

# Brisbane North - Commonwealth Psychosocial Support

## 2024/25 - 2027/28

### Activity Summary View



## PAE - 3100 - PAE 3.1 - Psychosocial Support Access Enablers



### Activity Metadata

#### Applicable Schedule \*

Commonwealth Psychosocial Support

#### Activity Prefix \*

PAE

#### Activity Number \*

3100

#### Activity Title \*

PAE 3.1 - Psychosocial Support Access Enablers

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

Modified



### Activity Priorities and Description

#### Program Key Priority Area \*

Mental Health Priority Area 4: Mental health services for people with severe and complex mental illness including care packages

#### Other Program Key Priority Area Description

#### Aim of Activity \*

Brisbane North PHN has commissioned three integrated mental health service hubs, The Recovery and Discovery Centre, The Living and Learning Centre and Stride Hub Caboolture (formally Aftercare). The mental health service hubs deliver 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:

- live well in the community;
- access integrated clinical and non-clinical services, matched to their level of need; and
- achieve their recovery goals.

This activity specifically intends to support individuals to apply for and access the NDIS.

### **Description of Activity \***

Commissioning approach and consultation/s undertaken:

Over the coming twelve months the PHN will continue to build on the success of the existing Integrated Mental Health Hubs with the addition of the Head to Health funding. This will take our network of commissioned Hub providers to four (4) in total. The new service will address the emerging needs in the Redcliffe region. Model enhancement will build on the 2021 Hub evaluation findings, and the evaluation undertaken for Safe Spaces. In addition to this the PHN will draw from the iterative findings of the PHN Regional Health Needs Assessment to ensure the Head to Health Hub model is co-designed to meet community and sector needs.

Commissioned psychosocial service provider/s and Location of the activities:

Commissioned psychosocial service providers include the Recovery and Discovery Centre (Bardon), The Living and Learning Centre (Strathpine) and Stride Hub Caboolture (formally Aftercare) (Caboolture). As part of the planned Tendering activity for the Head to Health funds, there will be an additional Hub established as part of the network to support the emerging community need in Redcliffe.

Specific support services commissioned (eg support to build day-to-day living skills such as budgeting), and standard duration of support including specifying if a maximum limit exists:

Support services aim to help people live well in the community this includes building day-to-day living skills such as budgeting, support to access housing, emotional regulation skills, mental health literacy, connecting to social connections and community/groups and accessing mental health social workers. Supports usually last 6-12 months per episode of care. The increasing levels of complexity experienced by participants may result in repeat episodes of care to meet need.

Specific service delivery models/formats:

The service formats include: group activities, individual support, outreach support, place-based services with outreach option, face-to-face and/or virtual. With the inclusion of Head to Health funding from 2024-25, there will be a greater focus on digital mental health services to support existing Hub services.

Target cohort and the process/tools used to determine eligibility, including any inclusive approaches for people with co-occurring conditions, such as intellectual or cognitive disability, autism, etc.:

The target cohort are people of all ages identified with severe and complex mental illness (stepped care model). A combination of RAS and K10 are used for assessment and intake processes. In addition, warm referrals are also received from the IAR for people identified as experiencing severe and complex mental illness. - Intellectual and cognitive disability target cohort use processes to determine eligibility including training staff members in capacity for engagement (consent, understanding service provisions), reasonable adjustments for service delivery (in person or online), the intake can also be administered through different mechanisms (phone, f2f, email) with inclusion of a support person.

How program/client outcomes (eg employment, social connectedness, reduced mental health related hospitalisations) are being measured/evaluated:

A program logic model is used to evaluate the hub model which focuses on the following domains: appropriateness, effectiveness, implementation and sustainability. This includes measuring a change in Kessler Psychological Distress Scale (K10) and Recovery Assessment Scale-Domains and Stages (RAS-DS) overtime. Providers also supply case studies and qualitative reporting on a quarterly basis. Providers also administer client surveys which are used for ongoing quality improvement activities.

This activity relates to enablers which support both Hub and Community of Interest participants to access appropriate assessments, support and to prepare and test for NDIS eligibility to provide long terms supports for those with ongoing care needs.

The NDIS testing supports will enable both HUB and Community of Interest providers to provide support workers who are specifically skilled and experienced in supporting people to prepare and test for NDIS eligibility and to engage with and collaborate with the NDIS system and providers to ensure people who are found eligible can transition appropriately to these ongoing supports.

The regional loading activities will be provided to the Stride Caboolture Hub, and recognises their catchment extends to rural areas including, Woodford and Kilcoy. This additional support will help with outreach activities to meet the needs of these more regional areas.

Activities will cover the five main areas:

1. Service Navigation (including housing connections)

Specific service navigation activities include:

- Service providers support clients to navigate and connect to housing specific services e.g. disability and community housing and/or appropriate housing
- Staff are completing training in navigation of the Department of Housing system to assist with applications and enhanced support for clients.
- Support to clients so they can maintain residency once appropriate and safe housing is found.
- Raising awareness of local services to support responsible decisions about funding.

2. NDIS Testing:

NDIS testing activities and the workforce undertaking these activities are outlined below:

Staff offer support in the application process, waiting for outcomes and transition to the NDIS.

Staff also support clients when appealing decisions if denied access. The workforce for this includes support workers and peer workers.

The NDIS testing supports will enable both HUB and Community of Interest providers to provide support workers who are specifically skilled and experienced in supporting people to prepare and test for NDIS eligibility and to engage with and collaborate with the NDIS system and providers to ensure people who are found eligible can transition appropriately to these ongoing supports.

There is a warm referral in partnership with other providers to provide for testing where service capacity prevents timely testing.

3. Capacity and strengths-based assessment:

Our providers are using the RAS-DS (Recovery Assessment Scale – Domains and Stages). Depending on the client's needs this may be completed by a peer workers, mental health social worker or support worker using the RAS-DS.

4. Regional Loading:

The PHN Hub model involves the integration of funding streams to achieve greater service delivery to meet need. As such the regional loading for services was not deemed necessary to fund the model moving forward.

The Stride Caboolture Hub catchment extends to rural areas including, Woodford and Kilcoy, outreach services are provided to these areas utilising existing funding.

5. PHN Operational:

Approximately 1.5 FTE

A dedicated point of contact is available for Hub Managers and staff to support implementation of the Hubs. In addition there is access and support available from Lead level and senior management as part of regional planning and sector development.

Advocacy for integrated placed-based care, with purposeful outreach to meet need is supported at the highest levels in the organisation.

## Needs Assessment Priorities \*

### Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

#### Priorities

Priority	Page reference
Mental Health - Service Needs Level 1	3-5
Mental Health - Health Needs Level 3	7



### Activity Demographics

### Target Population Cohort

This activity is aimed at people of all ages with severe and complex mental health and functional support needs in the Brisbane North PHN region.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

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:

- Psychological services
- Services for people with severe mental illness.

As part of the review for services for people with severe mental illness, Brisbane North PHN consulted with:

- People with a lived experience
- Consumers
- Carers
- Psychology providers
- GPs and practice staff
- Mental health providers
- Metro North Hospital and Health Service
- Academics and policy experts
- Professional bodies.

The outcomes of the review informed the development of the service model and the PHN's approach to the delivery of these access enabler activities.

### Collaboration

This activity will be implemented by Brisbane North PHN, under the guidance of the Collaboration in Mind partnership group. Membership of this group is drawn from the Metro North Hospital and Health Service, Allied Health providers, Queensland Government agencies, peak bodies, consumers and families.



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2021

### Activity End Date

29/06/2026

### 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: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

### Is this activity being co-designed?

No

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

Yes

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

No

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

No

### Decommissioning

No

### Decommissioning details?

### Co-design or co-commissioning comments

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:

- Psychological services
- Services for people with severe mental illness.

As part of the review for services for people with severe mental illness, Brisbane North PHN consulted with:

- People with a lived experience
- Consumers
- Carers
- Psychology providers
- GPs and practice staff
- Mental health providers
- Metro North Hospital and Health Service
- Academics and policy experts
- Professional bodies.

The outcomes of the review informed the development of the service model and the PHN's approach to the delivery of these access enabler activities.



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Psychosocial Access Enablers	\$752,172.00	\$867,055.75	\$800,604.93	\$818,219.43	\$0.00

### Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Psychosocial Access Enablers	\$752,172.00	\$867,055.75	\$800,604.93	\$818,219.43	\$0.00	\$3,238,052.11
Total	\$752,172.00	\$867,055.75	\$800,604.93	\$818,219.43	\$0.00	\$3,238,052.11

### Funding From Other Sources - Financial Details

### Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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## PSD - 1100 - PSD 1.1 - Integrated Mental Health Service Hubs - Service Delivery



### Activity Metadata

**Applicable Schedule \***

Commonwealth Psychosocial Support

**Activity Prefix \***

PSD

**Activity Number \***

1100

**Activity Title \***

PSD 1.1 - Integrated Mental Health Service Hubs - Service Delivery

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

Modified



### Activity Priorities and Description

**Program Key Priority Area \***

Mental Health Priority Area 4: Mental health services for people with severe and complex mental illness including care packages

**Other Program Key Priority Area Description****Aim of Activity \***

An estimated 3% of Australian adults have severe mental health disorders, judged according to the type of illness (diagnosis), intensity of symptoms, duration of illness (chronicity), and the degree of disability caused. As of June 30, 2019, Commonwealth mental health programs Partners in Recovery, Day to Day Living and Personal Helpers and Mentors Scheme ceased. Without these programs, there was limited support other than the NDIS or NPS-T programs to support people with severe and persistent mental illness. The mental health system is difficult to navigate and with the ending of these Commonwealth programs, a coordinated response was lacking to support people with a severe and persistent mental illness.

The Brisbane North PHN combined 4 streams of funding - CoS, NPS-M, Psychological Therapies and Care Coordination to create integrated mental health service hubs that were placed in three hospital catchments to meet the needs of people in the Brisbane North area. The integrated mental health hubs are part of a stepped care approach to mental health, where people's needs are assessed and understood, and they are easily connected to the right service.

The overall aim of the integrated service hubs is to support people with severe mental illness to:

- live well in the community;
- access integrated clinical and non-clinical services, matched to their level of need; and
- achieve their recovery goals.

The overall expected outcome of the funding is improved well-being for people with severe mental illness.



## Description of Activity \*

### A) Commissioning approach and consultations undertaken:

Brisbane North PHN consulted with a wide range of stakeholders in the development of a range of activities and for the development of the 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 2018-2025. The outcomes of this activity contribute to the success of the regional plan.

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:

- Psychological services
- Infant, child and youth mental health services
- Services for people with severe mental illness.

As part of the review for psychological services and services for people with severe mental illness, Brisbane North PHN consulted with:

- People with a lived experience
- Consumers
- Carers
- Psychology providers
- GPs and practice staff
- Mental health providers
- Metro North Hospital and Health Service
- Academics and policy experts
- Professional bodies.

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.

### B) Commissioning Psychosocial service provider/s

Brisbane North PHN commissions three service providers:

- NEAMI
- Stride
- Communify

Care was taken in service design to link the activity with psychosocial programs undertaken by State/HHS. Ongoing partnership groups including the HHS for severe mental illness ensure that services are streamlined where possible.

### C) Specific Support services commissioned, and standard duration of support includes:

The following key areas of activity characterise the types of psychosocial supports that will be delivered from the integrated mental health service hubs:

- social skills and friendships
- family connections
- managing daily living needs
- financial management and budgeting
- finding and maintaining a home
- vocational skills and goals, including volunteering
- educational and training goals
- maintaining physical wellbeing, including exercise
- managing drug and alcohol addictions, including tobacco
- building broader life skills including confidence and resilience.

The standard duration of support is from beginning to end of the episode of care providing support in the areas listed above where it is applicable for the client.

The Hubs provide approximately 12 months of clinical & non-clinical supports to Hub consumers.

The activity will utilise the PMHC-MDS for data capture. Clinical episodes will be supplemented with psychosocial service contacts with the funding source nominated as psychosocial to reflect the expenditure from this activity.

D) Specific service delivery models/formats include:

Three integrated mental health service hubs, The Recovery and Discovery Centre, The Living and Learning Centre and Stride Hub Caboolture (formally Aftercare). The mental health service hubs deliver both clinical and non-clinical services for people with severe mental illness and utilise the RAS-DS (Recovery Assessment Scale – Domains and Stages) tool conducted by Peer workers, Mental Health social workers and Support workers.

E) Location of the activities

Community Service hubs: Brisbane West and Inner City regions;

NEAMI Service hubs: Brisbane North and Pine Rivers regions;

Stride service hubs: Moreton Bay North and Redcliffe to North Lakes regions

F) Target cohort and the process/tools used to determine eligibility

This activity is targeted at people of all ages living with severe and complex mental health and functional support needs. These individuals typically also have numerous & complex 'life challenges' i.e. Psychosocial challenges such as housing, child safety, legal, financial, life skills etc. Hub consumers may or may not have a mental illness diagnosis and do not have an NDIS plan.

Hub consumers cannot also be case managed by the HHS but can access Hub supports once HHS support has finished. Hubs have strong relationships with organisations such as the Institute of Urban Indigenous Health (IUIH) and Moreton Bay Aboriginal and Torres Strait Island Community Health Clinics (MATSICHS) that provide referral pathways and culturally appropriate support.

Process/Tools used to determine eligibility is the RAS-DS.

G) How program/client outcomes are being measured and evaluated.

- Internal systems and processes are in place to enable reporting against requirements.

- IAR and K10 score are collected by providers

- A program logic model is used to evaluate the hub model which focuses on the following domains: appropriateness, effectiveness, implementation and sustainability. This includes measuring a change in Kessler Psychological Distress Scale (K10) and Recovery Assessment Scale-Domains and Stages (RAS-DS) overtime. Providers also supply case studies and qualitative reporting on a quarterly basis. Providers also administer client surveys which are used for ongoing quality improvement activities.

Activities will cover the five main areas:

1. Service Navigation (including housing connections)

Specific service navigation activities include:

- Service providers support clients to navigate and connect to housing specific services e.g. disability and community housing and/or appropriate housing

- Staff are completing training in navigation of the Department of Housing system to assist with applications and enhanced support for clients.

- Support to clients so they can maintain residency once appropriate and safe housing is found.

- Raising awareness of local services to support responsible decisions about funding.

Target Cohort:

This activity is targeted at people living with severe and complex mental health and functional support needs within the Brisbane North PHN Region.

2. NDIS Testing:

NDIS testing activities and the workforce undertaking these activities are outlined below:

Staff offer support in the application process, waiting for outcomes and transition to the NDIS.

Staff also support clients when appealing decisions if denied access. The workforce for this includes support workers and peer workers.

The NDIS testing supports will enable both HUB and Community of Interest providers to provide support workers who are specifically skilled and experienced in supporting people to prepare and test for NDIS eligibility and to engage with and collaborate with the NDIS system and providers to ensure people who are found eligible can transition appropriately to these ongoing supports. There is a warm referral in partnership with other providers to provide for testing where service capacity prevents timely testing.

3. Capacity and strengths-based assessment:

Our providers are using the RAS-DS (Recovery Assessment Scale – Domains and Stages). Depending on the client's needs this may be completed by a peer workers, mental health social worker or support worker using the RAS-DS.

#### 4. Regional Loading:

The PHN Hub model involves the integration of funding streams to achieve greater service delivery to meet need. As such the regional loading for services was not deemed necessary to fund the model moving forward.

The Stride Caboolture Hub catchment extends to rural areas including, Woodford and Kilcoy, outreach services are provided to these areas utilising existing funding.

#### 5. PHN Operational:

Approximately 1.5 FTE

A dedicated point of contact is available for Hub Managers and staff to support implementation of the Hubs. In addition there is access and support available from Lead level and senior management as part of regional planning and sector development.

Advocacy for integrated placed-based care, with purposeful outreach to meet need is supported at the highest levels in the organisation.

### Needs Assessment Priorities \*

#### Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

#### Priorities

Priority	Page reference
Mental Health - Service Needs Level 1	3-5
Mental Health - Health Needs Level 3	7



### Activity Demographics

#### Target Population Cohort

This activity is targeted at people of all ages living with severe and complex mental health and functional support needs. These individuals typically also have numerous & complex 'life challenges' i.e. Psychosocial challenges such as housing, child safety, legal, financial, life skills etc. Hub consumers may or may not have a mental illness diagnosis and do not have an NDIS plan. Hub consumers cannot also be case managed by the HHS but can access Hub supports once HHS support has finished.

#### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

No

#### Indigenous Specific Comments

#### Coverage

#### Whole Region

Yes

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## Activity Consultation and Collaboration

### Consultation

Brisbane North PHN consulted with a wide range of stakeholders in the development of a range of activities and for the development of the 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 2018-2025. The outcomes of this activity contribute to the success of the regional plan.

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:

- Psychological services
- Infant, child and youth mental health services
- Services for people with severe mental illness.

As part of the review for psychological services and services for people with severe mental illness, Brisbane North PHN consulted with:

- People with a lived experience
- Consumers
- Carers
- Psychology providers
- GPs and practice staff
- Mental health providers
- Metro North Hospital and Health Service
- Academics and policy experts
- Professional bodies.

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.

### 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.

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.



## Activity Milestone Details/Duration

### Activity Start Date

30/08/2018

### Activity End Date

29/06/2026

### Service Delivery Start Date

01/07/2019

**Service Delivery End Date**

30/06/2025

**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:** No

**Open Tender:** No

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

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

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

No

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

Yes

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

No

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

No

**Decommissioning**

No

**Decommissioning details?**

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

Brisbane North PHN consulted with a wide range of stakeholders in the development of a range of activities and for the development of the 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 2018-2025. The outcomes of this activity contribute to the success of the regional plan.

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:

- Psychological services
- Infant, child and youth mental health services
- Services for people with severe mental illness.

As part of the review for psychological services and services for people with severe mental illness, Brisbane North PHN consulted with:

- People with a lived experience
- Consumers
- Carers
- Psychology providers
- GPs and practice staff
- Mental health providers
- Metro North Hospital and Health Service
- Academics and policy experts
- Professional bodies.

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.



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Interest - Commonwealth Psychosocial Support	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Psychosocial Service Delivery	\$0.00	\$3,293,310.56	\$3,161,648.94	\$3,221,289.08	\$0.00

### Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Interest - Commonwealth Psychosocial Support	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Psychosocial Service Delivery	\$0.00	\$3,293,310.56	\$3,161,648.94	\$3,221,289.08	\$0.00	\$9,676,248.58
Total	\$0.00	\$3,293,310.56	\$3,161,648.94	\$3,221,289.08	\$0.00	\$9,676,248.58

### Funding From Other Sources - Financial Details

### Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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## PSD - 1200 - NPS 1.2 - Psychosocial Supports - Communities of Interest



### Activity Metadata

#### Applicable Schedule \*

Commonwealth Psychosocial Support

#### Activity Prefix \*

PSD

#### Activity Number \*

1200

#### Activity Title \*

NPS 1.2 - Psychosocial Supports - Communities of Interest

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

Existing



### Activity Priorities and Description

#### Program Key Priority Area \*

Mental Health Priority Area 4: Mental health services for people with severe and complex mental illness including care packages

#### Other Program Key Priority Area Description

#### Aim of Activity \*

In the PHN region, 30,842 people are estimated to have a severe mental illness. People living with severe mental illness are more likely to have higher rates of social isolation, family breakdown and experience stigma. In addition to this, people from priority population groups can experience higher levels of mental health needs and psychological distress, including Aboriginal and/or Torres Strait Islander people, people from culturally and linguistically diverse groups, LGBTIQ+ communities, and children and young people.

To address this need, the PHN commission psychological services for these priority groups through the Brisbane MIND, Brisbane MIND4Kids programs. However, these programs address clinical needs; leaving a significant gap for those who would benefit from additional psychosocial supports alongside their clinical treatment.

As outlined in Planning for Wellbeing, the regional plan for North Brisbane and Moreton Bay focussing on mental health, suicide prevention and alcohol and other drug treatment services, the PHN is committed to commissioning integrated services. Therefore the opportunity to align clinical and psychosocial services for these priority populations will support integrated care and improve outcomes for people living with mental illness.

Overall, the aim of this activity is for:

- increased functional capacity:



- reduced need for acute mental health services;
- increased engagement in daily activities, relationships and the community;
- improved or stabilised mental health and wellbeing (improved K10 and RAS-DS scores).

#### **Description of Activity \***

The psychosocial supports for priority communities program will address the needs of a number of identified priority populations/communities across the region, through an integrated model with existing Primary Mental Health Care (PMHC) funded clinical services. Brisbane North PHN currently commissions several specialist priority community mental health services, including those for Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTIQ+ communities and children and young people, via PMHC funding.

Work with these service providers has identified a need to support clients who are experiencing severe mental ill health with psychosocial supports to help improve their capacity and functioning. This program will extend the existing commissioned services to provide psychosocial support, as part of an integrated service model, alongside current PMHC funded services.

PMHC-MDS data will be collected as a part of the clinical Episode, with service contacts and their funding source indicating a psychosocial type where applicable.

A)Commissioning approach and consultation/s undertaken.

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:

- Psychological services
- Services for people with severe mental illness.

As part of the review for services for people with severe mental illness, Brisbane North PHN consulted with:

- People with a lived experience
- Consumers
- Carers
- Psychology providers
- GPs and practice staff
- Mental health providers
- Metro North Hospital and Health Service
- Academics and policy experts
- Professional bodies.

The outcomes of the review informed the development of the service model and the PHN's approach to the delivery of these access enabler activities.

B) Commissioned psychosocial service provider/s.

- Queensland Council for LGBTI Health\_Psychosocial Support Program
- World Wellness Group\_Psychosocial Support Program
- Stride\_Psychosocial Support Program
- YOURTOWN\_Psychosocial Support Program
- IUIH Psychosocial
- Open Minds\_headspace\_Indooroopilly
- Open Minds\_headspace Strathpine
- Open Minds\_headspace\_Redcliffe
- YouTurn Ltd\_headspace\_Caboolture
- Stride\_headspace\_Nundah

C) Specific support services commissioned (eg support to build day-to-day living skills such as budgeting), and standard duration of support including specifying if a maximum limit exists:

- o to complement the existing clinical care provided, non-clinical supports will focus on building personal capacity and stability in one or more of the following areas (to be confirmed with providers, based on the needs of their priority populations);
- o social skills, friends and family connections
- o day to day living skills
- o financial management and budgeting

- o finding and maintaining a home
- o vocational skills and goals
- o maintaining physical wellbeing including exercise
- o managing substance use issues
- o building broader life skills including confidence and resilience
- o building capacity to live independently in the community.

D) Specific service delivery models/formats (eg group activities, individual support, outreach support, place-based services such as Clubhouse models, face-to-face and/or virtual):

All clients accessing support will need to complete a capacity and strengths-based assessment at intake, to assess program suitability and identify support needs and goals and the period of time they will likely require support. Based on the capacity and strengths-based assessment and determination of eligibility, an individualised support plan will be developed together with the consumer.

Individual support:

Support to work towards individual recovery goals. For example, confidence to catch public transport, developing a meal plan, and accessing education and training

- Making decisions to support with problem solving and skill-building
- Assistance to plan, face challenges and develop resilience and management/coping strategies
- Providing emotional support and social connection
- Providing practical assistance. For example, accessing housing assistance or government support payments
- Support to re-connect and improve relationships with family and friends to increase support networks
- Assistance with navigating the mental health system and accessing other appropriate services, including transport, advocacy and housing
- Support to test NDIS eligibility
- Building knowledge and capacity to promote physical and mental health
- Participating in the consumer's care team and providing advocacy support, noting the important role carers and family will often play in supporting a consumer
- Providing opportunities to practice life skills (e.g. grocery shopping).

o Individual supports are provided (such as support with problem solving and skill-building, providing emotional support and social connection, practical assistance, support to re-connect with friends and improve relationships, support to work towards individual recovery goals such as confidence to catch public transport, developing a meal plan or accessing education, assistance with navigating the mental health system and accessing other appropriate services).

Group Support:

Psycho-educational groups covering emotional wellbeing promotion activities, such as mindfulness and self-care

- Information sessions aimed at enhancing daily living skills (e.g. budgeting, nutrition)
- Visits from other service providers and organisations to provide information on services, eligibility and referral pathways
- Visits to continuing education centres to explore study options
- Opportunities for social connection and skill building, including participation by families, carers and friends in activities, such as:
  - o Art/craft activities
  - o Cooking classes
  - o Gardening groups
  - o Drop-in spaces.
- Opportunities to make a contribution and engage in meaningful activities, such as volunteering
- Exercise/physical activity groups (e.g. dance, walking, yoga)
- Excursions to community events and cultural experiences

o Group supports are provided (such as psycho-educational groups, information sessions to enhance daily living skills, i.e. budgeting, nutrition, opportunities for social connection and skill building, including with friends and family).

E) Location of the activities:

Providers are located across the following locations: Brisbane inner city, north and west. Moreton Bay North, Pine Rivers, and Redcliffe to North Lakes

F) Target cohort and the process/tools used to determine eligibility, including any inclusive approaches for people with co-

occurring conditions, such as intellectual or cognitive disability, autism, etc:

This activity is targeted to Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTIQ+ communities and children and young people who are accessing supports for moderate and severe mental health needs and would benefit from psychosocial supports to help improve their functioning and wellbeing.

G) How program/client outcomes (eg employment, social connectedness, reduced mental health related hospitalisations) are being measured/evaluated:

- Internal systems and processes are in place to enable reporting against requirements.
- IAR and K10 score are collected by providers
- Referrals are received through the rediCASE system and data captured in the PMHC-MDS. Improved wellness and re-ablement is measured through the proportion of service users who showed an improvement in functioning, as measured by the RAS-DS capacity and strengths-based assessment. Patient experience is also measured through the Your Experience of Service (YES) survey.

## Needs Assessment Priorities \*

### Needs Assessment

2023\_Refresh\_BrisbaneNorthPHN\_HNA

#### Priorities

Priority	Page reference
Mental health	69



## Activity Demographics

### Target Population Cohort

This activity is targeted to Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTIQ+ communities and children and young people who are accessing supports for moderate and severe mental health needs and would benefit from psychosocial supports to help improve their functioning and wellbeing.

### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

Yes

#### Indigenous Specific Comments

Funding will be provided to the Institute for Urban Indigenous Health to support their existing integrated social and emotional wellbeing model.

### Coverage

#### Whole Region

Yes

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## Activity Consultation and Collaboration

### Consultation

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:

- Psychological services
- Services for people with severe mental illness.

As part of the review for services for people with severe mental illness, Brisbane North PHN consulted with:

- People with a lived experience
- Consumers
- Carers
- Psychology providers
- GPs and practice staff
- Mental health providers
- Metro North Hospital and Health Service
- Academics and policy experts
- Professional bodies.

The outcomes of the review informed the development of the service model and the PHN's approach to the delivery of these access enabler activities.

### Collaboration

This activity will be implemented by Brisbane North PHN, under the guidance of the Collaboration in Mind partnership group. Membership of this group is drawn from the Metro North Hospital and Health Service, Allied Health providers, Queensland Government agencies, peak bodies, consumers and families.



### Activity Milestone Details/Duration

#### Activity Start Date

30/06/2021

#### Activity End Date

29/06/2025

#### Service Delivery Start Date

01/07/2021

#### Service Delivery End Date

30/06/2025

#### 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: No  
Open Tender: No  
Expression Of Interest (EOI): No  
Other Approach (please provide details): No

Is this activity being co-designed?

No

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

Yes

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

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Co-design with existing service providers will be ongoing to develop an integrated clinical and non-clinical model for priority populations, including determining referral pathways and program indicators.



## Activity Planned Expenditure

### Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Psychosocial Service Delivery	\$2,022,274.09	\$1,883,390.06	\$1,490,241.01	\$1,532,949.41	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Psychosocial Service Delivery	\$2,022,274.09	\$1,883,390.06	\$1,490,241.01	\$1,532,949.41	\$0.00	\$6,928,854.57
Total	\$2,022,274.09	\$1,883,390.06	\$1,490,241.01	\$1,532,949.41	\$0.00	\$6,928,854.57

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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