



Australian Government

Department of Health

phn

An Australian Government Initiative

**Primary Health Networks
– National Psychosocial Support measure
2018-2019 Activity Work Plan
and Indicative Budget**

Brisbane South PHN

When submitting the *National Psychosocial Support measure Activity Work Plan 2018-2019* to the Department of Health, the PHN must ensure that all internal clearances have been obtained and has been endorsed by the CEO.

The *National Psychosocial Support measure Activity Work Plan* must be lodged via email to PHN_Domainmanager@health.gov.au within four (4) weeks of execution of the Psychosocial Support Schedule, and subsequently updated, on an annual basis.

Introduction

Overview

The key objectives of Primary Health Networks (PHN) are:

- increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes;
- improving coordination of care to ensure patients receive the right care in the right place at the right time.

The purpose of the **National Psychosocial Support (NPS) measure** is to provide psychosocial support services to assist people with severe mental illness resulting in reduced psychosocial functional capacity who are not more appropriately supported through the National Disability Insurance Scheme (NDIS). These services, in partnership with families and carers (as appropriate), will provide a range of non-clinical community based support to these individuals to achieve their recovery goals. The NPS measure is being implemented through purpose specific funding to [Primary Health Networks \(PHNs\)](#) to commission these new services.

The objectives of the measure are to:

- support people with severe mental illness and associated psychosocial functional impairment who are not more appropriately supported through the NDIS;
- improve access to psychosocial support services, mental health outcomes and equity in service availability for the target cohort (only relevant to PHNs based in Queensland);
- reduce the avoidable need for more intense and acute health services and enhance appropriate/optimal use of the health system.

These objectives will be achieved through:

- providing for a regional approach that would target psychosocial support services to individual needs, creating flexible, efficient service delivery. Service types may include individual and group support and rehabilitation and peer work.
- improving service coordination for individuals with severe mental illness and associated psychosocial functional impairment, while taking into account supports available across levels of governments, the community and relevant sectors.
- being consistent with the priorities and objectives of the Fifth National Mental Health and Suicide Prevention Plan.
- being focused on psychosocial support services with the aim of contributing to improvements over time in:
 - identification of, and provision of services and outcomes for, people with a severe mental illness and associated psychosocial functional impairment, including those with complex needs, who are not more appropriately funded through the NDIS;
 - more seamless, high quality and earlier psychosocial supports;
 - the efficiency and effectiveness of psychosocial support services across care settings.

As part of this measure, the Commonwealth has bilateral agreements with each jurisdiction regarding their continuing or enhanced investment in psychosocial services. The PHN commissioned services will need to be implemented in a flexible way to complement the State and Territory funded psychosocial support. Further, PHNs will need to consider the services that are currently provided locally by Local Health Networks, ensuring that the PHN commissioned services complement or enhance these existing services and consider how these services can meet the need of their region.

PHNs are required to outline planned activities, milestones and outcomes to provide the Australian Government with visibility as to the activities expected to be undertaken by PHNs. The Activity Work Plan must:

- detail the establishment and implementation phases of the NPS measure in your region.
- demonstrate to the Australian Government what the PHN is going to achieve and how the PHN plans to achieve this.
- be developed in consultation with State/Territory agencies, Non-Government Organisations, Local Health Networks, the Mental Health Commission, mental health consumers and carers and other stakeholders, as appropriate.

Further information

The following may assist in the preparation of your Activity Work Plan:

- The activity details specified under Item B of your Psychosocial Support Schedule;
- The Implementation Plan under Schedule A of the National Psychosocial Support Bilateral Agreement between the Commonwealth and relevant State/Territory, provided in-confidence to support State and Territory collaboration.
- The PHN Psychosocial Support Guidance material.

Please adhere to the word limit specified in the template.

1. Planned activities funded under the Activity – *National Psychosocial Support measure*

PHNs must use the table below to outline the activities proposed to be undertaken in 2018-2019. These activities will be funded under the *National Psychosocial Support measure* under the Schedule – Psychosocial Support.

Proposed Activities - copy and complete the table as many times as necessary to report on each activity	
Proposed Activities	Description
Activity Title	1. Planning and needs assessment
Description of Activity	<p>Brisbane South PHN will undertake psychosocial support planning and needs assessment activities to inform future service delivery to support people living with a severe mental health conditions who require associated psychosocial functional impairment and who are not more appropriately supported through the National Disability Insurance Scheme.</p> <p>Planning activities may include:</p> <ul style="list-style-type: none"> • Identification of, and engagement with, key stakeholders, including consumers and carers of people with psychosocial support needs, and organisations who currently deliver psychosocial support services in the Brisbane South PHN region • Service mapping • Needs analysis and assessment, identifying current health and service needs, gaps, and opportunities for investment to improve service coordination for individuals with severe mental health conditions and associated psychosocial functional impairment. This will build on previous work conducted by Brisbane South PHN, such as the review of the Mental Health Nurse Incentive Program, Interim Mental Health and Alcohol and Other Drugs Needs Assessments, Partners in Recovery NDIS eligibility testing findings, and the Regional Mental Health Suicide Prevention and Alcohol and Other Drugs (MHSPAOD) Strategy.
Measuring Outcomes/Data Collection and Storage	No outcome measures will be collected for this activity. Successful completion of this activity will be noted upon the key output of a <i>Psychosocial Support Needs Assessment</i> .
Consultation/Collaboration/Communication	<u>Consultation and Collaboration</u>

	Stakeholder	Planning	Co-design	Procurement	Implementation	Monitoring	Evaluation
	Consumers and carers	●	●	-	●	●	●
	Hospital and Health Service	●	●	●	●	●	●
	Non-government organisations	●	●	●	●	●	●
	State Government department	●	●	●	●	-	-
	National Disability Insurance Agency	●	-	-	-	-	-
<p>NB: Non-government organisations include providers of Partners in Recovery, Personal Helpers and Mentors (PHaMS) and Day to Day Living (D2DL) programs, and NDIS Partners in Community.</p> <p><u>Governance arrangements</u> Brisbane South PHN will take a lead role in the consultation/collaboration with stakeholders noted above. This will utilise existing governance arrangements, including oversight from Brisbane South PHN MHAOD Director and General Manager Commissioned Programs. Input and feedback from the Board, Community Advisory Council, and Clinical Council will be sought as appropriate.</p> <p><u>Mechanisms for communication</u> Methods for communication will include face to face meetings, and telephone and email correspondence as required.</p>							
Timeline	<p>Engagement with stakeholders: Q1 2018-19 (mid) Needs assessment: completed Q1 2018-19 (late)</p>						
Risk Management	Risk identified		Mitigation to minimise risk				
	Duplication on service delivery implementation with Queensland Health, Health and Hospital Services and community services		Communication strategy to consult and inform on all processes.				
	Confusion in the community on program purpose		Liaise with current service providers who are delivering services to people with severe				

		mental illness and complex needs to consult and collaborate through co-design process for the whole stepped care model.
	New program does not meet the needs of cohort	Brisbane South PHN has commenced the consumer driven co-design process and NPS funding will be included in the discussion. Performance Framework will be utilised for performance management.

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Activity Title	2. Co-design																																								
Description of Activity	<p>Brisbane South PHN has commenced a co-design process to inform the commissioning of mental health and suicide prevention services across the stepped care model from July 2019 onwards. This co-design process commenced Q4 2017-18, and planned to be ongoing through 2018-19.</p> <p>Brisbane South PHN's intent is to integrate services under the National Psychosocial Support Measure with other mental health and suicide prevention commissioned services, while maintaining separate reporting and accountability. As such, psychosocial support needs for people experiencing severe and complex mental health conditions will be included within this co-design process.</p> <p>In the interim while these redesigned services are established, service delivery under the National Psychosocial Support Measure will commence by Q3 2018-19 as outlined in activity 3. Pilot program service delivery.</p>																																								
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	<p>The consulting agency engaged by Brisbane South PHN will lead the co-design process. This activity will utilise existing governance arrangements, including oversight from Brisbane South PHN MHAOD Director and General Manager Commissioned Programs. Input and feedback from the Board, Community Advisory Council, and Clinical Council will be sought as appropriate.</p> <p><u>Mechanisms for communication</u> Methods for communication will include face to face meetings and workshops, and telephone and email correspondence as required.</p>										
<p>Timeline</p>	<p>Stage 1: Questioning – includes tasks such as journey mapping workshops, engagement framework development, and recruitment and briefing of co-design group: Q1 2018-19 (early).</p> <p>Stages 2 and 3: Understanding and designing – includes tasks such as working groups with create a shared understanding, evidence and design, and development of prototypes: Q1 2018-19 (mid-late).</p> <p>Stage 4: Refining – includes tasks such as rapid testing loops, group decision making, final decision making and next steps, and development of a final report: Q2 2018-19 (early).</p>										
<p>Risk Management</p>	<table border="1"> <thead> <tr> <th data-bbox="819 810 1435 847">Risk identified</th> <th data-bbox="1435 810 2033 847">Mitigation to minimise risk</th> </tr> </thead> <tbody> <tr> <td data-bbox="819 847 1435 991">Ill-conceived service models that carry fundamental design flaws leading to ineffective implementation and outcomes</td> <td data-bbox="1435 847 2033 991">Detailed scoping, project planning at commencement of project. Proper project discipline throughout to ensure necessary rigour is applied to project approach.</td> </tr> <tr> <td data-bbox="819 991 1435 1174">Lack of stakeholder engagement</td> <td data-bbox="1435 991 2033 1174">Develop stakeholder engagement framework and communication plan, and adopt best practice consultative and collaborative processes with all stakeholders through the life cycle of the project.</td> </tr> <tr> <td data-bbox="819 1174 1435 1286">Time constraints</td> <td data-bbox="1435 1174 2033 1286">Establish rigorous and effective project plans and controls, and apply strong project discipline and effective processes</td> </tr> <tr> <td data-bbox="819 1286 1435 1425">Poor reputation</td> <td data-bbox="1435 1286 2033 1425">Establish appropriate project plans, programs design, implementation structures, relevant monitoring and risk management practices to ensure project outcomes are achieved.</td> </tr> </tbody> </table>	Risk identified	Mitigation to minimise risk	Ill-conceived service models that carry fundamental design flaws leading to ineffective implementation and outcomes	Detailed scoping, project planning at commencement of project. Proper project discipline throughout to ensure necessary rigour is applied to project approach.	Lack of stakeholder engagement	Develop stakeholder engagement framework and communication plan, and adopt best practice consultative and collaborative processes with all stakeholders through the life cycle of the project.	Time constraints	Establish rigorous and effective project plans and controls, and apply strong project discipline and effective processes	Poor reputation	Establish appropriate project plans, programs design, implementation structures, relevant monitoring and risk management practices to ensure project outcomes are achieved.
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Proposed Activities	Description
Activity Title	3. Pilot program service delivery
Description of Activity	<p>Brisbane South PHN will commission pilot services to test models identified through the co-design process. These pilot services will inform, enhance and complement the consolidated stepped care model that will commence rollout across the region from July 2019.</p> <p>It is anticipated that these pilot services will leverage existing commissioned mental health programs that provide services to this target cohort, and will be commissioned in whole. The appropriate procurement approach will be determined following the co-design process.</p> <p>Service and contract negotiations will be finalised by end of November, 2018; with service delivery to commence in early January 2019. This is contingent upon approval of the Activity Work Plan and internal approvals to Services Agreements. Recruitment of staff and participants is anticipated to commence in December, 2018, with service delivery will be established by end of January, 2019.</p>
Measuring Outcomes/Data Collection and Storage	<p>Brisbane South PHN will determine data collection mechanisms pending further guidance from the Department of Health related to Minimum Data Set collection requirements. Indicative indicators are noted below.</p> <p>Process indicators:</p> <ul style="list-style-type: none"> • Psychosocial support services for people with severe and complex mental illness <ul style="list-style-type: none"> ○ Indicator: Number of consumers to receive commissioned psychosocial support services for people with severe and complex mental health illness ○ Indicator: Number of service contacts for consumers receiving commissioned psychosocial support services for people with severe and complex mental health illness ○ Source: Minimum Data Set, as specified by Department of Health

	<p>Short term outcomes:</p> <ul style="list-style-type: none"> • Outcomes for people with severe and complex mental illness <ul style="list-style-type: none"> ○ Indicator: Proportion of consumers who report an improvement in outcome score (such as Kessler-10+) ○ Source: Minimum Data Set, as specified by Department of Health 																																			
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<p>Timeline</p>	<p>Service delivery commencement: Q2 2018-19 Performance reporting and meetings: Q3 and Q4 2018-19</p>																																			
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		<p>Ongoing Performance reporting and meetings to track service delivery.</p> <p>Use of existing Brisbane South PHN promotional channels to primary care sector and Hospital and Health Services.</p>
	<p>Unable to distinguish consumers receiving additional psychosocial support services funded through NPS Measure, rather than PMHC funding.</p>	<p>Investigate interim measures to flag consumers receiving services funded through NPS Measure in current information management systems.</p> <p>Specify targets for consumers receiving NPS Measure funded services at Quarterly Performance reports and meetings.</p>