Commonwealth: Housing, Employment, Finance and Education. SNM staff provide 'enhanced' assistance to consumers requiring support and provide referral pathways to other stakeholders.

Enabler 2: NDIS Testing Support aims to support consumers to test and or re-test their NDIS eligibility. The activity assists with gathering and collating evidence to support an individual's application. This enhanced support will address recognised support gaps and reduce the number of unsuccessful NDIS applications.

Enabler 3: Functional Assessment Support is designed to implement the Recovery Assessment Scale – Domains and Stages (RAS-DS). It aims to:
• Assist consumers take a central role in understanding their own personal recovery progress, make recovery plans and track their own recovery journey.
• Assist mental health workers to work more collaboratively with consumers, enabling recovery planning to be based on the consumer's own reporting via the RAS-DS tool and workbooks and to support the individual appropriately.
• To assist the CSP track recovery outcomes across the program.

Enabler 4: Lived Experience Telephone Support Service (LETSS) aims to provide a peer led telephone and online chat service where people experiencing mental health conditions and their families/carers residing in the Adelaide metropolitan region can receive real-time information, navigation and support during after-hours (5.00 – 11.30pm) that:
a. is timely and appropriate to their needs
b. is focused on engagement and empathetic consumer experience (non-clinical)
c. supports de-escalation of mental health distress
d. potentially diverts a preventable presentation at an emergency department
e. assists with access to in-hours mental health services and related services and supports.

Description of Activity *

The Wellness Connect CPSP Enablers activity includes the SNM, NDIS Testing Support, Functional Assessment and the LETSS.

Enabler 1 SNM: Suitably qualified staff including a Peer Support Worker provide support to consumers, family members and carers, to access one or more of the identified four Domains. Access to the SNM team is flexible including digital, phone and face to face options. Workers and consumers have mutual accountability and follow up and use the RAS-DS tool to identify goals. Memoranda of Understanding (MOUs) are developed with stakeholder organisations who specialise in delivering the identified domains, and include efficient referral pathways for consumers, data collection including the number of consumers referred, and the type and number of domains that consumers access.

Enabler 2 NDIS Testing Support: Dedicated NDIS testing support workers provide one on one individual assistance to consumers wishing to test or retest for the NDIS. They support applicants in gathering appropriate documentation, engaging with NDIA LAC and other appropriate health professionals who will contribute to the consumers' NDIS application. Adelaide PHN supports the CSP, via bi-monthly meetings with the NDIA in SA, to ensure any barriers and or issues with NDIS applications can be resolved promptly.

Enabler 3 Functional Assessment Support: The CSP will continue to embed the RAS-DS as the primary functional assessment tool across the program and will provide ongoing training to staff including strategies to encourage consumers to use the RAS-DS tool and accompanying workbooks.

Enabler 4 LETSS: Delivered as a one-to-one, non-clinical telephone and online chat service optimising the mental health lived experience of peer support workers. Provides a lived experience, real-time telephone helpline as a support and potential signposting (or referral) service including, advice, guidance, navigation, emotional mental health support and information to individuals experiencing mental health issues, as well as their family, friends, and carers. All staff delivering the service have a lived experience of mental illness whether personal, or as a carer, with additional training and qualifications in mental health or lived experience. This service provides a seven days per week after-hours only service (between 5.00pm to 11.30pm). It has key links with current services offered by Non-Government Organisations, State and Commonwealth funded services during normal business hours and promotes linkages to psychosocial support services and enablers where appropriate (e.g., for follow-up, referrals).

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2025/26 - 2027/28

Priorities

Priority	Page reference
Responsive and appropriate early intervention psychosocial support services meet the needs of people with severe mental health conditions (6-6)	135
People experiencing severe mental health conditions have access to appropriate supports, services and coordinated care (6-5)	134

Activity Demographics

Target Population Cohort

People living in Adelaide PHN region, age 18- 66, with severe mental illness who are not eligible for assistance through the NDIS, and who are not receiving psychosocial support services from State or Territory funded programs

LETSS supports any individual across metropolitan Adelaide who may be feeling socially isolated, seeking information about mental health or services, or simply needing someone to talk to. An eligible individual may be a person with a mental health presentation, or their family, friend, carer or significant other.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Adelaide PHN contractually requires the funded commissioned service provider to co-design the SNM project with consumers and other stakeholders.

LETSS is a fully consumer, carer and stakeholder co-designed service initiative that included NGO's, Local Health Networks (LHNs), the Mental Health Coalition of SA and consumers and carers. Eighty percent of the final design was made by consumers and carers.

Collaboration

LGAs, other NGOs, Service users (consumers)

Activity Milestone Details/Duration

Activity Start Date

29/06/2022

Activity End Date

29/06/2027

Service Delivery Start Date

01/12/2021

Service Delivery End Date

30/06/2027

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?

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

Co-design or co-commissioning comments

PSD - 202105 - A202105 - Psychosocial Service Delivery

Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PSD

Activity Number *

202105

Activity Title *

A202105 - Psychosocial Service Delivery

Existing, Modified or New Activity *

Modified

Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Psychosocial support for severe and complex mental health conditions

Aim of Activity *

The Psychosocial Service Delivery (PSD) program also known as the Wellness Connect CPSP targets individuals who are living with severe mental health conditions and experience an associated reduction in their functional capacity. It supports eligible people residing in the Adelaide Primary Health Network (PHN) region who are not eligible for the National Disability Insurance Scheme (NDIS) or accessing state and territory funded psychosocial support services, to receive appropriate intake assessment, and triage to either one on one support, one on one support (with additional support to test for NDIS eligibility) or group activity-based support program.

Each program stream strives to deliver person centred services and supports based on individual identified needs, assist recovery and if appropriate support eligible people to test their eligibility for the NDIS. The Group Work program is designed for consumers who have been individually assessed for 'group' activities. The Wellness Connect CPSP further aims to support consumers meet identified goals, improve their health and social functioning, improve their mental health and wellbeing and to experience a seamless transition to other services and supports.

The Commissioned Service Provider (CSP) delivering the Program works with a consortium of four other South Australian mental health care providers, with expertise in supporting identified vulnerable communities, including Aboriginal Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD), LGBTIQA+ people and communities. The Program is delivered across the Northern, Southern, and Western regions of Adelaide. These regions have been identified as areas of greatest need, by the

Adelaide PHN Needs Assessment.

Description of Activity *

Adelaide PHN has commissioned the service provider to support consumers (aged 18-66 years) experiencing severe and complex psychosocial unwellness to access the Wellness Connect.

The program's service delivery model includes:
• Referral Pathways to the program: GP, Social Worker, Psychologist, Self-Referral, Family/ or Carer and or referred by other Adelaide PHN CSPs
• Intake and Assessment of persons seeking access to the program. All consumers are offered the Service Navigation Measure Support (SNM) (please refer to Activity PAE A202106 – Psychosocial Access Enablers for more detail). The Intake Assessment and Referral Decision Support Tool (IAR-DST) is used to conduct initial assessment and referrals into the program.

The program comprises three streams:

Stream 1: CPSP One-on-One Support – community based (including home based) and centre-based supports and services. Includes helping consumers to build skills to e.g., manage their mental illness and day to day activities, including fiscal management; find and look after a home; strategies to overcome social anxiety and increase social skills and relationships. Program duration 1–6-months. Consumers requiring additional support will be triaged to the "groups activity program" (refer below).
Stream 2: CPSP NDIS Testing & One-on-One Support - Consumers are offered home based support and additional one on one support to test their NDIS eligibility. Consumers who fail to qualify for the NDIS will be offered the opportunity to re-test for the NDIS. Program duration is 1-6 months.
Stream 3: CPSP Group Activities - The stream's objective is to ensure participants are supported to address their emotional and mental wellbeing, physical health, and social and daily living needs. Participants are encouraged to use their strengths and skills to build their capacity to live an independent lifestyle. Relevant cultural understanding shapes the provision of support services to help Aboriginal and Torres Strait Islander people's health, wellbeing, and recovery. The Group Activities are sensitive to the needs of the LGBTIQA+ community and the CALD community. The group activities program duration is up to 12 months.

The program conducts a K10+ or K5 at intake, review and at treatment conclusion for each participant in each of the three streams. The RAS-DS tool continues to be offered to all consumers and CSP staff will receive ongoing training and support on using the tool.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2025/26 - 2027/28

Priorities

Priority	Page reference
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Activity Demographics

Target Population Cohort

People living in the Adelaide PHN region, aged 18- 66, with severe mental illness who are not eligible for assistance through the NDIS, and who are not receiving psychosocial support services from State or Territory funded programs

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Adelaide PHN requires the CSP to implement a co-design working group, including service users to ensure the program is meeting the needs of its consumers.

Adelaide PHN undertakes regular consultation with CPSP Empower, the NDIA, SANE Australia and commissioned Primary Mental Health Care and AOD providers to share information, updates and to explore opportunities for service integration.
In 2026-2027, Adelaide PHN will continue to engage in consultations with the Nous Group as part of its contribution to the ongoing National Evaluation of the CPSP.

Collaboration

Adelaide PHN works collaboratively with:

• SA Health and the Office of the Chief Psychiatrist, to develop a pathway for consumers to be transitioned to State funded programs, should they be found ineligible for the NDIS after testing and re-testing.
• SANE Australia to support people awaiting allocation to the Wellness Connect program.

In addition, Adelaide PHN and SA Health will continue to align functional assessment tools including the use of K10+, K5 and the RAS-DS to allow for increased integration and transfer of consumers between services.

Adelaide PHN and the CSP work collaboratively with LGAs to create referral access pathways for consumers when they exit the CPSP 'groups' program to enable consumer integration into their local community.

Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2027

Service Delivery Start Date

01/07/2021

Service Delivery End Date

30/06/2027

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

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Co-design or co-commissioning comments