

Eastern Melbourne - National Psychosocial Support

2019/20 - 2021/22

Activity Summary View



[NPS - NPS 1 - NPS CoS-1 Transition to Psychosocial Support Service March 2020]



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

NPS 1

Activity Title *

NPS CoS-1 Transition to Psychosocial Support Service March 2020

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

- Provision of Psychosocial Support Service for consumers with severe mental illness; delivered in accordance with the NPS and CoS Guidance material.
- Ensure safe transition of Partners in Recovery (PIR), Day to Day Living (D2DL) and Personal Helpers and Mentors Scheme (PHaMs) consumers to appropriate new psychosocial support arrangements.

Description of Activity *

1.1 The Psychosocial Support Service will align with EMPHN's Mental Health Stepped Care Model across the north-east, outer-east and inner-east regions within the EMPHN catchment. The service will provide psychosocial support to consumers with severe mental illness who are not receiving or eligible for assistance through the NDIS.

The service will provide effective, whole-of-person care, through provision of appropriate quality psychosocial support services and linkage to required clinical and other supports. These supports are flexible and based on an individual's needs at any one time. Supports may include daily living support; housing; employment/education; managing money; connecting with the community; emotional support; improving physical health; family relationships; coordinating services; justice; and alcohol and other drug support.

Tiered levels of psychosocial support packages for individuals eligible for the Psychosocial Support Service are as follows:

- intensive support: for up to 12 months, with reduction over time as the individual's capacity for self-care/self-management improves
- moderate: medium-term supports for up to six months, which might encompass flexible 1:1 individualised and/or group based supports.
- low: short-term support, which might encompass a four to eight week wellness recovery program or support to link to mainstream community groups or one-off support to address a pressing need such as housing.

EMPHN will ensure structures and processes are in place to elicit consumer and carer input into ongoing service design and improvement.

This activity utilises a combination of NPSM and CoS funding.

Consumers with severe mental illness who were former participants of PIR, D2DL and PHaMs who have been found ineligible for the NDIS will be provided the Psychosocial Support Service, funded from CoS funding. All other consumers with severe mental illness accessing the Psychosocial Support Service will be funded utilising NPSM funding. Commissioned providers will capture required data sets from consumers to fulfil DoH requirements for NPSM and CoS funding. However, it is EMPHN's intention for the Psychosocial Support Service to appear as a single program offering 'on the ground' in an effort to reduce confusion to consumers and carers in an already confusing service system.

The service commenced operation in April 2019 utilising NPSM funding, and was extended in July 2019 utilising CoS funding. NPSM funding currently finishes in June 2021. The Psychosocial Support Service is currently planned to continue operating until June 2022, in line with the current CoS funding agreement.

EMPHN's approach to mental health support will provide system efficiency through:

- Integrated and collaborative care
- A system that is easy to access and navigate
- Integrated care pathways and a well-defined consumer journey
- Demand management and response times
- Referral pathways
- Cost effective care

EMPHN has identified the need for an integrated, responsive and easy to navigate system for the consumer. This system encompasses:

- PHNs and LHNs prioritising coordinated treatment supports for people with severe mental illness, with integrated mental health and drug and alcohol treatment a focus
- supporting the physical health of people with mental illness
- effective suicide prevention
- addressing gaps in services for those not supported by the NDIS.

(see also Activity 2.0 below).

1.2 'Psychosocial Transition Program' – Transition of PIR, D2DL and PHaMs consumers to appropriate new psychosocial care arrangements (e.g. NDIS, EMPHN-funded Psychosocial Support Service or other services as appropriate).

The purpose of Psychosocial Transition Program is to provide non-clinical community-based support for people with severe mental illness who were participants of PIR, PHaMs or D2DL, while they transition to the NDIS or Eastern Melbourne PHN's funded Psychosocial Support Service (PSS) (see activity 1.1).

From 01 July 2019 to 30 November 2019 the Psychosocial Transition Program will provide flexible support based on the needs of consumers (and their family and friends) in transition. The priority for the consumer is to test eligibility for the NDIS whilst continuing to receive psychosocial support. This is a time-limited program to assist transition.

Psychosocial support provided through the Psychosocial Transition Program focuses on supporting consumers to:

- test eligibility for NDIS and other transition options
- receive practical help (daily living/tasks)
- be supported (mental health, physical health, education, work, housing, leisure, etc.)
- get connected (with others, family, friends, peers, community, mainstream supports, other services).

The transition program is proposed to be conducted from 1/7/2019 to 30/11/2019. This activity utilises NPS Transition funding.

1.3 Continuation of EMPHN Referral, Access and Navigation Team to support navigation and understanding of the service system for consumers, carers, General Practitioners and other referrers in the community. This activity utilises a combination of NPSM and CoS funding. EMPHN's Referral, Access and Navigation Team will continue operation for the entire AWP period of 1/7/2019 – 30 June 2022.

Needs Assessment Priorities *

EMPHN Needs Assessment 2019/20-2021/22

Priorities

Needs Assessment Priority	Page Reference
Implement our mental health stepped care model.	64
Support community-based suicide prevention initiatives across the age continuum.	64
Develop an integrated regional mental health, alcohol and other drug and suicide prevention plan.	64
Address the priorities in the fifth national mental health and suicide prevention plan.	64



Activity Demographics

Target Population Cohort *

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments *

NA

Coverage *

Whole Region

Yes

SA3 Name	SA3 Code
Boroondara	20701
Manningham - West	20702
Whitehorse - West	20703
Banyule	20901

Nillumbik - Kinglake	20903
Whittlesea - Wallan	20904
Knox	21101
Manningham - East	21102
Maroondah	21103
Whitehorse - East	21104
Yarra Ranges	21105
Monash	21205



Activity Consultation and Collaboration

Consultation *

- Rapid scoping undertaken in July to September to identify current psychosocial supports provided by Mental Health Community Support Services (MHCSS), PIR, D2DL, PHaMs, Local Hospital Networks (LHNs), and National Disability Insurance Scheme (NDIS)
- Literature review to determine evidenced-based interventions for severe mental illness; review of Stepped Care model and current population data.
- Comprehensive stakeholder engagement from July to October encompassing meetings with MHCSS providers, consumer and carer groups, LHNs (Area Mental Health Services, community health centres, etc.), NDIS and Local Area Coordinators (LAC) representatives, Department of Health (DoH) and Department of Health and Human Service (DHHS) executives, Eastern Mental Health Service Coordination Alliance (EMHSCA), Victorian Mental Illness Awareness Council (VMIAC), Mental Health Victoria, Tandem (mental health carers), housing and Supported Residential Services (SRS) providers, youth services, Alcohol and Other Drug (AOD) services, GPs, employment providers, research experts (University of Melbourne). Number of meetings: 20+
- NPS co-design forum held in September 2018 in collaboration with South Eastern Melbourne PHN and North Western Melbourne PHN. A range of informative presentations, co-design exercises, and interactive Q&A platform (Slido).
- Focus groups – consumers/carers/services: Four targeted focus groups undertaken in October to November to gauge consumer, carer, and support worker responses to evolving NPS and CoS principles and key service elements.
- Psychosocial Transition Workshop: EMPHN-wide workshop held in April 2019 to determine State-wide and Regional governance, pathways and navigation arrangements for PHN- and LHN- funded psychosocial services.
- Co-design forums: held in March and April 2019 with current PIR, D2DL and PHaMs providers to discuss transition arrangements.

Collaboration *

- Cross PHN Collaboration with North Western PHN and South East Melbourne PHN
- EMPHN is developing a Regional Integrated Mental Health, AOD and Suicide Prevention Plan in collaboration with LHNs and key stakeholders across the EMPHN catchment. This includes consultations with GPs and other key stakeholders to address the physical health needs of consumers with severe mental illness
- Eastern Mental Health Service Coordination Alliance
- North Eastern Mental Health Service Coordination Alliance
- EMPHN are working in collaboration with Eastern Health and other LHNs in our catchment, DHHS and NDIA/LAC to ensure an easy to navigate psychosocial service system for consumers with severe mental illness.
- EMPHN are working with PIR, D2DL and PHaMs providers to plan a safe transition for current consumers



Activity Milestone Details/Duration

Activity Start Date *

01 Jul 2018

Activity End Date *

29 Jun 2022

Service Delivery Start Date

April 2019

Service Delivery End Date

June 2022

Other Relevant Milestones



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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender : Yes

Expression of interest (EOI): No

Other approach (please provide details) : No

Is this activity being co-designed? *

Yes

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 *

Yes

Decommissioning Details? *

Current PIR, D2DL and PHaMs providers who agree to deliver the 'Psychosocial Transition Program' will work with consumers to transition them to new psychosocial care arrangements during the period 1/7/19 – 30/11/19. EMPHN will work closely

with these providers to ensure a safe transition for consumers to NDIS, EMPHN-funded Psychosocial Support Service or other appropriate services.

Co-design or co-commissioning details *

n/a



[NPS - 2 - NPS CoS 2 - Development of an integrated navigation platform for PSS March 2020]



Activity Metadata

Applicable Schedule *

National Psychosocial Support

Activity Prefix *

NPS

Activity Number *

2

Activity Title *

NPS CoS 2 - Development of an integrated navigation platform for PSS March 2020

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

2.1 Development of an integrated navigation platform for the psychosocial service system, ensuring EMPHN, State-based and NDIS psychosocial services are easy to navigate for consumers, GPs and providers.

Description of Activity *

The consultation as part of the Integrated Regional Plan has identified the need for an integrated, responsive and easy to navigate system for consumers.

Utilising Interface funding, EMPHN will:

- Work with DHHS, NDIA/LAC and LHNs to ensure prioritisation of coordinated intervention supports for people with severe mental illness, with integrated mental health and drug and alcohol treatment a focus
- support the physical health of people with mental illness
- support effective suicide prevention
- address gaps in services for those not supported by the NDIS.

EMPHN's Referral, Access and Navigation Team will support achievement of this activity.

This activity utilises Psychosocial Support Interface funding.

Needs Assessment Priorities *

Priorities

Needs Assessment Priority	Page Reference
Implement our mental health stepped care model.	64
Support community-based suicide prevention initiatives across the age continuum.	64
Develop an integrated regional mental health, alcohol and other drug and suicide prevention plan.	64
Address the priorities in the fifth national mental health and suicide prevention plan.	64

**Activity Demographics****Target Population Cohort *****In Scope AOD Treatment Type *****Indigenous Specific ***

No

Indigenous Specific Comments *

NA

Coverage ***Whole Region**

Yes

SA3 Name	SA3 Code
Boroondara	20701
Manningham - West	20702
Whitehorse - West	20703
Banyule	20901
Nillumbik - Kinglake	20903
Whittlesea - Wallan	20904
Knox	21101
Manningham - East	21102
Maroondah	21103
Whitehorse - East	21104
Yarra Ranges	21105
Monash	21205

**Activity Consultation and Collaboration**

Consultation *

- See above (Activity 1.0) – in particular Regional workshop to aid understanding, implementation and navigation of psychosocial support services (PHN-funded, State-funded and NDIS) in the catchment held in April 2019

Collaboration *

- EMPHN is developing a Regional Integrated Mental Health, AOD and Suicide Prevention Plan in collaboration with LHNs and key stakeholders across the EMPHN catchment. This includes consultations with GPs and other key stakeholders to address the physical health needs of consumers with severe mental illness
- Eastern Mental Health Service Coordination Alliance
- North Eastern Mental Health Service Coordination Alliance
- EMPHN are working in collaboration with Eastern Health and other LHN's in our catchment, DHHS and NDIA/LAC, to ensure an easy to navigate psychosocial service system for consumers with severe mental illness. Ongoing governance arrangements at a State-wide and Regional level are being set-up to avoid service duplication and ensure integrated quality care that is easy to navigate care for consumers and carers.

**Activity Milestone Details/Duration****Activity Start Date ***

31 Mar 2019

Activity End Date *

29 Jun 2021

Service Delivery Start Date**Service Delivery End Date****Other Relevant Milestones****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. Please provide justification for direct engagement, and if applicable, the length of time the commissioned provider has provided this service, and their performance to date: No

Open tender : Yes

Expression of interest (EOI): No

Other approach (please provide details) : No

Is this activity being co-designed? *

Yes

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 details *

n/a