

Northern Queensland Primary Health Network

## Activity Work Plan

# Commonwealth Psychosocial Support

2024/25 – 2027/28

**Updated August 2025**



*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

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### Activity priorities and description

#### Program key priority areas

Mental Health

#### Aim of activity

Commission 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

Northern Queensland Primary Health Network (NQPHN) commissions service providers to deliver evidence-based and person-centred psychosocial support across the North Queensland footprint. There is specific commissioning focused on services to meet the needs of rural and remote communities.

Service delivery includes 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 focused assessment and management.

Access Enablers incorporated into commissioned service contracts include:

- service navigation
- commissioned providers working with individuals to identify needs and support linkages to appropriate services.

#### NDIS testing

Where applicable and with an individual's consent, 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 these in recovery planning, support coordination, and NDIS testing.

#### Regional Loading

Given the geographical spread of the NQPHN footprint, 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.
- 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 providers' contracts and therefore regional loading is applied to each of the contracts for delivery of this service.



Given the geographical spread of the NQPHN footprint, 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 ensures a 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 codesign 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

The NQPHN will ensure activity objectives are met through engagement of providers 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.



## PSD – 2 – Psychosocial Service Delivery

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### Activity priorities and description

#### Program key priority areas

Mental Health

#### Aim of activity

Commission 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

Northern Queensland Primary Health Network (NQPHN) commissions service providers to deliver evidence-based and person-centred psychosocial support across the North Queensland footprint.

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 support recovery focused assessment and management.

Access Enablers incorporated into commissioned service contracts include service navigation, National Disability Insurance Scheme (NDIS) testing, and support for smaller rural areas in the 2023-25 period. In line with NQPHN's mental health service principles, developed through codesign 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 the engagement of providers on a minimum quarterly basis to monitor service deliverables, outcomes, and compliance. Meetings will include an 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 outcome.

There are established business rules and training to support providers in collection of Primary Mental Health Care Minimum Data Set (PMHC MDS) data.

