



Australian Government

Department of Health



An Australian Government Initiative

Primary Health Networks
– *National Psychosocial Support measure*
2018-2019 Activity Work Plan

Adelaide Primary Health Network

The *National Psychosocial Support measure* Activity Work Plan is updated, on an annual basis.

This Activity Work Plan has been endorsed by the CEO.

Revised version submitted on 31 October 2018

Introduction

Overview

The key objectives of Primary Health Networks (PHN) are:

- increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes;
- improving coordination of care to ensure patients receive the right care in the right place at the right time.

The purpose of the **National Psychosocial Support (NPS) measure** is to provide psychosocial support services to assist people with severe mental illness resulting in reduced psychosocial functional capacity who are not more appropriately supported through the National Disability Insurance Scheme (NDIS). These services, in partnership with families and carers (as appropriate), will provide a range of non-clinical community based support to these individuals to achieve their recovery goals. The NPS measure is being implemented through purpose specific funding to [Primary Health Networks \(PHNs\)](#) to commission these new services.

The objectives of the measure are to:

- support people with severe mental illness and associated psychosocial functional impairment who are not more appropriately supported through the NDIS;
- improve access to psychosocial support services, mental health outcomes and equity in service availability for the target cohort (only relevant to PHNs based in Queensland);
- reduce the avoidable need for more intense and acute health services and enhance appropriate/optimal use of the health system.

These objectives will be achieved through:

- providing for a regional approach that would target psychosocial support services to individual needs, creating flexible, efficient service delivery. Service types may include individual and group support and rehabilitation and peer work.
- improving service coordination for individuals with severe mental illness and associated psychosocial functional impairment, while taking into account supports available across levels of governments, the community and relevant sectors.
- being consistent with the priorities and objectives of the Fifth National Mental Health and Suicide Prevention Plan.
- being focused on psychosocial support services with the aim of contributing to improvements over time in:
 - identification of, and provision of services and outcomes for, people with a severe mental illness and associated psychosocial functional impairment, including those with complex needs, who are not more appropriately funded through the NDIS;
 - more seamless, high quality and earlier psychosocial supports;
 - the efficiency and effectiveness of psychosocial support services across care settings.

As part of this measure, the Commonwealth has bilateral agreements with each jurisdiction regarding their continuing or enhanced investment in psychosocial services. The PHN commissioned services will need to be implemented in a flexible way to complement the State and Territory funded psychosocial support. Further, PHNs will need to consider the services that are currently provided locally by Local Health Networks, ensuring that the PHN commissioned services complement or enhance these existing services and consider how these services can meet the need of their region.

PHNs are required to outline planned activities, milestones and outcomes to provide the Australian Government with visibility as to the activities expected to be undertaken by PHNs. The Activity Work Plan must:

- detail the establishment and implementation phases of the NPS measure in your region.
- demonstrate to the Australian Government what the PHN is going to achieve and how the PHN plans to achieve this.

- be developed in consultation with State/Territory agencies, Non-Government Organisations, Local Health Networks, the Mental Health Commission, mental health consumers and carers and other stakeholders, as appropriate.

1. Planned activities funded under the Activity – *National Psychosocial Support measure*

PHNs must use the table below to outline the activities proposed to be undertaken in 2018-2019. These activities will be funded under the *National Psychosocial Support measure* under the Schedule – Psychosocial Support.

Proposed Activities – NPS1.1 Undertaking the Needs Assessment to determine the psychosocial support needs of the NPS measure cohort in the Adelaide PHN region	
Proposed Activities	Description
Activity Title	NPS1.1 Undertaking needs assessment to determine the psychosocial support needs of the NPS measure cohort in the Adelaide PHN region
Description of Activity	<p>The activity will aim to:</p> <ul style="list-style-type: none"> • Map current services and investigate health needs of the NPS measure cohort • Utilise quantitative and qualitative information to provide an overall triangulated analysis of the needs of the NPS measure cohort • Work very closely with State agencies to ensure that all collective and collaborative data is shared <p>The APHN is currently undertaking an audit of service provision, funding and sources along with a collection of barriers and challenges to services and service delivery in South Australia. The APHN will work closely with the South Australian Taskforce set up by the Commonwealth and State together with the LHN Community Mental Health Redesign teams to ensure a comprehensive analysis of the health and service needs are captured to ensure objectives of NPS measure are met through effective commissioning.</p> <p>The APHN will determine the best commissioning method as part of the Needs Assessment and have already commenced capacity building work with existing providers of psychosocial support and the community to ensure that appropriate assessment and easy to navigate referral pathways are in place.</p>
Measuring Outcomes/Data Collection and Storage	The APHN will be guided by the inclusion of NPS measure data collection determined by the Commonwealth and will add this to the Client Database (MasterCare). MasterCare can collect clinical and non-clinical support data. The Client Database will be expanded to include the National

	<p>Psychosocial Support measure and any commissioned programs. Contracted providers under this measure will be required to collect and upload the relevant data. In the establishment phase the APHN will collect audit data from the SA Taskforce, and the APHN additional community consultations as “benchmark” and/or comparative data. We envisage that the data audit being undertaken by the National Mental Health Commission will also provide a comparative/indicative data source.</p>
<p>Consultation/Collaboration/Communication</p>	<p>The APHN will play a lead role in the South Australian Taskforce set up by the Commonwealth Minister of Health, Greg Hunt and the SA Minister of Health, Stephen Wade. This taskforce is chaired by Professor John Brayley, Chief Psychiatrist SA and Geoff Harris, CEO of the Mental Health Coalition SA. Together with Adelaide and Country SA PHNs, all SA NGOs providing psychosocial support services are represented including key members of SA Health Strategy and Policy Branch, Officer of the Chief Psychiatrist, SA Department of Social Services, and Carer and Consumer representatives.</p> <p>The Taskforce is specifically focused on the NDIS transition and the psychosocial supports that are currently needed and that will be needed as the transition is finalised. The taskforce meets monthly and a smaller working group, made up of the Mental Health Coalition (SA), Carer rep, Consumer rep and three nominated NGO reps will meet weekly to review and collate the audit of services and specific barriers and challenges.</p> <p>The APHN will also consult with the community, representing both consumers and carers perspectives, in key targeted focus groups to collate the articulated needs of the community, focusing on current transition needs and services that will be required for the cohort who are not eligible for services through the NDIS, but whom have a severe (chronic/ongoing) mental health condition and require psychosocial, non-clinical supports.</p> <p>Communication of the needs assessment and consultation process will be provided by the APHN to all stakeholders, including SA Health, the SA Mental Health Commission and community.</p>
<p>Timeline</p>	<ul style="list-style-type: none"> • Planning with the Taskforce, SA Health and LHNs are under establishment and the findings will be incorporated into the needs assessment. • Focus group consultations with community/carer/consumer groups and with existing APHN membership groups will be held in late August/September and to provide additional information needs assessment process.

	<ul style="list-style-type: none"> • The needs assessment process is currently underway and will be completed by 31st October 2018 and as per Commonwealth instructions, incorporated into the Mental Health Needs Assessment Update for submission in November 2018.
Risk Management	<ul style="list-style-type: none"> • The audit undertaken by SA Taskforce may be incomplete <ul style="list-style-type: none"> ○ Mitigation – The APHN remaining the lead participant ensures NGOs provide sufficient detail. Additionally, given that the organisations are partners and stakeholders in the APHN membership structure it will encourage full participation in the audit and liaise with these organisations to ensure that all input is captured in the Needs Assessment • Governance and communication strategies for the Taskforce and other groups and structures utilised to input into the Needs Assessment does not achieve outcomes <ul style="list-style-type: none"> ○ Mitigation – APHN ensuring that it remains an integrated member of these groups and that communication is a joint but also APHN responsibility. • The Mental Health needs of people with severe mental health issues in SA expand beyond current and future planned service capability <ul style="list-style-type: none"> ○ Mitigation – The needs assessment has a clear focus on capturing the needs and service requirements of those people “currently in the system”. Nevertheless, additional recommendations for those needs that are “outside the system” will be fed into the joint SA Mental Health Service Plan and ensuring these are clarified and articulated in the APHN Needs Assessment. Clear communication of the focus of the needs assessment and additional psychosocial support measure strategy to stakeholders – ensuring that emerging or newly identified needs that are not currently in scope are clearly articulated and communicated to both State and Commonwealth governments.

Proposed Activities – NPS2.1 Commissioning of non-clinical mental health services and contracting of appropriate organisation/s with psychosocial supports in accordance with the NPS Guidance material

Proposed Activities	Description
Activity Title	<p>NPS2.1 Commissioning of non-clinical mental health services and contracting of appropriate organisation/s with psychosocial supports in accordance with the NPS Guidance material</p>
Description of Activity	<p>The APHN will determine the best process for commissioning non-clinical mental health services as part of the Needs Assessment and (already commenced) Capacity Building work with NGO providers. It may be that current services need expansion and that could therefore involve a direct procurement approach or, indeed it may be that a new service/s need to be added to improve the Psychosocial support structure – in which case the APHN would go to market via open tender.</p> <p>The APHN will utilise robust Commissioning framework to ensure that commissioned services are cost effective, joined up with existing referral pathways and embedded in the APHN Primary Mental Health Care Services stepped care model. The APHN will work alongside our PIR providers to ensure that we are fully aware of the numbers transitioning into the NDIS and those likely to continue to require psychosocial support who are not eligible. The connection of the PIR programs into the Primary Mental Health Care Service continuum has already commenced and the APHN will work closely with existing providers of psychosocial support and the community to ensure that appropriate assessment and easy to navigate referral pathways are in place.</p> <p>The APHN has will work directly with NGOs involved in transition ensuring they have accessed the support services being provided through the Flinders University (both online and face to face support) as required. It is anticipated that this short-term provision of support will also provide specific information (potentially additional or complementing the Needs Assessment) on what the ongoing needs of those people outside of NDIS will be. This will allow for more effective, efficient and quality service delivery implementation for the ongoing NPS Measure services across the APHN region.</p> <p>The ongoing collaboration between SA Health, specifically the SA NDIS transition/Psychosocial Support Measure Taskforce alongside South Australian Mental Health planning, and the SA Mental Health Commission will ensure all parties are aware of what services remain and what the gaps are. It will also ensure that existing services can be expanded or connected to new services to best complement the SA Government investment in the Bi-Lateral Agreement – focusing on Intensive Home-Based Support.</p>

	<p>The APHN will liaise closely with each of the LHN metro regions and their Community Mental Health redesign teams to ensure that all current services are mapped and that this collective and collaborative data (forming part of the needs assessment) will further inform what additional resources or services are needed to ensure that those people in each LHN region are as supported as possible through the strong integration and shared referral pathways for psychosocial support services (current, expanded and additional as determined appropriate).</p>
<p>Measuring Outcomes/Data Collection and Storage</p>	<p>The APHN will be guided by the inclusion of NPS measure data collection determined by the Commonwealth and will add this to the Client Database (MasterCare). MasterCare has the ability to collect clinical and non-clinical support data. The Client Database will be expanded to include the National Psychosocial Support measure and any commissioned programs. Contracted providers under this measure will be required to collect and upload the relevant data. In the establishment phase the APHN will collect audit data from the SA Taskforce, and the APHN additional community consultations as “benchmark” and/or comparative data. We envisage that the data audit being undertaken by the National Mental Health Commission will also provide a comparative/indicative data source.</p> <p>The APHN will work closely and collaborative, through its internal Development and Commissioning policy, procedures and commissioning cycle framework to ensure that data collection, KPIs, objectives, outcomes, service specifications, including clear aims and objectives form part of each new or expanded service contracts. Reporting of new activity, additional, expanded or new will require data collection and reporting in line with the PHN funding Deed and PHN reporting requirement terms and conditions. Clear and specific budgets will be negotiated and finalised prior to service establishment and implementation.</p> <p>The APHN Capacity Building Coordinators will work closely with each organisation who is a preferred provider to develop up specific contract specifications and schedules which will include clear monitoring, compliance and reporting activities. In tandem the Capacity Building Coordinators will then work closely in the establishment and implementation of each new activity or service – ensuring challenges and barriers are identified and remedied in real time – ensuring the optimal target of achieving all depicted service/activity objectives and outcomes.</p>
<p>Consultation/Collaboration/Communication</p>	<p>The APHN will play a lead role in the South Australian Taskforce set up by the Commonwealth Minister of Health, Greg Hunt and the SA Minister of Health, Stephen Wade. This taskforce is chaired by Professor John Brayley, Chief Psychiatrist SA and Geoff Harris, CEO of the Mental Health Coalition SA. Together with Adelaide and Country SA PHNs, all SA NGOs providing psychosocial support</p>

	<p>services are represented including key members of SA Health Strategy and Policy Branch, Officer of the Chief Psychiatrist, SA Department of Social Services, and Carer and Consumer representatives.</p> <p>The Taskforce is specifically focused on the NDIS transition and the psychosocial supports that are currently needed and that will be needed as the transition is finalised. The taskforce meets monthly and a smaller working group, made up of the Mental Health Coalition (SA), Carer representatives, Consumer representatives and three nominated NGO representatives will meet weekly to review and collate the audit of services and specific barriers and challenges.</p> <p>The APHN will also consult with the community, representing both consumers and carers perspectives, in key targeted focus groups to collate the articulated needs of the community, focusing on current transition needs and services that will be required for the cohort who are not eligible for services through the NDIS, but whom have a severe (chronic/ongoing) mental health condition and require psychosocial, non-clinical supports.</p>
Timeline	<ul style="list-style-type: none"> • Planning with the Taskforce, SA Health and LHNs are under establishment and the findings will be incorporated into the needs assessment and subsequent commissioning process. • The needs assessment process is currently underway and will be completed by 31st October 2018 and as per Commonwealth instructions, incorporated into the Mental Health Needs Assessment Update for submission in November 2018. • Commissioning (final decision to be made based on the outcomes of the needs assessment and the Capacity Building support findings) to add, expand or establish new psychosocial support services will be in place and available by January 2019.
Risk Management	<ul style="list-style-type: none"> • The audit undertaken by SA Taskforce may be incomplete <ul style="list-style-type: none"> ○ Mitigation – The APHN remaining the lead participant ensures NGOs provide sufficient detail. Additionally, given that the organisations are partners and stakeholders in the APHN membership structure it will encourage full participation in the audit and liaise with these organisations to ensure that all input is captured in the Needs Assessment • Governance and communication strategies for the Taskforce and other groups and structures utilised to input into the Needs Assessment does not achieve outcomes <ul style="list-style-type: none"> ○ Mitigation – APHN ensuring that it remains an integrated member of these groups and that communication is a joint but also APHN responsibility. • The Mental Health needs of people with severe mental health issues in SA expand beyond current and future planned service capability

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