

Adelaide - Commonwealth Psychosocial Support 2020/21 - 2024/25 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 *

New Activity



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 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 make the system more accessible for people with chronic and complex mental health illness and associated psychosocial disorders. Designed to activate system and process change to empower staff across the CSP to embed navigation support into everyday practice.
- 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.

with the goal of supporting a consumer's recovery journey.

Enabler 2: NDIS Testing Support aims to increase CSP capacity to support consumers to test and or re-test their NDIS eligibility. The activity will assist with gathering and collating evidence to support an individual's application, a gap that has been identified by health professionals and consumers experiencing severe psychosocial disability. 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) (as recommended by the Commonwealth) to Commonwealth Psychosocial Support Programs. It aims to:

- Assist consumers to take a central role in understanding their own personal recovery progress, make recovery plans and track their own recovery journey over time
- 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 for the worker to support the individual on what matters to them.
- To assist the CSP to track recovery outcomes across the program.

Enabler 4: 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 in the social after-hours period (5 – 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 preventable presentation at an emergency department
- e. assists with access to in-hours mental health services and related services and supports as required.

Description of Activity *

Previously referenced as NPSM 1, NPSM 2 and NPSM 7 in the 2020-21 AWP.

The Wellness Connect CPSP Enablers project includes the Service Navigation Measure (SNM), NDIS Testing Support, Functional Assessment and the Lived Experience Telephone Support Service (LETSS) (previously referenced in the After-Hours Primary Health Care AWP) components.

Enabler 1 SNM: The CSP will employ suitably qualified staff including one Peer Support Worker to support Consumers, Family members and Carers, access one or more of the identified four Domains. The program will build upon the codesign activity undertaken with consumers in the 2021-22. Access to the SNM team will be flexible for consumers to access the service, with digital, phone and face to face options all available. The workers and consumers will have mutual accountability and follow up: action steps developed by the consumer and SNM worker, with both using the RAS DS tool to identify goals. The consumer and Service Navigator will hold each other accountable for following through agreed actions, and a final check-in will occur after the consumer exits the service. Achievements and successes will be celebrated. The CSP will create Memoranda of Understanding (MOUs) with stakeholder organisations who specialise in service delivery of the identified domains, and to develop efficient referral pathways for consumers, collect data that demonstrates the number of consumers referred, and the type and number of domains that consumers access. The CSP will participate in the SNM evaluation conducted by the Transition Support Project at Flinders University.

Enabler 2 NDIS Testing Support: Dedicated NDIS testing support workers will provide one on one individual assistance to consumers wishing to test or retest for the NDIS. The worker will support applicants in gathering appropriate documentation, assist the consumer to engage with NDIA LAC and other appropriate health professionals, who will contribute to the consumers' NDIS application and support the consumer through to the conclusion of the application. Adelaide PHN will support the CSP, through monthly meetings with Mr. Aaron Byrne, Assistant Director Co-design, and Engagement for the NDIA in SA, to ensure any barriers and or issues with NDIS applications can be resolved promptly and in a timely manner. In addition, Associate Professor Tania Shelby-Jones, Transition Support Project, Manager, has agreed to review complex NDIS applications prior to submission.

Enabler 3 Functional Assessment Support: The CSP will embed the Recovery Assessment Scale – Domain and Stages (RAS-DS) across the program and will provide ongoing training to staff including strategies to encourage consumers to use the RAS DS tool and accompanying workbooks. Adelaide PHN has mandated that the tool be used for all consumers accessing the CPS program. A

RAS DS template has been created on Master Care to enable workers to support consumers to complete the tool and track recovery outcomes.

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, enabling callers to feel understood and respected by the support, honesty and authentic lived experience of the worker. 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 will have a lived experience of mental illness whether personal, or as someone who cares for a family member or friend, with additional training and qualifications in the field of mental health or lived experience. This service will provide a seven days per week after-hours only service (public operating hours of 5pm to 11.30pm) but have key links with current services offered by Non-Governmental Organisations, State and commonwealth funded services during normal business hours particularly promoting linkages where appropriate to CPS services and enablers where appropriate (e.g., for follow-up, referrals).

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

| Priority | Page reference |
|--|----------------|
| People experiencing severe mental health conditions have access to appropriate supports, services and coordinated care | 75 |
| Responsive and appropriate psychosocial support services that meets the needs of people with severe mental health conditions | 76 |



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

The LETSS will support any individual across the metropolitan Adelaide community 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 require the funded Commissioned Service Provider to co-design the SNM project with consumers and other stakeholders.

The LETSS has been 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

30/06/2022

Activity End Date

29/06/2023

Service Delivery Start Date

01/12/2021

Service Delivery End Date

30/06/2023

Other Relevant Milestones

Deed of Variation in October 2021 and subject to consolidation of Commonwealth Psychosocial Support funding schedules into one schedule. Transition from National Psychosocial Support to Commonwealth Psychosocial Support in 2021-22.



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

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 *

New Activity



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 NPSP targets individuals who are living with severe mental health conditions and experience an associated reduction in their functional capacity. Its objective is to support 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 triaged to the group activity -based support program.

Each program stream of the Activity strives to deliver person centred services and supports based on their individual identified needs and to assist with their recovery and if appropriate support eligible people to test their eligibility for the NDIS. The Group Work activities program is designed for consumers who have been individually assessed for 'group' activities. The Wellness Connect NPSP further aims to support consumers to 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 five 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), LGBTIQ+ 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. Each of the Wellness Connect CPSP program streams are designed to be responsive and appropriate for the individual's need and focus on working collaboratively with the consumer and other stakeholders.

Description of Activity *

This activity was previously referenced as NPSM 1, NPSM 2, NPSM 4 & NPST 6 in the 2020-21 AWP).

Adelaide has commissioned the service provider to support consumers (aged 18-66 years) experiencing severe and complex psychosocial unwellness to access the Commonwealth Psychosocial Support Programs.

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 Commissioned Service Providers
- Intake and Assessment of persons seeking access to the CPSP (Commonwealth Psychosocial Support Programs). Senior Practice Leads conduct intake assessment including, a telephone interview, to determine the level of psychosocial functioning and the completion of a K10+ or K5. Pending the level of need and in consultation with the Consumer they are triaged into one of the following CPSP streams (see below). All consumers are offered Service Navigation Measure Support (SNM) (please refer to Activity CPS 7 – Psychosocial Access Enablers (PAE) for more detail.

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 manage their mental illness; build capacity in managing day to day activities, including fiscal management; finding and looking after a home; developing strategies to overcome social anxiety and increase social skills and friendship networks; build relationships with family. Program duration 1–6-months. Consumers requiring additional support. will be triaged to the “groups activity program” (refer below). If the consumer has achieved their goal (s) they exit the program.

Stream 2: CPSP NDIS Testing & One-on-One Support - Consumers entering this stream have severe and complex psychosocial disability, and other comorbidities that demonstrate a higher need of support. These individuals 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. Consumers are helped to build their skills to manage their mental illness, managing day to day activities, including finances, finding and looking after a home, developing strategies to overcome social anxiety and increase their social skills and friendship networks, and building relationships with family.

Stream 3: CPSP Group Activities (formerly COS) - As per the Department of Health Directive, this program will cease to be a 'closed' program on 30 June 2022, and from 1 July 2022 will be fully integrated. Anyone experiencing psychosocial disability and deemed group ready can access the group activities program. Its 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 through improved confidence, self-reliance, and community participation. Individuals are provided with flexible and responsive support at times of increased need. 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 LGBTIQ community and the CALD community. Key outcomes for the groups program aim to ensure informed participant choice and integrated holistic care between and across services. The program is 6-12-months in duration. All consumers accessing the Groups program will participate in an ongoing review of the service model and a cohort of consumers will participate in the program design, with PREMS offered to each participant

Adelaide PHN has contractual requirements with the CSP for each participant in each of the three streams to undertake K10+ or K5 at intake, review and at treatment conclusion prior to the consumer exiting the program. Effective 1 July 2022 the RAS DS tool will be offered to all consumers and CSP staff are receiving training on how to use the tool. Adelaide PHN is part of a RAS DS evaluation group, led by Professor Tania Shelby-James.

Needs Assessment Priorities *

Needs Assessment

Priorities

| Priority | Page reference |
|--|----------------|
| People experiencing severe mental health conditions have access to appropriate supports, services and coordinated care | 75 |
| Responsive and appropriate psychosocial support services that meets the needs of people with severe mental health conditions | 76 |



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

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 contractually to implement a co-design working group, including service users to ensure the program is meeting the needs of the consumer

Collaboration

Adelaide PHN is working 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. In addition, Adelaide PHN and SA Health are looking to align functional assessment tools to include the State using K10+, K5s and the RAS DS. This would allow for increased integration and opportunities to transfer consumers between services if appropriate.

Adelaide PHN and the CSP are working 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

01/07/2021

Activity End Date

30/06/2023

Service Delivery Start Date

01/07/2021

Service Delivery End Date

30/6/2023

Other Relevant Milestones

Deed of Variation in October 2021 and subject to consolidation of Commonwealth Psychosocial Support funding schedules into one schedule. Transition from National Psychosocial Support to Commonwealth Psychosocial Support in 2021-22.



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments





CPS - 3000 - NPSM3. Capacity Building for the Health Workforce



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

CPS

Activity Number *

3000

Activity Title *

NPSM3. Capacity Building for the Health Workforce

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Raising Psychosocial program awareness and referral pathways to primary health care providers

Aim of Activity *

The aim of this activity is to ensure capacity building amongst Primary Healthcare providers, ensure they understand the benefits of psychosocial support programs for patients, referral pathways and increase number of consumers accessing the program.

Description of Activity *

The Commonwealth Psychosocial Support CSP, to work with AMP Heat to develop information training packages, including use of peer vignettes to demonstrate the benefits of psychosocial support programs.

Peer workers are an integral part of service delivery for the CPS programs. 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 when participating in external workforce development, appropriate supports will be in place to support peer workers, including access to supervision and peer group sessions.

Adelaide PHN 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 Adelaide PHN commissioned services in Primary Mental Health Care and LHN staff regarding the psychosocial support programs.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2019/20-2021/22

Priorities

| Priority | Page reference |
|---|----------------|
| PSM3. Increase awareness and promotion of psychosocial support services for people with severe mental health conditions and their carers. | PSM3 |



Activity Demographics

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.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

NA

Coverage

Whole Region

Yes

| SA3 Name | SA3 Code |
|--------------------------------|----------|
| Campbelltown (SA) | 40104 |
| Mitcham | 40303 |
| Tea Tree Gully | 40205 |
| Norwood - Payneham - St Peters | 40105 |
| Charles Sturt | 40401 |
| Burnside | 40103 |
| Prospect - Walkerville | 40106 |
| Port Adelaide - West | 40402 |
| Marion | 40302 |
| Port Adelaide - East | 40203 |
| Unley | 40107 |
| Onkaparinga | 40304 |
| West Torrens | 40403 |
| Playford | 40202 |
| Adelaide City | 40101 |
| Salisbury | 40204 |
| Holdfast Bay | 40301 |



Activity Consultation and Collaboration

Consultation

Adelaide PHN will maintain our relationship with the Mental Health Coalition of South Australia regarding the Lived Experience Workforce Project.

Advice and best practice service delivery will be guided by the work of MHLEEN, and Adelaide PHN's attendance at the MHLEEN network.

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 (AMP Heat), 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.

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 CPS program meet the identified client need.

Collaboration

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.



Activity Milestone Details/Duration

Activity Start Date

01/07/2020

Activity End Date

30/06/2023

Service Delivery Start Date

January 2022

Service Delivery End Date

June 2023

Other Relevant Milestones

Extended due to rollover from previous financial year. Transition from National Psychosocial to Commonwealth Psychosocial in 2021-22.



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

Committed funds.





CPS - 202107 - A202107 - Service Navigation Measure



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

CPS

Activity Number *

202107

Activity Title *

A202107 - Service Navigation Measure

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

Psychosocial: information and service navigation

Aim of Activity *

The Service Navigator will provide people with severe mental illness, together with their family and carers, with information and referral to appropriate services that are locally available. The role may also help with identifying service gaps and identifying innovative solutions to barriers to services access.

Description of Activity *

Adelaide PHN has contracted the CSP who manages existing Commonwealth psychosocial support contracts. They will work with staff to development MOUs with key stakeholders, who work across the 4 domains identified. The SNM will be a codesigned project engaging consumers, carers, peer support workers and staff to ensure the program supports and meets the needs of the consumers. Clients will be assessed at intake into the Commonwealth Psychosocial Support program and offered a dedicated SNM officer to support with identified Domains: Employment, Education, Housing, and finance. Consumers can also access the SNM program at a later point in their recovery journey. The SNM, program will employ a lived experience work, as well as community rehabilitation and support worker, whose role is to drive systems change and embed service navigation support across all streams of the Commonwealth psychosocial support program.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

| Priority | Page reference |
|--|----------------|
| People experiencing severe mental health conditions have access to appropriate supports, services and coordinated care | 75 |
| Responsive and appropriate psychosocial support services that meets the needs of people with severe mental health conditions | 76 |



Activity Demographics

Target Population Cohort

People with severe and complex mental health conditions, living in the Adelaide metropolitan region, who have:

- A) not yet completed their access and eligibility testing not eligible for assistance through the NDIA; or,
- B) who have not yet received an eligibility outcome from the NDIA; or
- C) who have not yet completed their individual support planning process

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

As a key part of this activity is around gaining access to the Service navigation program (SNM) the CSP has engaged extensively with service users

Collaboration

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 part of their recovery journey, or who require supports following discharge from hospital.

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.

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.



Activity Milestone Details/Duration

Activity Start Date

01/10/2021

Activity End Date

30/06/2022

Service Delivery Start Date

Service Delivery End Date

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: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



CoS - 7000 - NPS7 - Commissioning of responsive and appropriate psychosocial support ineligible for NDIS



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

CoS

Activity Number *

7000

Activity Title *

NPS7 - Commissioning of responsive and appropriate psychosocial support ineligible for NDIS

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Supporting individuals deemed ineligible for the NDIS with the aim of supporting consumer recovery.

Aim of Activity *

The aim of this activity is to ensure that quality psychosocial support services are delivered to participants of Commonwealth community mental health programs, who have been found ineligible for the NDIS.

The commissioned service providers will be required to ensure that:

- A) Participants receive an appropriate level of psychosocial support to maintain their wellbeing via group-based skills building activities; and
- B) Participants have access to 1:1 supports in times of increased need.
- C) Increase personal capacity, develop independent living skills, confidence, and self-reliance.
- (D) increase social participation.
- (E) streamline access to appropriate services; and
- (F) provide flexible and responsive support at times of increased need.
- (G) provide one on one support for those individuals wanting to re-test their NDIS eligibility.

Description of Activity *

The Continuity of Supports (COS) 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.

Providers will be commissioned to:

- Provide continuity of support program activities i.e., codesigned workshops that build resilience and capacity of the consumer, the program is trauma informed, recovery orientated, services delivered in a culturally appropriate manner, flexible and response to consumer needs, employ Lived Experience staff and services are strength based.
- Develop linkages and formal referral pathways with specialist Aged Care providers for the Continuity of Support participants who are over 65 years of age
- Re-test a person's eligibility for the NDIS if the individual wishes to reapply

Project objectives:

Ensure people with severe mental illness and associated reduction in psychosocial functional capacity, not eligible for the NDIS, are able to access a range of psychosocial supports when they need them; (b) Reduce the avoidable need for more intense and acute health services by ensuring that clinical and non-clinical supports are working together to maintain participant wellbeing; and (c) Enhance appropriate / optimal links and referrals to the primary health system through timely proactive supports

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.

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.

Needs Assessment Priorities *

Needs Assessment

Adelaide PHN Needs Assessment 2019/20-2021/22

Priorities

| Priority | Page reference |
|---|----------------|
| PSM3. Increase awareness and promotion of psychosocial support services for people with severe mental health conditions and their carers. | PSM3 |



Activity Demographics

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. This includes people who were ineligible for the NDIS due to their age.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

NA

Coverage

Whole Region

Yes

| SA3 Name | SA3 Code |
|--------------------------------|----------|
| Campbelltown (SA) | 40104 |
| Mitcham | 40303 |
| Tea Tree Gully | 40205 |
| Norwood - Payneham - St Peters | 40105 |
| Charles Sturt | 40401 |
| Burnside | 40103 |
| Prospect - Walkerville | 40106 |
| Port Adelaide - West | 40402 |
| Marion | 40302 |
| Port Adelaide - East | 40203 |
| Unley | 40107 |
| Onkaparinga | 40304 |
| West Torrens | 40403 |
| Playford | 40202 |
| Adelaide City | 40101 |
| Salisbury | 40204 |
| Holdfast Bay | 40301 |



Activity Consultation and Collaboration

Consultation

As a key part of this activity is around gaining access to the NDIS for those who are eligible or transitioning to the 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.

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

Collaboration

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.

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.

Adelaide PHN will investigate options for collaborations with existing providers of GP, Allied Health and Nurse education to ensure these professionals have the skills needed to support people with psychosocial support needs complete their NDIS access and request forms.



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2022

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2022

Other Relevant Milestones

Current funding to 30 June 2022 through Deed of Variation and subject to consolidation of Commonwealth Psychosocial Support funding schedules into one schedule. Transition from National Psychosocial to Commonwealth Psychosocial in 2021-22.



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

N/A
