

# Central Queensland, Wide Bay, Sunshine Coast - Commonwealth Psychosocial Support 2021/22 - 2024/25 Activity Summary View



## PSD - 1 - Psychosocial Service Commissioning Direct Service delivery of non-clinical mental health services



### Activity Metadata

#### Applicable Schedule \*

Commonwealth Psychosocial Support

#### Activity Prefix \*

PSD

#### Activity Number \*

1

#### Activity Title \*

Psychosocial Service Commissioning Direct Service delivery of non-clinical mental health services

#### Existing, Modified or New Activity \*

New Activity



### Activity Priorities and Description

#### Program Key Priority Area \*

Other (please provide details)

#### Other Program Key Priority Area Description

Commonwealth Psychosocial Support Program

#### Aim of Activity \*

The aim of this activity is to commission the of provision of psychosocial support services which address the needs of those with a severe mental illness, who are not receiving supports through the National Disability Insurance Scheme (NDIS); and reduce avoidable need for more intense and acute health services and enhance appropriate and optimal use of the primary health system.

The Commonwealth Psychosocial Support (CPS) Program consolidates service delivery models and activities previously provided through the National Psychosocial Support measure (NPS-M), Continuity of Support (CoS) program and National Psychosocial Support- Transition (NPS-T) arrangements to provide a streamlined approach to support, while reducing administration burden

and costs.

Provide support to existing Commonwealth psychosocial consumers (consumers actively accessing support under NPSM, CoS or NPS-T on 30 June 2021), as well as supporting new consumers with severe mental illness who are found eligible against criteria outlined in the PHN Commonwealth Psychosocial Support Program Guidance.

Reduce the avoidable need for more intense and acute health services and enhance appropriate/optimal use of the health system.

**Description of Activity \***

The PHN conducted a competitive tender to establish a panel of preferred providers. The panel now sits under a Master Service Agreement, which will enable the PHN to procure services promptly as required.

The PHN has issued work orders to the panellists based on geographic need, existing services and proposed models of care. The PHN will leverage off other funded programs, acknowledging the need for services outweighs the available funding as well as crossover in target cohorts; this will broaden the depth of capacity.

The PHN will continue to procure existing providers and combine service delivery models and activities previously provided through the NPSM, CoS, and NPS-T programs.

These providers, and their location of activities include:

AnglicareCQ in Central Queensland,

Emerald Neighbourhood Centre in Central Queensland,

Bridges Health & Community Care in Wide Bay and Central Queensland,

The Richmond Fellowship of Queensland (RFQ) in Wide Bay,

Impact Community Services in Wide Bay,

Open Minds Australia on the Sunshine Coast,

STEPS Group on the Sunshine Coast,

Lutheran Community Care on the Sunshine Coast

Yoonthalla in Woorabinda.

The PHN has procured Yoonthalla, the Aboriginal and Torres Strait Islander Corporation for Social and Emotional Wellbeing, to deliver culturally safe psychosocial services in Woorabinda. This was co-designed by Woorabinda community to improve access, coordination and outcomes with particular focus on youth needs, suicide intervention, psychological trauma, and social and emotional wellbeing.

The PHN has procured Lutheran Community Care on the Sunshine Coast to deliver the Moving Moments program which delivers psychosocial services to older people, over 65, not residing in residential aged care facilities (RACFs) to facilitate individually tailored supports focused on the impacts of social isolation.

The PHN ensures commissioned providers are recovery-focused and in line with the CPS objectives. This will be achieved by:

- adopting a 'no wrong door' approach to eradicate perceived barriers to access;
- accepting referrals from a variety of sources including self-referrals;
- linking with existing services and creating referral pathways with services such as NDIS and primary mental health care services;
- offering one-on-one support as well as group support, focused on building the person's capacity and tailored to individuals' needs;
- being flexible in the approach to service delivery, which may include offering services outside of usual business hours where necessary;
- employing a range of psychosocial support workers including lived experience peer workers, where appropriate; and

- recognising where a person may need long-term support and supporting them to access more appropriate service options.

The PHN has established and will continue to facilitate a psychosocial community of practice across our region to support providers and continuously improve:

- intake and referral;
- integration;
- working relationships between providers;
- ensure consistency of service;
- data collection; and
- service delivery.

The PHN has partnered with SANE Australia during the Minimal Viable Services testing phase of SANE's free digital psychosocial supports program. This program offers specialised mental health services and interventions for people with complex mental health needs and their families and carers. The PHN intends to continue to participate, promote, and refer suitable participants into the program as it expands beyond the testing phase.

## Needs Assessment Priorities \*

### Needs Assessment

2021-24 Health Needs Assessment

#### Priorities

Priority	Page reference
Mental Health	74



## Activity Demographics

### Target Population Cohort

People with severe mental illness who are not receiving assistance through the NDIS, including existing consumers previously receiving psychosocial services through programs such as Partners in Recovery (PIR), Day to Day Living (D2DL), and Personal Helpers and Mentors (PHaMs).

### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

Yes

#### Indigenous Specific Comments

Procurement of Yoonthalla, the Woorabinda Aboriginal and Torres Strait Islander Corporation for Social and Emotional Wellbeing, to provide culturally safe CPS services in Woorabinda.

### Coverage

#### Whole Region

Yes

SA3 Name	SA3 Code
Burnett	31902
Biloela	30804
Maroochy	31603
Caloundra	31602
Buderim	31601
Nambour	31607
Noosa Hinterland	31608
Maryborough	31905
Sunshine Coast Hinterland	31606
Noosa	31605
Gladstone	30805
Rockhampton	30803
Bundaberg	31901
Gympie - Cooloola	31903
Central Highlands (Qld)	30801
Hervey Bay	31904



## Activity Consultation and Collaboration

### Consultation

The PHN consulted with panel members, including local Hospital and Health Service (HHS) representatives regarding initial work orders. This aided in developing strong referral pathways between PHN and HHS and ensure PHN-commissioned services are complementary to current or future state-funded services.

The PHN communicated with community on the outcome of the procurement process as well as future work orders, as they are issued. This is done via existing networks, consumer groups, newsletters, website, and other appropriate communication channels.

CPS services in Woorabinda were co-designed by Woorabinda community

The PHN will facilitate ongoing consultation with providers via review meeting.

### Collaboration

The evaluation panel for the tender included representatives from local HHSs, which not only provided on the ground expertise, but ensured close collaboration between the PHN and HHS.

The PHN collaborated with Regional Mental Health and Alcohol and Other Drug Councils, which include representatives from the local HHS and other community mental health and alcohol and other drugs services.

PHN will continue to liaise with service providers, LACs, and local HHS through regular stakeholder meetings to ensure complementary and flexible service delivery.



## Activity Milestone Details/Duration

### Activity Start Date

29/08/2018

### Activity End Date

29/12/2023

### Service Delivery Start Date

01/04/2019

### Service Delivery End Date

30/06/2023

### Other Relevant Milestones

Work orders issued and services commence early 2019.

Onboarding session occurred March 2019.

Serviced commenced April 2019

Work orders will be issued until June 2021.

Combination of NPSM, NPS-t, CoS work orders to CPS program in preparation for 2022-2023 financial year.



## Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

**Not Yet Known:** No

**Continuing Service Provider / Contract Extension:** Yes

**Direct Engagement:** No

**Open Tender:** No

**Expression Of Interest (EOI):** No

**Other Approach (please provide details):** No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

**Co-design or co-commissioning comments**

CPS services in Woorabinda were co-designed by Woorabinda community.

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## PAE - 2 - PAE: Psychosocial Access Enablers



### Activity Metadata

**Applicable Schedule \***

Commonwealth Psychosocial Support

**Activity Prefix \***

PAE

**Activity Number \***

2

**Activity Title \***

PAE: Psychosocial Access Enablers

**Existing, Modified or New Activity \***

New Activity



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Commonwealth Psychosocial Support Program. There were no Key Priority Areas identified in the Guide.

**Aim of Activity \***

The aim of this activity is to provide top up funding and regional loading to providers to support program participants to test for NDIS eligibility and to access functional assessments

**Description of Activity \***

As part of our commissioning approach, the PHN has defined where we procure services, partner with other agencies to implement health system solutions, and where our staff provide activities.

The PHN will disseminate funding based on geographic need to the providers procured in the CPS service delivery activity.

These providers, and their location of activities include:

AnglicareCQ in Central Queensland,

Emerald Neighbourhood Centre in Central Queensland,

Bridges Health & Community Care in Wide Bay and Central Queensland,

The Richmond Fellowship of Queensland (RFQ) in Wide Bay,

Impact Community Services in Wide Bay,

Open Minds Australia on the Sunshine Coast,

STEPS Group on the Sunshine Coast,

The workforce based within service providers undertaking all access enablers services will be delivered by suitably qualified psychosocial support workers, which may include a peer support workers. The minimum qualification is a Certificate IV Mental Health, and for peer workforce required is a Certificate IV peer work, Intentional Peer Support, and Hearing Voices qualification in line with the National Lived Experience Workforce Development Guidelines developed by the National Mental Health Commission.

The PHN will provide support to providers, including working with Flinders University Transition Support Project, and development of guidance material to assist building an effective service provision and ensure consistency of services across the PHN region.

NDIS Testing Support:

Providers will Support for clients to test for the NDIS, including gathering evidence and accessing assessments

Support. Providers will support Clients until completely transitioned unto the NDIS.

Capacity and strengths-based assessments:

Providers will undertake a capacity and strengths-based assessment of Participants within six weeks of Program commencement to assess suitability, identify support needs and goals, and reviewed every three months. The Recovery Assessment Scale - Domains and Stages (RAS-DS) will be the capacity and strengths-based assessment used by all providers, unless specific justification provided.

Regional Loading:

In addition to the annual funding, The PHN will provide additional funding to providers for regional loading based on geographical need and percentage of overall services provided in rural and regional areas.

Service Navigation:

The PHN will continue service navigation initiatives and building service mapping resources to improve integration of local health services. This is to increase accessibility of services and supports for people with severe mental illness and associated psychosocial disorders.

This will be achieved by:

Working closely with The PHNs Stepped Care centralised intake service to support a coordinated referral processes to support consumer access to Stepped Care services

Engage and map local services within each region including supports meeting psychosocial needs to provide information on support services for which consumers with mental illness and associated psychosocial disorders may be eligible within the region.

Continue to develop capabilities to effectively access service mapping and monitoring.

Work with service providers to develop integrated processes for information sharing with health professionals, service providers, consumers, families and carers on eligible services as part of the intake and referral processes.

The PHN has established and will continue to facilitate a psychosocial community of practice across our region to support providers and continuously improve:

- intake and referral;
- integration;



- working relationships across providers;
- ensure consistency of service;
- data collection; and
- service delivery.

## Needs Assessment Priorities \*

### Needs Assessment

2021-24 Health Needs Assessment

#### Priorities

Priority	Page reference
Mental Health	74



## Activity Demographics

### Target Population Cohort

As part of our commissioning approach, the PHN has defined where we procure services, partner with other agencies to implement health system solutions, and where our staff provide activities.

The PHN will disseminate funding based on geographic need to the providers procured in the CPS service delivery activity.

These providers, and their location of activities include:

AnglicareCQ in Central Queensland,

Emerald Neighbourhood Centre in Central Queensland,

Bridges Health & Community Care in Wide Bay and Central Queensland,

The Richmond Fellowship of Queensland (RFQ) in Wide Bay,

Impact Community Services in Wide Bay,

Open Minds Australia on the Sunshine Coast,

STEPS Group on the Sunshine Coast,

The workforce based within service providers undertaking all access enablers services will be delivered by suitably qualified psychosocial support workers, which may include a peer support workers. The minimum qualification is a Certificate IV Mental Health, and for peer workforce required is a Certificate IV peer work, Intentional Peer Support, and Hearing Voices qualification in line with the National Lived Experience Workforce Development Guidelines developed by the National Mental Health Commission.

The PHN will provide support to providers, including working with Flinders University Transition Support Project, and development of guidance material to assist building an effective service provision and ensure consistency of services across the PHN region.

NDIS Testing Support:

Providers will Support for clients to test for the NDIS, including gathering evidence and accessing assessments

Support. Providers will support Clients until completely transitioned unto the NDIS.

Capacity and strengths-based assessments:

Providers will undertake a capacity and strengths-based assessment of Participants within six weeks of Program commencement to assess suitability, identify support needs and goals, and reviewed every three months. The Recovery Assessment Scale - Domains and Stages (RAS-DS) will be the capacity and strengths-based assessment used by all providers, unless specific justification provided.

Regional Loading:

In addition to the annual funding, The PHN will provide additional funding to providers for regional loading based on geographical need and percentage of overall services provided in rural and regional areas.

Service Navigation:

The PHN will continue service navigation initiatives and building service mapping resources to improve integration of local health services. This is to increase accessibility of services and supports for people with severe mental illness and associated psychosocial disorders.

This will be achieved by:

Working closely with The PHNs Stepped Care centralised intake service to support a coordinated referral processes to support consumer access to Stepped Care services

Engage and map local services within each region including supports meeting psychosocial needs to provide information on support services for which consumers with mental illness and associated psychosocial disorders may be eligible within the region.

Continue to develop capabilities to effectively access service mapping and monitoring.

Work with service providers to develop integrated processes for information sharing with health professionals, service providers, consumers, families and carers on eligible services as part of the intake and referral processes.

The PHN has established and will continue to facilitate a psychosocial community of practice across our region to support providers and continuously improve:

- intake and referral;
- integration;
- working relationships across providers;
- ensure consistency of service;
- data collection; and
- service delivery.

**In Scope AOD Treatment Type \***

**Indigenous Specific \***

No

**Indigenous Specific Comments**

**Coverage**

**Whole Region**

Yes



## Activity Consultation and Collaboration

### Consultation

The PHN will continue consultation with panel members, LACs, local Hospital and Health Service (HHS), and other key community service providers across the region regarding service enablers design and activity. The PHN will communicate with community on the outcome of the procurement process as well as future work orders, as they are issued. This is done via existing networks, consumer groups, newsletters, website, and other appropriate communication channels.

The PHN will facilitate ongoing consultation with providers via review meeting.

### Collaboration

PHN collaborated in design of access enablers, and will continue to liaise with service providers, LACs, and local HHS through regular stakeholder meetings to ensure complementary and flexible service delivery.

Collaboration with Flinders University Transition Support Project.



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2021

### Activity End Date

29/12/2023

### Service Delivery Start Date

01/07/2021

### Service Delivery End Date

30/06/2023

### Other Relevant Milestones

Work orders will be issued until June 2022.



## Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

**Direct Engagement:** No

**Open Tender:** No

**Expression Of Interest (EOI):** No

**Other Approach (please provide details):** No

**Is this activity being co-designed?**

No

**Is this activity the result of a previous co-design process?**

No

**Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?**

No

**Has this activity previously been co-commissioned or joint-commissioned?**

No

**Decommissioning**

No

**Decommissioning details?**

**Co-design or co-commissioning comments**

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## CPS - 3 - CPS-P3: Update the needs assessment as part of compliance activities for the NPS Measure



### Activity Metadata

**Applicable Schedule \***

Commonwealth Psychosocial Support

**Activity Prefix \***

CPS

**Activity Number \***

3

**Activity Title \***

CPS-P3: Update the needs assessment as part of compliance activities for the NPS Measure.

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Commonwealth Psychosocial Support Program. No Key Priority Area identified in the PPERS Guide.

**Aim of Activity \***

The purpose of this activity is to monitor and review the ongoing needs of the community by updating the Needs Assessment each year.

**Description of Activity \***

The Needs Assessment will assist our PHN to determine the needs of communities and will also continue to assist in identifying the cohort of people likely to require services under CPS. This activity will be done in line with Priority 1 of the Fifth National Mental Health and Suicide Prevention Plan by:

- using data from the Mental Health Needs Assessment for this PHN region, as a baseline;
- utilising the available data from the NMHSPF, which includes those eligible for the NDIS and Commonwealth psychosocial supports.
- researching any other complementary and relevant datasets that will aid in informing the PHN on those likely to be eligible for the NPS measure.

**Needs Assessment Priorities \*****Needs Assessment**

2021-24 Health Needs Assessment

## Priorities

Priority	Page reference
Mental Health	74



## Activity Demographics

### Target Population Cohort

People with severe mental illness who are not receiving assistance through the NDIS, including existing consumers previously receiving psychosocial services through programs such as Partners in Recovery (PIR), Day to Day Living (D2DL), and Personal Helpers and Mentors (PHaMs).

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

NA

### Coverage

#### Whole Region

Yes

SA3 Name	SA3 Code
Burnett	31902
Biloela	30804
Maroochy	31603
Caloundra	31602
Buderim	31601
Nambour	31607
Noosa Hinterland	31608
Maryborough	31905
Sunshine Coast Hinterland	31606
Noosa	31605
Gladstone	30805
Rockhampton	30803
Bundaberg	31901
Gympie - Cooloola	31903
Central Highlands (Qld)	30801
Hervey Bay	31904



## Activity Consultation and Collaboration

### Consultation

The PHN will consult with stakeholders as part of this activity, including consumers.

### Collaboration

The PHN will work with existing governance structures in collaboration, including mental health, alcohol and other drugs, and suicide prevention regional planning. The PHN will continue to liaise with service providers, LACs, and local HHS to ensure complementary and flexible service planning, and service delivery. The PHN will also collaborate with other PHNs to review the target cohort data and share resources.



## Activity Milestone Details/Duration

### Activity Start Date

30/01/2019

### Activity End Date

29/12/2023

### Service Delivery Start Date

### Service Delivery End Date

### Other Relevant Milestones

HNA update occurs annually in November



## Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

**Not Yet Known:** No

**Continuing Service Provider / Contract Extension:** No

**Direct Engagement:** No

**Open Tender:** No

**Expression Of Interest (EOI):** No

**Other Approach (please provide details):** Yes

Is this activity being co-designed?

No

**Is this activity the result of a previous co-design process?**

No

**Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?**

No

**Has this activity previously been co-commissioned or joint-commissioned?**

No

**Decommissioning**

No

**Decommissioning details?**

N/A

**Co-design or co-commissioning comments**

N/A

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# CPS - 6 - CoS-P1: Commissioning of non-clinical mental health services to deliver Continuity of Supports



## Activity Metadata

### Applicable Schedule \*

Commonwealth Psychosocial Support

### Activity Prefix \*

CPS

### Activity Number \*

6

### Activity Title \*

CoS-P1: Commissioning of non-clinical mental health services to deliver Continuity of Supports

### Existing, Modified or New Activity \*

Existing



## Activity Priorities and Description

### Program Key Priority Area \*

### Other Program Key Priority Area Description

### Aim of Activity \*

The aim of this activity is to commission services to continue to support the needs of those with a severe mental illness, who are deemed ineligible for the NDIS.

### Description of Activity \*

The PHN conducted a competitive tender to establish a panel of preferred providers. The panel now sits under a Master Service Agreement, which will enable the PHN to provide services promptly as required.

The PHN issued work orders to the panellists based on geographic need, existing services and proposed models of care. The PHN will leverage off other funded programs, acknowledging the need for services outweighs the available funding as well as cross over in target cohorts; this will broaden capacity. Regional and remote loading will be allocated to organisations that deliver services in areas that are classified as regional and remote.

The PHN will ensure clients who previously accessed support under PIR, D2DL and PHaMs programs and have been found ineligible for the NDIS, continue to receive appropriate support using a recovery and strengths-based framework. Commissioned services will focus on the four key aims:

- Increase personal capacity, confidence and self-reliance
- Increase social participation
- Streamline access to appropriate services
- Provide flexible and responsive support at all times of increased need.

The PHN-commissioned providers will be recovery focused and in line with the objectives. Non clinical supports will be provided focusing on capacity and stability building in the following areas:

- Social skills and connections, including family connections
- Day-to-day living skills
- Financial management and budgeting
- Finding and maintaining a home
- Vocational skills and goals
- Maintaining physical wellbeing, including exercise
- Building broader life skills including confidence and resilience.

Focus on CoS clients being re-tested for NDIS eligibility where they are assessed as requiring ongoing and higher levels of service.

Target cohort: CoS will support previous clients of the Commonwealth community mental health program PIR, D2DL and PHaMs who are found ineligible for supports under the NDIS.

### **Needs Assessment Priorities \***

#### **Needs Assessment**

CQWBSCPHN Needs Assessment 2019/20-2021/22

#### **Priorities**



### **Activity Demographics**

#### **Target Population Cohort**

CoS will support previous clients of the Commonwealth community mental health program PIR, D2DL and PHaMs who are found ineligible for supports under the NDIS.

#### **In Scope AOD Treatment Type \***

#### **Indigenous Specific \***

No

#### **Indigenous Specific Comments**

NA

#### **Coverage**

#### **Whole Region**

Yes

SA3 Name	SA3 Code
Burnett	31902
Biloela	30804
Maroochy	31603
Caloundra	31602
Buderim	31601
Nambour	31607
Noosa Hinterland	31608
Maryborough	31905
Sunshine Coast Hinterland	31606
Noosa	31605
Gladstone	30805
Rockhampton	30803
Bundaberg	31901
Gympie - Cooloola	31903
Central Highlands (Qld)	30801
Hervey Bay	31904



## Activity Consultation and Collaboration

### Consultation

The PHN's internal governance groups have a level of oversight on the performance of commissioned providers. These groups include the Senior MHAOD Manager, Chief Operating Officer and Senior Manager Procurement and Contracting, who provide guidance on commissioned providers' performance.

As part of ongoing performance monitoring and contractual obligations, the PHN will specify client surveys to be conducted throughout the duration of the work order. This information will be presented to the PHN in a de-identified manner.

### Collaboration

The PHN will continue to collaborate with Regional Mental Health and Alcohol Other Drug Councils which include representatives from: the HHS; other community mental health, alcohol and other drugs services; local mental health networks; and the NDIA, to enhance communication about referral pathways and transition of participants.



## Activity Milestone Details/Duration

### Activity Start Date

30/08/2018

### Activity End Date

28/06/2021

**Service Delivery Start Date**

15/08/2019

**Service Delivery End Date**

30/06/2022

**Other Relevant Milestones**

April – May 2019 - Consultation and engagement with PHaMs and D2DL provider commence.  
15 August 2019 - Work orders issued and services commence.  
April – May 2020 working with existing providers for continuation of program  
May – June 2020 prepare for transition participants if required  
May 2020 – work orders issued and service continued



**Activity Commissioning**

**Please identify your intended procurement approach for commissioning services under this activity:**

**Not Yet Known:** No  
**Continuing Service Provider / Contract Extension:** No  
**Direct Engagement:** No  
**Open Tender:** Yes  
**Expression Of Interest (EOI):** No  
**Other Approach (please provide details):** No

**Is this activity being co-designed?**

No

**Is this activity the result of a previous co-design process?**

No

**Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?**

No

**Has this activity previously been co-commissioned or joint-commissioned?**

No

**Decommissioning**

No

**Decommissioning details?**

N/A

**Co-design or co-commissioning comments**

N/A