



Australian Government

Department of Health

phn

An Australian Government Initiative

Activity Work Plan 2019-2021:

National Psychosocial Support Measure

National Psychosocial Support – Transition

National Psychosocial Support – Continuity of Support

National Psychosocial Support – Interface

Central Queensland Wide Bay Sunshine Coast PHN

1. (a) Planned activities for 2019-20 to 2020-21

– National Psychosocial Support Measure

PHNs must use the table below to outline the activities proposed to be undertaken within the period 2019-2021.

Proposed Activities - copy and complete the table as many times as necessary to report on each activity	
ACTIVITY TITLE	NPS-P1: Commissioning of non-clinical mental health services to appropriate organisation/s to deliver psychosocial supports in accordance with the National Psychosocial Support (NPS) Guidance material.
Existing, Modified, or New Activity	Existing Activity
Aim of Activity	The aim of this activity is to commission services which can address the needs of those with a severe mental illness, who are not currently receiving psychosocial supports under existing programs.
Description of Activity	<p>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.</p> <p>The PHN will issue 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.</p> <p>The PHN-commissioned providers will be recovery focused and in line with the NPS objectives. This will be achieved by:</p> <ul style="list-style-type: none"> - 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 their 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. <p>The PHN will facilitate an onboarding session for commissioned providers to explore how services will be implemented across the region including:</p>

	<ul style="list-style-type: none"> - intake and referral; - integration; - data collection; and - service delivery. <p>The onboarding session will also assist to build effective working relationships amongst providers and ensure consistency of service across the PHN region.</p>
Target population cohort	People with severe mental illness who are not eligible for assistance through the NDIS, and who are not receiving psychosocial services through programs such as Partners in Recovery (PIR), Day to Day Living (D2DL) or the Personal Helpers and Mentors (PHaMs).
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of PHN region.
Consultation	<p>The PHN will consult with panel members, including local HHS representatives regarding initial work orders. This will aid in developing strong referral pathways between PHN and HHS, and ensure PHN-commissioned services are complementary to current or future state-funded services.</p> <p>The PHN will communicate to the community, the outcome of the procurement process as well as future work orders, as they are issued. This will be done via existing networks, newsletters, website and other appropriate communication channels.</p>
Collaboration	<p>The evaluation panel for the tender included representatives from local Hospital and Health Services, which not only provided on the ground expertise, but ensured close collaboration between the PHN and HHS.</p> <p>The PHN will continue to collaborate with local Strategic Collaborative groups, which include representatives from the local HHS and other community mental health and alcohol and other drugs services. This ongoing communication will be done through formal meetings.</p>
Activity milestone details/ Duration	<ul style="list-style-type: none"> • Work orders issued and services commence early 2019. • Onboarding session will occur March 2019. • Work orders will be issued until June 2021.
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not yet known <input type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement. <input checked="" type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details)

	2a. Is this activity being co-designed? No 2b. Is this activity this result of a previous co-design process? No 3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No 3b. Has this activity previously been co-commissioned or joint-commissioned? No		
Decommissioning	1a. Does this activity include any decommissioning of services? No		
Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
Planned Commonwealth Expenditure – National Psychosocial Support Measure Funding	\$580,000	\$1,384,080	\$1,964,080
Funding from other sources	-	-	-
Funding from other sources			

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

ACTIVITY TITLE	NPS-P2: Update the needs assessment as part of compliance activities for the NPS Measure.
Existing, Modified, or New Activity	Existing Activity
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	<p>The Needs Assessment will not only assist to determine the needs of communities but will continue to assist in identifying the cohort of people likely to require services under NPS.</p> <p>This activity will be done in line with Priority 1 of the Fifth National Mental Health and Suicide Prevention Plan by:</p> <ul style="list-style-type: none"> - 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 Continuity of Supports; and - researching any other complementary and relevant datasets that will aid in informing the PHN on those likely to be eligible for the NPS measure.
Target population cohort	People with severe mental illness who are not eligible for assistance through the NDIS, and who are not receiving psychosocial services through programs such as Partners in Recovery (PIR), Day to Day Living (D2DL) or the Personal Helpers and Mentors (PHaMs).
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of PHN region.
Consultation	The PHN will consult with stakeholders as part of this activity, including consumers.
Collaboration	<p>The PHN will work with existing governance structures in collaboration with the MHAOD Council. The PHN will consider the landscape of mental health services as it constantly changes and update information on the target cohort.</p> <p>The PHN will also collaborate with other PHNs to review the target cohort data and share resources.</p>
Activity milestone details/ Duration	<ul style="list-style-type: none"> • Activity is annual – November.
Commissioning method and	1. Please identify your intended procurement approach for commissioning services under this activity:

approach to market	<input type="checkbox"/> Not yet known <input type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input checked="" type="checkbox"/> Other approach (please provide details): This activity will not be procured but will be conducted by the PHN. 2a. Is this activity being co-designed? No 2b. Is this activity this result of a previous co-design process? No 3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No 3b. Has this activity previously been co-commissioned or joint-commissioned? No		
Decommissioning	1a. Does this activity include any decommissioning of services? No		
Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
Planned Commonwealth Expenditure – National Psychosocial Support Measure Funding	\$5,000	\$5,000	\$10,000
Funding from other sources	-	-	-
Funding from other sources			

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

ACTIVITY TITLE	NPS-P3: Monitor service delivery to ensure an effective and efficient psychosocial service.
Existing, Modified, or New Activity	Modified Activity
Aim of Activity	The purpose of this activity is to ensure that commissioned services are effective in addressing community needs, as well as meeting the requirements of the PHN.
Description of Activity	<p>The PHN will monitor performance of commissioned service providers by:</p> <ul style="list-style-type: none"> - Reviewing data: as each provider is required to report to the Primary Mental Health Care Minimum Data Set (PMHC MDS). The data will be visually analysed with a business intelligence tool, which will aid in monitoring performance. - Conducting monthly meetings: as part of usual contract management process for this PHN region, frequent review meetings will occur with providers, where the PHN would consider the qualitative data and outcomes. - Adjusting targets/outcomes: as this is a new service, the PHN will work with each provider to ensure that targets are achievable and the PHN is commissioning value for money. - Review of program setup: to ensure that the needs of the community are met, the PHN will work with providers and other stakeholders to achieve a service that is complementary to existing services and agile to changing community needs.
Target population cohort	People with severe mental illness who are not eligible for assistance through the NDIS, and who are not receiving psychosocial services through programs such as Partners in Recovery (PIR), Day to Day Living (D2DL) or the Personal Helpers and Mentors (PHaMs).
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of PHN region.
Consultation	<p>As previously stated, the PHN's internal governance groups have a level of oversight on the performance of commissioned providers. These groups include the Senior MHAOD Manager; General Manager, Strategy, Planning and Performance; and Regional Manager Procurement and Contracting, who provide guidance on commissioned providers' performance.</p> <p>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.</p>

Collaboration	The PHN will continue to collaborate with local MHAOD strategic governance groups regarding the effectiveness of the program. The PHN will also collaborate with existing networks and support those providers delivering the service to establish strong referral pathways.		
Activity milestone details/ Duration	<ul style="list-style-type: none"> • Ongoing activity throughout the duration of the work order. 		
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input checked="" type="checkbox"/> Other approach (please provide details): This activity will not be procured but will be conducted by the PHN.</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>		
Decommissioning	1a. Does this activity include any decommissioning of services? No		
Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
Planned Commonwealth Expenditure – National Psychosocial Support Measure Funding	\$51,000	\$51,000	\$102,000
Funding from other sources	-	-	-
Funding from other sources			

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

ACTIVITY TITLE	NPT-P1: Commissioning of non-clinical mental health services to appropriate organisation/s to deliver psychosocial supports in accordance with the National Psychosocial Support – Transition (NPST) Guidance material.
Existing, Modified, or New Activity	New Activity
Aim of Activity	The aim of this activity is to commission services to ensure Commonwealth community mental health participants from D2DL, PHaMs and PIR received appropriate levels of support as they test eligibility for supports under the NDIS and transition to ongoing arrangements either through the NDIS or CoS.
Description of Activity	<p>The PHN will build on existing service infrastructure in order to commission this activity. Consultation and engagement with existing D2DL, PHaMs and PIR across the region will determine viability, commitment and interest to continue supporting existing participants to test eligibility for the NDIS.</p> <p>Successful services will provide eligible participants with appropriate levels of support for up to 12 month whilst they transition through individual and/or group based activities, whilst maintaining current workforce, and will work to link supports to clinical services and care coordination to support integrated care as part of a multiagency care plan.</p> <p>The PHN will develop services and a service system that meets the needs of communities and individuals to ensure continued services whilst they are transitioning to alternative pathways including NDIS and CoS.</p>
Target population cohort	Active participants accessing support from D2DL, PHaMs and PIR as at 30 June 2019.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of PHN region.
Consultation	The PHN will consult with former D2DL, PHaMs and PIR service providers to determine viability to continue supporting current participants.
Collaboration	The PHN will continue to collaborate with local Strategic Collaborative groups, which include representatives from the HHS and other community mental health, alcohol and other drugs services, local mental health networks, NDIA to enhance communication about referral pathways and transition of participants.
Activity milestone details/ Duration	<ul style="list-style-type: none"> • Consultation and engagement commence April – May 2019. • Work orders issued and services commence 1 July 2019.
Commissioning method and	1. Please identify your intended procurement approach for commissioning services under this activity:

approach to market	<input type="checkbox"/> Not yet known <input checked="" type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details)		
	2a. Is this activity being co-designed? No		
	2b. Is this activity this result of a previous co-design process? No		
	3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No		
	3b. Has this activity previously been co-commissioned or joint-commissioned? No		
Decommissioning	1a. Does this activity include any decommissioning of services? No		
Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
National Psychosocial support – Transitional Activity	\$7,246,561	-	\$7,246,561
Funding from other sources	-	-	-
Funding from other sources			

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

ACTIVITY TITLE	NPT-P2: Monitor service delivery to ensure an effective and efficient psychosocial service.
Existing, Modified, or New Activity	New Activity
Aim of Activity	The purpose of this activity is to ensure that commissioned services are effective in addressing community needs, as well as meeting the requirements of the PHN.
Description of Activity	<p>The PHN will monitor performance of commissioned service providers (NPT-P1) by:</p> <ul style="list-style-type: none"> - Reviewing data: The submission of monthly data will be collected through Transition Reporting Information System (TRIS) and in addition visually analysed with a business intelligence tool, which will aid in monitoring performance. - Conducting quarterly meetings: as part of usual contract management process for this PHN region, frequent review meetings will occur with providers, where the PHN would consider the qualitative data and outcomes. - Provide support to organisation staff to achieve quality data entry and reporting for the purpose of program monitoring and evaluation.
Target population cohort	Active participants accessing support from D2DL, PHaMs and PIR as at 30 June 2019.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of PHN region.
Consultation	<p>As previously stated, the PHN's internal governance groups have a level of oversight on the performance of commissioned providers. These groups include the Senior MHAOD Manager; General Manager, Strategy, Planning and Performance; and Regional Manager Procurement and Contracting, who provide guidance on commissioned providers' performance.</p> <p>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.</p>
Collaboration	<p>The PHN will continue to collaborate with local MHAOD strategic governance groups regarding the effectiveness of the program.</p> <p>The PHN will continue to facilitate and support service providers will work closely with LACs and NDIA to support the transition.</p>

Activity milestone details/ Duration	Ongoing monitoring of transition activity throughout the duration of the work order to achieve 100% testing of eligibility to the NDIS.		
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input checked="" type="checkbox"/> Other approach (please provide details) This activity will not be procured but will be conducted by the PHN.</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>		
Decommissioning	1a. Does this activity include any decommissioning of services? No		
Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
Planned Commonwealth Expenditure – National Psychosocial Support Measure Funding	\$62,202	-	\$62,202
Funding from other sources	-	-	-
Funding from other sources			

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

ACTIVITY TITLE	CoS-P1: Commissioning of non-clinical mental health services to appropriate organisation/s to deliver psychosocial supports in accordance with the Continuity of Support Guidance material.
Existing, Modified, or New Activity	New Activity
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	<p>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.</p> <p>The PHN will issue 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 the depth of capacity.</p> <p>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. Commissioning will focus on the four key aims:</p> <ul style="list-style-type: none"> • 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. <p>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:</p> <ul style="list-style-type: none"> • 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.
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.

Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of PHN region.
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; General Manager, Strategy, Planning and Performance; and Regional 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 local Strategic Collaborative groups, which include representatives from: the Hospital and Health Service (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	<ul style="list-style-type: none"> • April – May 2019 - Consultation and engagement with PHaMs and D2DL provider commence. • 15 August 2019 - Work orders issued and services commence.
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement.</p> <p><input checked="" type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>
Decommissioning	1a. Does this activity include any decommissioning of services? No

Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
Continuity of Supports	\$1,879,812.43	\$1,879,812.43	\$3,709,624.86
Funding from other sources	-	-	-
Funding from other sources			

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

ACTIVITY TITLE	PSI-P1: Plan services under the Continuity of Support (CoS) measure and the National Psychosocial Support (NPS) program.
Existing, Modified, or New Activity	New Activity
Aim of Activity	The aim of this activity is to plan, fund, commission, establish and integrate psychosocial services.
Description of Activity	The PHN engaged with existing services providers of PIR, D2DL and PHaMs to understand existing service delivery arrangements, number of clients eligible for CoS and how best to manage continued service delivery or transition of clients to new services, considering the aims and approaches of the CoS program.
Target population cohort	Commonwealth funded psychosocial services target people with severe mental illness who do not meet the access criteria for the NDIA.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of PHN region.
Consultation	As previously stated, the PHN's internal governance groups have a level of oversight on the performance of commissioned providers. These groups include the Senior MHAOD Manager; General Manager, Strategy, Planning and Performance; and Regional Manager Procurement and Contracting, who provide guidance on commissioned providers' performance. The PHN will liaise with consumers, carers, service providers and Local Health Networks in the region to ensure complementarity and flexible service delivery and ensure referral pathways are in place for referrals into the program from service providers.
Collaboration	The PHN will continue to collaborate with local Strategic Collaborative groups, 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	<ul style="list-style-type: none"> • March – May 2019: Consultation and engagement commence. • April 2019: Develop tender to include PHaMs and D2DL providers.
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p>

	<input type="checkbox"/> Direct engagement. <input checked="" type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input type="checkbox"/> Other approach (please provide details) 2a. Is this activity being co-designed? No 2b. Is this activity this result of a previous co-design process? No 3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No 3b. Has this activity previously been co-commissioned or joint-commissioned? No		
Decommissioning	1a. Does this activity include any decommissioning of services? No		
Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
Psychosocial Support Interface	\$50,000	-	\$50,000
Funding from other sources	-	-	-
Funding from other sources			

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

ACTIVITY TITLE	PSI-P2: Commission, fund and establish services under the Continuity of Support (CoS) measure and the National Psychosocial Support (NPS) program.
Existing, Modified, or New Activity	Existing Activity
Aim of Activity	The aim of this activity is ensure that psychosocial services are available for those who require support and ensure there is no gap in service delivery for PIR, D2DL and PHaMs Commonwealth community mental health clients to test for eligibility under the NDIS as well as plan, fund, commission, establish and integrate psychosocial services.
Description of Activity	<p>The PHN conducted a competitive tender to establish a panel of preferred providers for NPS and Cos. A second closed tender was carried out to provide the opportunity for existing PHaMs and D2DL service providers to apply for the panel. The panel now sits under a Master Service Agreement, which will enable the PHN to provide services promptly as required.</p> <p>The PHN will issue 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 the depth of capacity.</p>
Target population cohort	Commonwealth funded psychosocial services target people with severe mental illness who do not meet the access criteria for the NDIA.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of PHN region.
Consultation	<p>As previously stated, the PHN's internal governance groups have a level of oversight on the performance of commissioned providers. These groups include the Senior MHAOD Manager; General Manager, Strategy, Planning and Performance; and Regional Manager Procurement and Contracting, who provide guidance on commissioned providers' performance.</p> <p>The PHN will liaise with consumers, carers, service providers and Local Health Networks in the region to ensure complementarity and flexible service delivery and ensure referral pathways are in place for referrals into the program from service providers.</p>
Collaboration	The PHN will continue to collaborate with local Strategic Collaborative groups, 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	<ul style="list-style-type: none"> • October 2018 - Competitive Tender. • May - June 2019 – Closed tender for PHaMs and D2DL providers. • August 2019 - Second tender work orders issued and services commence. 		
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement.</p> <p><input checked="" type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input type="checkbox"/> Other approach (please provide details)</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>		
Decommissioning	<p>1a. Does this activity include any decommissioning of services? No</p>		
Total Planned Expenditure	<p>Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.</p>		
Funding Source	2019-2020	2020-2021	Total
Psychosocial Support Interface	\$50,000	-	\$50,000
Funding from other sources	-	-	-
Funding from other sources			

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

ACTIVITY TITLE	PSI-P3: Integration of services.
Existing, Modified, or New Activity	Existing Activity
Aim of Activity	The aim of this activity is to facilitate referrals for those not eligible for NDIS to psychosocial supports.
Description of Activity	<p>The PHN will continue to maintain the former Partners in Recovery (PIR) phone line. The line will provide individuals, organisations and stakeholder a point of contact, information and advice for psychosocial supports and programs within the PHN region. This service will also support people who are deemed ineligible for the NDIA to access other services and pathways.</p> <p>Referral pathways for clinicians, community mental health providers and statement government funded clinical mental health services will be developed to enable people within the community to access funded supports; this will be achieved by completing service mapping.</p>
Target population cohort	Commonwealth funded psychosocial services target people with severe mental illness who do not meet the access criteria for the NDIA.
Indigenous specific	<p>Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people?</p> <p>No</p>
Coverage	Whole of PHN region.
Consultation	<p>As previously stated, the PHN's internal governance groups have a level of oversight on the performance of commissioned providers. These groups include the Senior MHAOD Manager; General Manager, Strategy, Planning and Performance; and Regional Manager Procurement and Contracting, who provide guidance on commissioned providers' performance.</p> <p>The PHN will liaise with consumers, carers, service providers and Local Health Networks.</p>
Collaboration	The PHN will continue to collaborate with local Strategic Collaborative groups, 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	<ul style="list-style-type: none"> July 2019 – June 2020: Implementation of 'where to next' phone line.
Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p>

	<input type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input checked="" type="checkbox"/> Other approach (please provide details) This activity will be undertaken by internal PHN staff 2a. Is this activity being co-designed? No 2b. Is this activity this result of a previous co-design process? No 3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No 3b. Has this activity previously been co-commissioned or joint-commissioned? No		
Decommissioning	1a. Does this activity include any decommissioning of services? No		
Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
Psychosocial Support Interface	\$100,000	-	\$100,000
Funding from other sources	-	-	-
Funding from other sources			

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

ACTIVITY TITLE	PSI-P4: Monitor service delivery to ensure an effective and efficient psychosocial service.
Existing, Modified, or New Activity	Existing Activity
Aim of Activity	The purpose of this activity is to ensure that commissioned services are effective in addressing community needs, as well as meeting the requirements of the PHN.
Description of Activity	<p>The PHN will monitor performance of commissioned service providers (including CoS-P1) by:</p> <ul style="list-style-type: none"> - Reviewing data: as each provider is required to report to the Primary Mental Health Care Minimum Data Set (PMHC MDS). The data will be visually analysed with a business intelligence tool, which will aid in monitoring performance. - Conducting meetings: as part of usual contract management process for this PHN region, frequent review meetings will occur with providers, where the PHN would consider the qualitative data and outcomes. - Adjusting targets/outcomes: as this is a new service, the PHN will work with each provider to ensure that targets are achievable and the PHN is commissioning value for money. - Review of program setup: to ensure that the needs of the community are met, the PHN will work with providers and other stakeholders to achieve a service that is complementary to existing services and agile to changing community needs. <p>The PHN will monitor the transition of participants and work with organisations to identify potential targeted projects, and scope areas in which to support their hard to reach clients to test NDIS eligibility.</p>
Target population cohort	Commonwealth funded psychosocial services target people with severe mental illness who do not meet the access criteria for the NDIA.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of PHN region.

<p>Consultation</p>	<p>As previously stated, the PHN’s internal governance groups have a level of oversight on the performance of commissioned providers. These groups include the Senior MHAOD Manager; General Manager, Strategy, Planning and Performance; and Regional Manager Procurement and Contracting, who provide guidance on commissioned providers’ performance.</p> <p>The PHN will liaise with consumers, carers, service providers and Local Health Networks in the region to ensure complementarity and flexible service delivery and ensure referral pathways are in place for referrals into the program from service providers.</p>		
<p>Collaboration</p>	<p>The PHN will continue to collaborate with local Strategic Collaborative groups, 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.</p>		
<p>Activity milestone details/ Duration</p>	<ul style="list-style-type: none"> • July – June 2020 – monthly reviewing data and monitoring of programs. • Quarterly provider meetings. 		
<p>Commissioning method and approach to market</p>	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement. If selecting this option, provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input checked="" type="checkbox"/> Other approach (please provide details): This activity will be undertaken by internal PHN staff.</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>		
<p>Decommissioning</p>	<p>1a. Does this activity include any decommissioning of services? No</p>		
<p>Total Planned Expenditure</p>	<p>Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.</p>		
<p>Funding Source</p>	<p>2019-2020</p>	<p>2020-2021</p>	<p>Total</p>

Psychosocial Support Interface	\$300,000	-	\$300,000
Funding from other sources	-	-	-
Funding from other sources			

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

ACTIVITY TITLE	PSI-P5: Projects.
Existing, Modified, or New Activity	Existing Activity
Aim of Activity	The aim of this activity is to support the testing of participants under D2DL, PHaMs and PIR.
Description of Activity	<p>The PHN will utilise this funding to:</p> <ul style="list-style-type: none"> • Work with providers to develop and implement targeted projects to target hard to reach participants. • Consider capacity building activities targeted at workers to ensure a high quality application is submitted. • Assist clients with gathering evidence required for establishing functional/permanent disability for their NDIS application. <p>The PHN support service providers to facilitate the link with NDIA and Local Area Coordinators.</p>
Target population cohort	Commonwealth funded psychosocial services target people with severe mental illness who do not meet the access criteria for the NDIA.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of PHN region.
Consultation	<p>As previously stated, the PHN's internal governance groups have a level of oversight on the performance of commissioned providers. These groups include the Senior MHAOD Manager; General Manager, Strategy, Planning and Performance; and Regional Manager Procurement and Contracting, who provide guidance on commissioned providers' performance.</p> <p>The PHN will liaise with consumers, carers, service providers and Local Health Networks in the region to ensure complementarity and flexible service delivery and ensure referral pathways are in place for referrals into the program from service providers.</p>
Collaboration	The PHN will continue to collaborate with local Strategic Collaborative groups, 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	<ul style="list-style-type: none"> • July – June 2020 - Ongoing work with providers and coordinators.

Commissioning method and approach to market	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <p><input type="checkbox"/> Not yet known</p> <p><input type="checkbox"/> Continuing service provider / contract extension</p> <p><input type="checkbox"/> Direct engagement.</p> <p><input type="checkbox"/> Open tender</p> <p><input type="checkbox"/> Expression of Interest (EOI)</p> <p><input checked="" type="checkbox"/> Other approach (please provide details): This activity will be undertaken by internal PHN staff.</p> <p>2a. Is this activity being co-designed? No</p> <p>2b. Is this activity this result of a previous co-design process? No</p> <p>3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No</p> <p>3b. Has this activity previously been co-commissioned or joint-commissioned? No</p>		
Decommissioning	1a. Does this activity include any decommissioning of services? No.		
Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
Psychosocial Support Interface	\$133,732.90	-	\$133,732.90
Funding from other sources	-	-	-
Funding from other sources			

Proposed Activities - copy and complete the table as many times as necessary to report on each activity

ACTIVITY TITLE	PSI-P6: Data Management.
Existing, Modified, or New Activity	Existing Activity
Aim of Activity	The purpose of this activity is to consolidate Client Information Management System (CIMS) and upskill organisations on Primary Mental Health Care Minimum Data Set (PMHC MDS) collection for NPS and CoS funded programs.
Description of Activity	The PHN will implement a consistent CIMS to ensure data collection and quality is maintained. This will ensure uploads of the PMHC MDS are compliant. The PHN will work with service providers to develop pathways for PIR, D2DL and PHaMs providers to ensure a smooth transition for participants.
Target population cohort	Commonwealth funded psychosocial services target people with severe mental illness who do not meet the access criteria for the NDIA.
Indigenous specific	Is this activity targeted to, or predominantly supporting, Aboriginal and Torres Strait Islander people? No
Coverage	Whole of PHN region.
Consultation	As previously stated, the PHN's internal governance groups have a level of oversight on the performance of commissioned providers. These groups include the Senior MHAOD Manager; General Manager, Strategy, Planning and Performance; and Regional Manager Procurement and Contracting, who provide guidance on commissioned providers' performance. The PHN will liaise with consumers, carers, service providers and Local Health Networks in the region to ensure complementarity and flexible service delivery and ensure referral pathways are in place for referrals into the program from service providers.
Collaboration	The PHN will continue to collaborate with local Strategic Collaborative groups, 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	<ul style="list-style-type: none"> • May – June 2019 - Development of PMHC MDS support material for providers. • June 2019 - Development of user guides for the CIMS. • June – July 2019 - Implementation of system with new service providers. • July – June 2019 – System and ongoing support.
Commissioning method and	1. Please identify your intended procurement approach for commissioning services under this activity:

approach to market	<input type="checkbox"/> Not yet known <input type="checkbox"/> Continuing service provider / contract extension <input type="checkbox"/> Direct engagement. <input type="checkbox"/> Open tender <input type="checkbox"/> Expression of Interest (EOI) <input checked="" type="checkbox"/> Other approach (please provide details): This activity will be undertaken by internal PHN staff. 2a. Is this activity being co-designed? No 2b. Is this activity this result of a previous co-design process? No 3a. Do you plan to implement this activity using co-commissioning or joint-commissioning arrangements? No 3b. Has this activity previously been co-commissioned or joint-commissioned? No		
Decommissioning	1a. Does this activity include any decommissioning of services? No		
Total Planned Expenditure	Enter the planned expenditure for this Activity in the following table. Include commissioned service expenditure only.		
Funding Source	2019-2020	2020-2021	Total
Psychosocial Support Interface	\$50,000	-	\$50,000
Funding from other sources	-	-	-
Funding from other sources			