

Northern Queensland Primary Health Network

# Activity Work Plan

## National Psychosocial Support

2019/20 – 2021/22

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*NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.*



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## NPS1 – Needs Assessment

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### Activity priorities and description

#### Program key priority area

Population Health

#### Aim of activity

To improve the collection of qualitative and quantitative data available on the range of psychosocial needs and issues across the NQPHN region that describe, impact, or influence the wellbeing and recovery of people with severe and episodic mental illness.

These include the specific needs of groups such as young people, people who identify as Aboriginal and Torres Strait Islander, people living in rural/remote locations, and people who identify as LGBTIQ where known.

#### Description of activity

This activity will draw on relevant quantitative and qualitative information from the updated NQPHN Health Needs Assessment 2019-2022 and the National Psychosocial Support Measure Needs Assessment (published 01.03.2019). Ongoing consultation occurs with stakeholder groups in the region including community-managed (NGO) mental health services, Hospital and Health Services (HHSs), consumer and carers, Aboriginal Community Controlled Organisations and other relevant social/community services to identify additional regionally-based issues and lived experience perspectives.

The activity will provide demographic, social, and mental health data that will support the identification of gaps in services, particularly those resulting from the decision by Queensland Health to restrict access to the state funded NPS services to individuals who are clients of HHS mental health services.

NQPHN has commenced the development of the regional mental health and suicide prevention plan. The data measured will be collected from commissioned services and integrated with complementary HHS services into the regional mental health and suicide prevention plan.

These activities aim to address key health issues identified in NQPHN's Health Needs Assessment.



## NPS2 – Psychosocial Mental Health Services

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### Activity priorities and description

#### Program key priority area

Population Health

#### Aim of activity

This activity will continue to develop and implement commissioning and delivery of NPS services as well as inclusive procurement processes that are sensitive to the demographics and cultural composition of each area.

#### Description of activity

This activity relates to procurement of new models for psychosocial mental health and will be initiated through a collaborative and co-designed process involving a wide group of stakeholders from a variety of sectors to develop cost effective programs with the available NPS funding. This will involve the development of integrated clinical and psychosocial service delivery and identify appropriate assessment and referral pathways for clients.

The area is isolated, remote, sparsely populated, and 70 per cent of the resident population identify as Aboriginal or Torres Strait Islander. The challenge continues to be implementing appropriate services for people that will provide access for those most in need and be capable of providing necessary supports on the ground.

The model has also been influenced by the outcomes of the Queensland Health Psychosocial Supports open tender process which did not fund services in the Cape York region . Queensland Health provide QH/ NPS funded supports to individuals living in the Torres Straits who are case managed in the HHS mental health services. Individuals who were not case managed and are supported by primary health services are not eligible.

Existing service providers will continue to provide commissioned psychosocial service delivery to current clients, under the NPSM funding schedule including those in the Cairns, Townsville, and Mackay areas.

This service will continue to be funded by the NQPHN through an alternative funding source to the NPSM.

These activities aim to address key health issues identified in NQPHN's Health Needs Assessment.



## NPS3 – Continuity of Support (CoS) Program

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### Activity priorities and description

#### Program key priority area

Mental Health

#### Aim of activity

This activity will provide the commissioning of the CoS funding to support people who have been clients of the former Commonwealth programs that transitioned to the PHN's - Partners in Recovery (PIR), Day to Day Living (D2DL), and the Personal Helpers and Mentors (PHaMs) programs, and who have tested for the NDIS during the transition period to 30 June 2021 and found to be ineligible.

The priority of NQPHN planning for this cohort is ensuring continuity of care for this client group and providing a safety net for those who are deemed ineligible for the NDIS.

#### Description of activity

This activity prioritises a seamless transition to ongoing support for clients whose needs meet the eligibility requirements of the program to ensure continuity of support for people in those Commonwealth mental health programs that ceased on 30 June 2019.

NQPHN commissioned the current service providers in the initial year of funding to retain continuity of services and allow for implementation of the transition process.

As numbers and locations of people requiring ongoing supports under this scheme are identified and finalised, further consultation regarding appropriate models of service delivery will be undertaken. This will allow for service delivery to be nuanced to meet the specific requirements of individuals within the context of community of residence and sector capacity. This is of particular relevance to those living in remote communities where access to specialist services is limited.

These activities aim to address key health issues identified in NQPHN's Health Needs Assessment.



## NPS4 – Contract, reporting, and data management

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### Activity priorities and description

#### Program key priority area

Mental Health

#### Aim of activity

This activity has established the reporting, monitoring, and assessment framework for the NPS measure, including the CoS component, and the data collection and storage for both sub-programs under the NPS.

#### Description of activity

Services receiving NPS and/or CoS funding are contract managed by a Project Manager based in the NQPHN region. The Project Manager supervises and implements the new contracts and arranges for reporting mechanisms to be established. The ongoing role is one of monitoring and review through the contracted period, plus ensuring the transition process is implemented as required.

All providers receiving NPS funding report to the Primary Health Care Minimum Data Set (PMHC-MDS) and data is uploaded through the NQPHN rediCASE data management system. Sourcing and storing this data through the existing rediCASE system supports integrated clinical and psychosocial data collection, is cost effective, and improves and streamlines assessment and referral pathways.

NPS transition programs will report through the existing MDS and Data Portals previously specified by the Commonwealth, until the transition period ends on 30 June 2021.

Additional data including outcome measures will be supplied through quarterly financial and performance reporting.

These activities aim to address key health issues identified in NQPHN's Health Needs Assessment.



## NPS5 – National Psychosocial Support Transition

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### Activity priorities and description

#### Program key priority area

Mental Health

#### Aim of activity

This activity will fund, engage, and coordinate supports for clients of the existing PIR, D2DL, and PHaMs programs, while they transition to the NDIS or CoS as appropriate. These services were initially funded for 12 months from 1 July 2019, which has been extended by the Commonwealth to 30 June 2021.

#### Description of activity

Previous clients of the transitioned PIR, D2DL and PHaMs who were yet to test eligibility for the NDIS, or were waiting to receive an access decision, have been supported through this program. The activities provided by the funded organisations to support access to services have been completed.

NQPHN will continue to consider opportunities to link these clients with other supports available through clinical services and care coordination funded through NQPHN, including Psychological Therapies and the Mental Health Integrated Complex Care (MHICC) program. Referral pathways to other support services continue to be developed where these are not already evident.

These activities aim to address key health issues identified in NQPHN's Health Needs Assessment.



## NPS6 – Psychosocial Support Interface

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### Activity priorities and description

#### Program key priority area

Population Health

#### Aim of activity

The Psychosocial Support Interface funding will ensure that gaps in service provision continue to be minimised during the transition of clients from Commonwealth programs to the NDIS, and that service delivery of CoS and NPS funded services (State and NQPHN) are maintained as complementary and linked-in to the NPS Transition support services.

#### Description of activity

NQPHN has engaged suitably qualified personnel and provided funding allocations to current providers to establish NDIS Transition Support Officers.

NQPHN have undertaken the following:

- established a National Psychosocial Support Measure Project Manager to take the lead program management role in the introduction of the NPS, NPS Transitional measure and CoS in the NQPHN region
- undertaken establishment activities in relation to the measures to enable service delivery that commenced in July 2019
- monitoring, review and evaluation of all NPS contracted programs.


NQPHN will continue the following:

- developing and maintaining reporting and funding arrangements
- work with State Health funded NPS services to ensure that services are complementary and do not duplicate services, as well as the identification of gaps in services
- engage with Transitional NPS service providers and new NPS providers to develop referral pathways to appropriate NQPHN services, particularly those targeted at the severe and complex cohort.

NDIS Transition Support Officers will continue to:

- provide skilled and accessible support to transitioning clients. NDIS Transition Support Officer positions are located within psychosocial services and will continue implement seamless continuity of support for NPS transitioning clients
- identify additional training needs to be coordinated and arranged by the NQPHN Psychosocial Senior Program Manager as appropriate
- assist clients with gathering evidence required for establishing functional/permanent disability for their NDIS application. This activity may be focused particularly on those clients who have 'declined to apply' or are stalled in the application process. The NDIS Transition Support





Officers will coordinate and facilitate the submission of high-quality access applications to the NDIS

- support clients to re-test their eligibility with the NDIA if they are unhappy with their access decision or their circumstances have changed
- engage with a range of stakeholders, including HHS mental health services, clinical and non-clinical services funded through the NQPHN, and other social and community services to ensure wrap-around services and referrals pathways are available to Transitioning clients, and that these address the social determinants of health.

This management strategy will develop collaborations and mechanisms to inform both the Health Needs Assessment and the regional mental health and suicide prevention plan.

These activities aim to address key health issues identified in NQPHN's Health Needs Assessment.

