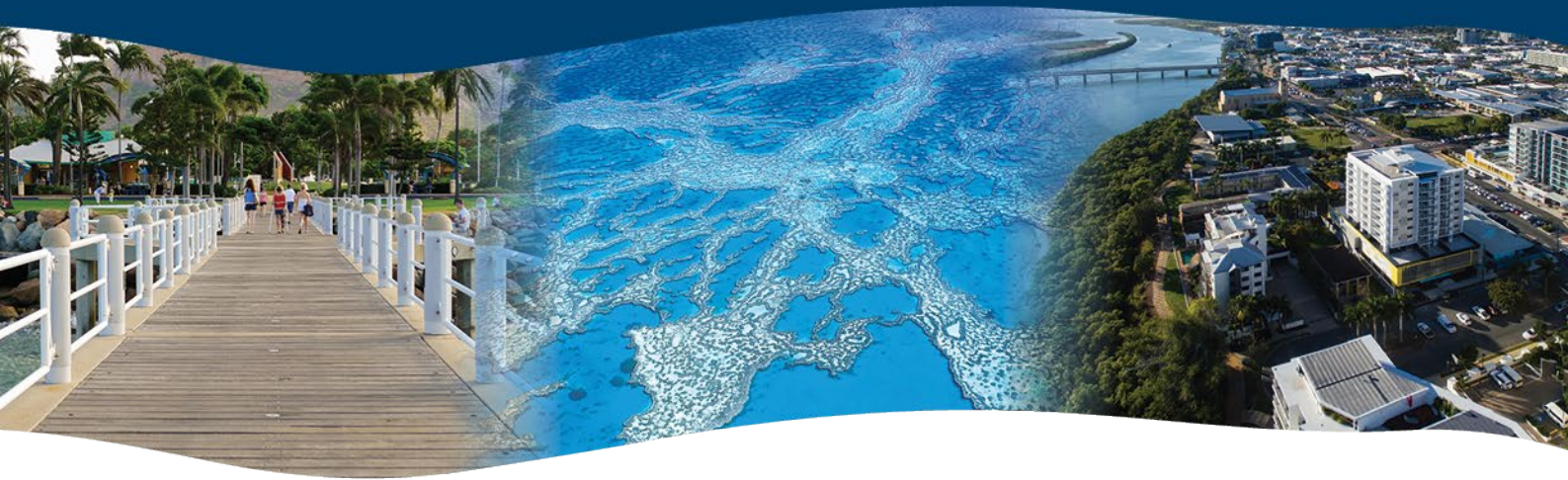




Northern Queensland Primary Health Network

Activity Work Plan

Commonwealth Psychosocial Support

2025/26 – 2028/29

Updated July 2026



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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Disclaimer

All activities captured in this Activity Work Plan are identified in the Joint Regional Needs Assessment conducted by Northern Queensland Primary Health Network and have been approved by the Department of Health, Disability and Ageing.

PAE - 1 - Psychosocial Access Enablers

Activity priorities and description

Program key priority areas

Mental Health.

Aim of activity

To enable people experiencing severe mental illness and associated psychosocial functional impairment to access appropriate, non-clinical psychosocial supports that improve social and functional capacity, support personal recovery goals, and facilitate access to broader health and social service systems.

Description of activity

Support the ongoing delivery of psychosocial support services by commissioned providers, with a focus on providing support to consumers experiencing severe mental illness to:

- achieve personal recovery goals
- improve social and functional capacity
- increase access to a range of appropriate supports.

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

Access enablers incorporated into commissioned service contracts include:

- service navigation and linkage to health, housing, and social supports
- capacity and strengths-based assessments to inform recovery planning
- support for National Disability Insurance Scheme (NDIS) eligibility testing and advocacy (where appropriate and consented)
- regional loading to address the additional costs of delivering services in rural and remote locations
- PHN operational oversight, contract management, and performance monitoring.

These are delivered flexibly and are not activity-count driven, ensuring support remains person-centred and responsive to complexity rather than arbitrary outputs. NQPHN monitors delivery through regular contract management meetings, data reviews, and compliance processes to ensure alignment with Commonwealth Psychosocial Support objectives and service quality expectations.

PSD – 2 – Psychosocial Service Delivery

Activity priorities and description

Program key priority areas

Mental Health.

Aim of activity

To commission evidence-based, person-centred psychosocial support services for people experiencing severe mental illness and associated psychosocial functional impairment, to improve social and functional capacity, support personal recovery goals, and reduce barriers to sustained community participation.

Description of activity

Under this activity, Northern Queensland Primary Health Network (NQPHN) commissions service providers to deliver direct psychosocial support services to eligible individuals experiencing severe mental illness and associated psychosocial functional impairment, who are not accessing supports through the National Disability Insurance Scheme (NDIS).

Commissioned services are delivered across the northern Queensland region, including rural and remote communities, and are based on recovery-oriented, strengths-based practice frameworks. Service delivery includes:

- intake and eligibility assessment
- individualised recovery planning
- psychosocial support interventions delivered through individual and group-based formats
- crisis planning and relapse prevention
- support to improve daily living skills, social inclusion, and community participation.

Services are delivered by appropriately skilled psychosocial support workers employed by commissioned providers. Delivery models are flexible and responsive to individual need and local context, including outreach where required.

NQPHN oversees service delivery through structured contract management, performance monitoring, and minimum quarterly engagement with providers. This includes reviews of service access, outcomes, data quality, and compliance with Commonwealth Psychosocial Support contractual and reporting requirements.

Commissioned providers are supported to meet Primary Mental Health Care Minimum Data Set (PMHC-MDS) requirements applicable to psychosocial service delivery, including established business rules and training to support consistent data collection.

