



**Australian Government**  
**Department of Health**



An Australian Government Initiative

## **Activity Work Plan 2019-2021:**

**NPS: National Psychosocial Support measure + Transition funding**

**CoS: Continuity of Support + Interface**

***Brisbane North PHN***

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## Overview

This National Psychosocial Support Activity Work Plan covers the period from 1 July 2019 to 30 June 2021. To assist with PHN planning, each activity nominated in this work plan can be proposed for a period of up to 24 months. Regardless of the proposed duration for each activity, the Department of Health will require PHNs to submit updates to the Activity Work Plan on an annual basis.

### Important documents to guide planning

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

- Activity Work Plan guidance material;
- PHN Needs Assessment Guide;
- PHN Program Performance and Quality Framework;
- Primary Health Networks Grant Programme Guidelines;
- The Fifth National Mental Health and Suicide Prevention Plan; and
- Clause 3, Financial Provisions of the Standard Funding Agreement.

### Formatting requirements

- Submit plans in Microsoft Word format only.
- Submit budgets in Microsoft Excel format only.
- Do not change the orientation of any page in this document.
- Do not add any columns or rows to tables, or insert tables/charts within tables – use attachments if necessary.
- Delete all instructions prior to submission.

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

### NPS: National Psychosocial Support measure + Transition funding

### CoS: Continuity of Support + Interface

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

Proposed Activities	
ACTIVITY TITLE	<b>NPS 1.1 – Commission non clinical psychosocial supports in the Brisbane North and Moreton Bay region</b>
Existing, Modified, or New Activity	Modified Activity  NPS – Commission non clinical psychosocial supports in the Brisbane North and Moreton Bay region.
Aim of Activity	<p>The aim of this activity is to deliver innovative psychosocial support services to people with severe mental illness who are not eligible for assistance through the NDIS. Brisbane North PHN will achieve this by combining the delivery of psychosocial supports alongside clinical care coordination and other relevant clinical services, collocated in mental health service hubs across the region.</p> <p>Improving access to mental health services has been identified as a priority within the health needs assessment. Providing psychosocial support services within broader mental health service hubs for people with severe mental illness helps to address the issue of access.</p> <p>This activity is part of the overall stepped care approach to mental health, where people’s needs are assessed and understood, and they are easily connected to the right service.</p>
Description of Activity	<p>As part of our commissioning cycle, Brisbane North PHN has recently undertaken several service reviews, including for services for people with severe mental illness. Consumers, carers, service providers and other stakeholders were involved in the review processes. Together, the reviews have informed the future of PHN-commissioned mental health services from July 2019, set within a stepped care framework.</p> <p>Informed by the review, and in line with Department of Health guidance to PHNs, a new model of service delivery for people with severe mental illness has been developed. The new integrated service hub model is grounded in learnings and insights from the review, addresses needs identified in the Health Needs Assessment and aligns with directions outlined in <i>Planning for Wellbeing</i> – our regional mental health plan.</p>

	<p>Brisbane North PHN will commission three integrated mental health service hubs, delivering both clinical and non-clinical services for people with severe mental illness. The overall aim of the service hubs is to support people with severe mental illness to:</p> <ul style="list-style-type: none"><li>• live well in the community;</li><li>• access integrated clinical and non-clinical services, matched to their level of need; and</li><li>• achieve their recovery goals.</li></ul> <p>This NPS Measure (1.1) will contribute funds for psychosocial activity only. Clinical services are funded under the PMHC schedule.</p> <p><u>Service Model</u></p> <p>In general terms, the service hubs would perform the following functions:</p> <ul style="list-style-type: none"><li>• welcome/reception</li><li>• assessment, triage and intake</li><li>• service navigation – linking to other services at the hub or in the community (e.g. alcohol and other drug treatment, financial counselling) as appropriate</li><li>• care coordination</li><li>• provision of mental health nursing/physical health support</li><li>• provision of psychosocial support</li><li>• provision of psychological therapy services (mostly group)</li><li>• ongoing review as appropriate</li><li>• exit and follow-up</li></ul> <p><u>Clinical Services</u></p> <p>Further details of the clinical services delivered as part of the integrated mental health service hub are contained within the Mental Health AAWP – particularly activities MH 3.3 and MH 4.1.</p> <p><u>Psychosocial Support Services</u></p> <p>In accordance with the Department of Health guidance to PHNs, psychosocial support is defined as “supports and services that are purchased to work in partnership with individuals who are not more appropriately funded through the NDIS and are significantly affected by severe mental illness, which has an impact in the associated psychosocial functional capacity”.</p> <p>The following key areas of activity characterise the types of psychosocial supports that will be delivered from the integrated mental health service hubs:</p> <ul style="list-style-type: none"><li>• social skills and friendships</li><li>• family connections</li><li>• managing daily living needs</li><li>• financial management and budgeting</li><li>• finding and maintaining a home</li><li>• vocational skills and goals, including volunteering</li><li>• educational and training goals</li><li>• maintaining physical wellbeing, including exercise</li><li>• managing drug and alcohol addictions, including tobacco</li><li>• building broader life skills including confidence and resilience.</li></ul>
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	Further details of the planned Mental Health Service Hubs are available in the Mental Health Service Hub Invitation to Tender document (see appendix 1).
Target population cohort	This activity is targeted to 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	No
Coverage	This activity will cover the whole Brisbane North PHN region.
Consultation	<p>Brisbane North PHN consulted with a wide range of stakeholders in the development of a range of activities and for the development of the <i>Planning for Wellbeing: A regional plan for North Brisbane and Moreton Bay focusing on mental health, suicide prevention and alcohol and other drug treatment services 2018-2023</i>. The outcomes of this activity contribute to the success of the regional plan.</p> <p>In 2018-19, Brisbane North PHN worked with consumers, carers, service providers and other stakeholders to review activities and plan for the future. Consumer and carer representatives were actively recruited from the Peer Participation in Mental Health Services (PPIMS) network to contribute to the reviews, which focused on the following areas:</p> <ul style="list-style-type: none"> <li>• Psychological services</li> <li>• Infant, child and youth mental health services</li> <li>• Services for people with severe mental illness.</li> </ul> <p>As part of the review for psychological services and services for people with severe mental illness, Brisbane North PHN consulted with:</p> <ul style="list-style-type: none"> <li>• People with a lived experience</li> <li>• Consumers</li> <li>• Carers</li> <li>• Psychology providers</li> <li>• GPs and practice staff</li> <li>• Mental health providers</li> <li>• Metro North Hospital and Health Service</li> <li>• Academics and policy experts</li> <li>• Professional bodies.</li> </ul> <p>The outcomes of the review into psychological services and services for people with severe mental illness informed the development of the service model outlined in this activity plan.</p>
Collaboration	This activity will be implemented by Brisbane North PHN, under the guidance of the psychological therapies advisory group and the Collaboration in Mind partnership group.

	<p>Membership of these groups are drawn from the Metro North Hospital and Health Service, Allied Health providers, Queensland Government agencies, peak bodies, consumers and families.</p>
<p>Activity milestone details/ Duration</p>	<p>Activity start date: 1/07/2019                  Activity end date: 30/06/2021</p> <p>Service delivery start date: July 2019                  Service delivery end date: June 2021</p>
<p>Commissioning method and approach to market</p>	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not yet known</li> <li><input type="checkbox"/> Continuing service provider / contract extension</li> <li><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.</li> <li><input checked="" type="checkbox"/> Open tender</li> <li><input type="checkbox"/> Expression of Interest (EOI)</li> <li><input type="checkbox"/> Other approach (please provide details)</li> </ul> <p>2a. Is this activity being co-designed? Yes</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>Yes</p> <p>Brisbane North PHN implemented an interim solution from 1 January 2019 to 30 June 2019 for the delivery of psychosocial support services in the region. The 10 agencies who have been funded to deliver the interim psychosocial support services had an existing relationship with the PHN. These agencies were already delivering a range of mental health services in the region, and enabled the PHN to get services on the ground and delivered to consumers as quickly as possible.</p> <p>Due to changes in the overall service model, all providers of psychosocial support services under the current service model will be decommissioned as of June 30 2019. As part of commissioning the integrated mental health service hubs, the PHN will work to ensure that all consumers in receipt of services are successfully transitioned to the service hubs as appropriate.</p>

<b>Proposed Activities</b>	
ACTIVITY TITLE	<b>NPS 1.2 – NPS Transition program</b>
Existing, Modified, or New Activity	New Activity
Aim of Activity	The aim of this activity is to ensure Commonwealth community mental health clients from Partners in Recovery (PIR), Day to Day Living (D2DL) and Personal Helpers and Mentors scheme (PHaMs) receive appropriate levels of support as they test eligibility for supports under the National Disability Insurance Scheme (NDIS) and transition to ongoing arrangements either through the NDIS or Continuity of Support (CoS). Testing eligibility for supports under the NDIS will be the best way for people to access ongoing support to meet their needs.
Description of Activity	<p>This activity will include providing eligible clients with appropriate levels of support for up to 12 months while they transition to the NDIS or CoS. Services will include either individual or group-based activities depending on the clients' needs. The provision of support facilitation to participants will be provided to each individual based on their needs.</p> <p>Clients will be supported to test eligibility for the NDIS and transition to supports under CoS or the NDIS once they have received an ineligible access decision or an approved NDIS support plan. Participants will be supported to re-test their eligibility if they are unhappy with their access decision or their support needs have changed.</p>
Target population cohort	This activity is targeted to people with severe mental illness who are participants in Partners in Recovery (PIR), Day to Day Living (D2DL) and the Personal Helpers and Mentors (PHaMs) programs as of 30 June 2019.
Indigenous specific	No
Coverage	This activity will cover the whole Brisbane North PHN region.
Consultation	Brisbane North PHN consulted with the current service providers of PIR, D2DL and PHaMS to identify those who wish to continue to provide services under the NPS Transition program. This consultation was also used to identify estimated participants numbers for the program and to discuss service delivery including transition messaging to participants.
Collaboration	This activity will be implemented by Brisbane North PHN, under the guidance of representatives from each service provider in the NPS Transition program.
Activity milestone details/ Duration	<p>Activity start date: 1/07/2019  Activity end date: 30/06/2020</p> <p>Service delivery start date: July 2019  Service delivery end date: June 2020</p>

<p>Commissioning method and approach to market</p>	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not yet known</li> <li><input checked="" type="checkbox"/> Continuing service provider / contract extension</li> <li><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.</li> <li><input type="checkbox"/> Open tender</li> <li><input type="checkbox"/> Expression of Interest (EOI)</li> <li><input type="checkbox"/> Other approach (please provide details)</li> </ul> <p>As this activity is a transition activity, existing PIR, D2DL and PHaMS service providers will be contracted to deliver services during the transition period.</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>As this is a new program, no service providers will be decommissioned during this process. However, one provider-APM-has decided not to deliver services under NPS Transition and has transitioned its participants to other service providers. Another provider, OzCare has identified that it will not have any participants in the Brisbane North region on 1 July 2019 and so will not be funded under the NPS Transition program.</p>



Proposed Activities	
ACTIVITY TITLE	<b>CoS 2.1 – Continuity of Support (CoS) program</b>
Existing, Modified, or New Activity	New Activity
Aim of Activity	The aim of this activity is to ensure clients who previously accessed support under the Commonwealth mental health programs, Partners in Recovery, Day to Day Living and Personal Helpers and Mentors Scheme, and have been found ineligible for the NDIS, continue to receive appropriate support using a recovery and strengths-based framework.
Description of Activity	<p>This activity will provide group psychosocial support activities for clients in order to achieve similar outcomes to the support they were previously receiving. It will provide additional targeted individual support to clients at times of increase need. CoS will be provided as part of the integrated service Hubs as described below.</p> <p>Informed by our service reviews, and in line with Department of Health guidance to PHNs, a new model of service delivery for people with severe mental illness has been developed. The new integrated service hub model is grounded in learnings and insights from the review, addresses needs identified in the Health Needs Assessment and aligns with directions outlined in <i>Planning for Wellbeing</i> – our regional mental health plan.</p> <p>Brisbane North PHN will commission three integrated mental health service hubs, delivering both clinical and non-clinical services for people with severe mental illness. The overall aim of the service hubs is to support people with severe mental illness to:</p> <ul style="list-style-type: none"> <li>• live well in the community;</li> <li>• access integrated clinical and non-clinical services, matched to their level of need; and</li> <li>• achieve their recovery goals.</li> </ul> <p>This Continuity of Support Measure (2.1) will contribute funds for psychosocial activity only. Clinical services are funded under the PMHC schedule.</p> <p><u>Service Model</u></p> <p>In general terms, the service hubs would perform the following functions:</p> <ul style="list-style-type: none"> <li>• welcome/reception</li> <li>• assessment, triage and intake</li> <li>• service navigation – linking to other services at the hub or in the community (e.g. alcohol and other drug treatment, financial counselling) as appropriate</li> <li>• care coordination</li> <li>• provision of mental health nursing/physical health support</li> <li>• provision of psychosocial support</li> <li>• provision of psychological therapy services (mostly group)</li> <li>• ongoing review as appropriate</li> <li>• exit and follow-up</li> </ul> <p><u>Clinical Services</u></p>

	<p>Further details of the clinical services delivered as part of the integrated mental health service hub are contained within the Mental Health AAWP – particularly activities MH 3.3 and MH 4.1.</p> <p><u>Psychosocial Support Services</u></p> <p>In accordance with the Department of Health guidance to PHNs, psychosocial support is defined as “supports and services that are purchased to work in partnership with individuals who are not more appropriately funded through the NDIS and are significantly affected by severe mental illness, which has an impact in the associated psychosocial functional capacity”.</p> <p>The following key areas of activity characterise the types of psychosocial supports that will be delivered from the integrated mental health service hubs:</p> <ul style="list-style-type: none"> <li>• social skills and friendships</li> <li>• family connections</li> <li>• managing daily living needs</li> <li>• financial management and budgeting</li> <li>• finding and maintaining a home</li> <li>• vocational skills and goals, including volunteering</li> <li>• educational and training goals</li> <li>• maintaining physical wellbeing, including exercise</li> <li>• managing drug and alcohol addictions, including tobacco</li> <li>• building broader life skills including confidence and resilience.</li> </ul> <p>Further details of the planned Mental Health Service Hubs are available in the Mental Health Service Hub Invitation to Tender document (see appendix 1).</p>
<p>Target population cohort</p>	<p>This activity is targeted to people who were previous clients of the Commonwealth community mental health programs Partners in Recovery (PIR), Day to Day Living (D2DL) and the Personal Helpers and Mentors (PHaMs) who are found ineligible for supports under the NDIS. To be eligible for services under the CoS program, persons must:</p> <ol style="list-style-type: none"> <li>1. Accessing supports under PIR, D2DL or PHaMs as at 30 June 2019;</li> <li>2. Have tested for eligibility under the NDIS and received an ineligible assessment decision or, have been deemed ineligible to apply due to age or residence requirements;</li> <li>3. Reside in the coverage area of the PHN where they are seeking support;</li> <li>4. Not be restricted in their ability to fully and actively participate in the community because of their residential settings;</li> <li>5. Not be receiving or entitled to receive similar community supports through state or territory government programs.</li> </ol>
<p>Indigenous specific</p>	<p>No</p>
<p>Coverage</p>	<p>This activity will cover the whole Brisbane North PHN region.</p>
<p>Consultation</p>	<p>Brisbane North PHN consulted with a wide range of stakeholders in the development of a range of activities and for the development of the <i>Planning for Wellbeing: A regional plan for North Brisbane and Moreton Bay focusing on mental health, suicide prevention and alcohol and other drug treatment services</i></p>

	<p>2018-2023. The outcomes of this activity contribute to the success of the regional plan.</p> <p>In 2018-19, Brisbane North PHN worked with consumers, carers, service providers and other stakeholders to review activities and plan for the future. Consumer and carer representatives were actively recruited from the Peer Participation in Mental Health Services (PPIMS) network to contribute to the reviews, which focused on the following areas:</p> <ul style="list-style-type: none"> <li>• Psychological services</li> <li>• Infant, child and youth mental health services</li> <li>• Services for people with severe mental illness.</li> </ul> <p>As part of the review for psychological services and services for people with severe mental illness, Brisbane North PHN consulted with:</p> <ul style="list-style-type: none"> <li>• People with a lived experience</li> <li>• Consumers</li> <li>• Carers</li> <li>• Psychology providers</li> <li>• GPs and practice staff</li> <li>• Mental health providers</li> <li>• Metro North Hospital and Health Service</li> <li>• Academics and policy experts</li> <li>• Professional bodies.</li> </ul> <p>The outcomes of the review into psychological services and services for people with severe mental illness informed the development of the service model and the PHN’s approach to the delivery of CoS.</p>
<p>Collaboration</p>	<p>This activity will be implemented by Brisbane North PHN, under the guidance of the psychological therapies advisory group and the Collaboration in Mind partnership group.</p> <p>Membership of these groups are drawn from the Metro North Hospital and Health Service, Allied Health providers, Queensland Government agencies, peak bodies, consumers and families.</p>
<p>Activity milestone details/ Duration</p>	<p>Activity start date: 1/07/2019                  Activity end date: 30/06/2022                  Service delivery start date: July 2019                  Service delivery end date: June 2022</p>
<p>Commissioning method and approach to market</p>	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not yet known</li> <li><input type="checkbox"/> Continuing service provider / contract extension</li> <li><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.</li> <li><input checked="" type="checkbox"/> Open tender</li> <li><input type="checkbox"/> Expression of Interest (EOI)</li> <li><input type="checkbox"/> Other approach (please provide details)</li> </ul>

Appendix 1 – Invitation to tender: service hubs – integrated services for people with severe mental illness

	<p>2a. Is this activity being co-designed? Yes</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	No.

Proposed Activities	
ACTIVITY TITLE	<b>CoS 2.2 Psychosocial Support Interface program</b>
Existing, Modified, or New Activity	Existing Activity
Aim of Activity	<p>The aim of this activity is to ensure that psychosocial services are available for those who require support and ensure there are no gaps in service delivery for PIR, D2DL and PHaMs Commonwealth community mental health clients.</p> <p>It will facilitate the coordination of supports for Commonwealth community mental health clients to ensure they are helped to move smoothly through the health and disability systems with the roll-out of the NDIS.</p>
Description of Activity	<p>This activity will:</p> <ul style="list-style-type: none"> <li>• Provide information and advice to all stakeholders on the psychosocial supports and programs available</li> <li>• Develop referral pathways for clinicians, community mental health providers and state government funded clinical mental health services to enable people within the community to access PHN funded psychosocial supports</li> <li>• Work closely with current service providers of PIR, D2DL and PHaMs to support clients to continue to receive supports and to transition to new arrangements for which they are eligible and</li> <li>• Collect and manage client data received from current PIR, D2DL and PHaMs service providers to ensure a smooth transition for clients to new arrangements.</li> </ul>
Target population cohort	This activity is targeted to people with severe mental illness and clinicians who are seeking specialised psychosocial support and/or mainstream programs.
Indigenous specific	No
Coverage	This activity will cover the whole Brisbane North PHN region.
Consultation	Consultation with stakeholders including consumers and carers for the development of our <i>Planning for Wellbeing</i> – our regional mental health plan and in the review of our existing mental health services consistently identifies the need for assistance with navigating the mental health sector. Navigation assistance with the interface between NDIS and mainstream health has also been raised as an issue. The Strategic Coordination Group, which oversees the development and implementation of the regional plan, is responsible for improving navigation of the system locally and has developed this approach.
Collaboration	This activity will be implemented by Brisbane North PHN and will collaborate with PHN funded service providers and the Hospital and Health Service.
Activity milestone details/ Duration	<p>Activity start date: 1/07/2019</p> <p>Activity end date: 30/06/2020</p> <p>Service delivery start date: July 2019</p> <p>Service delivery end date: June 2020</p>

<p>Commissioning method and approach to market</p>	<p>1. Please identify your intended procurement approach for commissioning services under this activity:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not yet known</li> <li><input type="checkbox"/> Continuing service provider / contract extension</li> <li><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.</li> <li><input type="checkbox"/> Open tender</li> <li><input type="checkbox"/> Expression of Interest (EOI)</li> <li><input checked="" type="checkbox"/> Other approach (please provide details) This activity will be delivered by the PHN.</li> </ul> <p>2a. Is this activity being co-designed? Yes</p> <p>2b. Is this activity this result of a previous co-design process? Yes</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>No.</p>