

Northern Queensland Primary Health Network

Activity Work Plan

Commonwealth Psychosocial Support Program

2023/24 – 2026/27



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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QUALITY





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Disclaimer

All activities captured in this Activity Work Plan are identified in the Health Needs Assessment conducted by Northern Queensland Primary Health Network and have been approved by the Department of Health and Aged Care.



PAE – 1 – Psychosocial Access Enablers

Activity priorities and description

Program key priority areas

Commonwealth Psychosocial Support.

Aim of activity

Commission psychosocial support services to provide nonclinical support to eligible consumers experiencing severe mental illness, with a focus on person-centred complementary services that enable:

- individuals to achieve their personal recovery goals
- improved social and functional capacity
- access to range of appropriate supports.

Description of activity

NQPHN commissions service providers to deliver evidence-based and person-centred psychosocial support across the north Queensland region. There is specific commissioning focussed on service delivery to meet the needs of rural and remote communities.

Service delivery will include assessment, recovery action planning, crisis planning, and individual and group interventions using a recovery framework. Commissioned services will employ psychosocial support workers to provide recovery focussed assessment and management.

Access enablers

Access enablers incorporated into commissioned service contracts include:

Service navigation

Commissioned providers work with individuals to identify needs and support linkage to appropriate services

NDIS testing

Where applicable and the individual consents, commissioned providers will undertake relevant testing and advocacy to support access to the National Disability Insurance Scheme (NDIS).


Capacity and strengths-based assessments

Commissioned providers utilise capacity and strengths-based assessment in recovery planning, support coordination, and in NDIS testing.

Regional loading

Given the geographic spread of Northern Queensland Primary Health Network (NQPHN), regional loading has been applied to allow the following to occur:

- Support additional costs associated with the recruitment and retention of staff in remote regions, including higher salaries and associated travel.

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- Support costs associated to service delivery in rural and remote areas, including but not limited to travel, including flights and accommodation, fuel, and amenities.

Support for smaller rural areas is a component of all commissioned provider's contracts and therefore regional loading is applied to each of the contracts for delivery of this service.

Given the geographic spread, NQPHN commissions providers across our region to deliver all elements of the access enablers within the one contract, with the delivery of each based on the individual needs of the person. This assures that the person's needs and wishes are at the centre of the work, and there isn't pressure to meet arbitrary delivery targets against specific enablers due to a financial payment.

In line with NQPHN's mental health service principles, developed through co-design processes for stepped care services, commissioned providers will be encouraged to engage in new regional networks, where relevant, to support improved access, transition, and access to the range of services to meet needs.

PHN operational

NQPHN will ensure activity objectives are met through provider engagement on a minimum quarterly basis to monitor service deliverables, outcomes, and compliance. Meetings will include opportunity to:

- obtain project updates, including service provider expansion to communities identified in the contract and scope of works, as relevant
- understand service uptake, access issues, and opportunities for further service improvement
- monitor activity and outcomes.



PSD – 2 – Psychosocial Service Delivery

Activity priorities and description

Program key priority areas

Commonwealth Psychosocial Support.

Aim of activity

Commissioned psychosocial support services to provide non-clinical support to eligible consumers experiencing severe mental illness, with a focus on person-centred complementary services that enable:

- individuals to achieve their personal recovery goals
- improved social and functional capacity
- access to range of appropriate supports.

Description of activity

NQPHN commissions service providers to deliver evidence-based and person-centred psychosocial support across the north Queensland region. There is specific commissioning focused on services to meet the needs of rural and remote communities.

Service delivery includes assessment, psychosocial support, recovery action planning, crisis planning, and individual and group interventions using a recovery framework. Commissioned services employ psychosocial support workers to facilitate recovery focused assessment and management.

Access enablers incorporated into commissioned service contracts include service navigation, NDIS testing and support for smaller rural areas in the 2023-25 period.

In line with NQPHN's mental health service principles, developed through co-design processes for stepped care services, commissioned providers will be encouraged to engage in new regional networks, where relevant, to support improved access, transition, and access to the range of services to meet needs.

NQPHN will ensure activity objectives are met through provider engagement on a minimum quarterly basis to monitor service deliverables, outcomes, and compliance. Meetings will include opportunity to:

- obtain project updates, including on service provider expansion to communities identified in the contract and scope of works, as relevant
- understand service uptake, access issues, and opportunities for further service improvement
- monitor activity and outcomes (established business rules and training support providers in the collection of Primary Mental Health Care Minimum Data Set).

