

Psychosocial Support

Activity Work Plan

2020-2022

Contents

National Psychosocial Support Measure	1
Aim of Activity.....	1
Description of Activity.....	1
National Psychosocial Support Transition	3
Aim of Activity.....	3
Description of Activity.....	3
Continuity of Support	4
Aim of Activity.....	4
Description of Activity.....	4
Psychosocial Support Interface	6
Aim of Activity.....	6
Description of Activity.....	6

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National Psychosocial Support Measure

Aim of Activity

Primary Health Tasmania will continue to fund Baptcare to deliver National Psychosocial Support (NPS) Measure activity across Tasmania in accordance with the NPS guidance material, aiming to:

- ensure access to appropriate psychosocial support services for people with complex and severe mental illness and an associated level of psychosocial impairment who are not better suited to the National Disability Insurance Scheme (NDIS); and
- provide a service for people who are not currently enrolled in an existing psychosocial support program or unable to access the NDIS, primarily due to the episodic nature of their need.

Description of Activity

2020 - 2021

1. Continue to fund Baptcare to deliver NPS Measure activity across Tasmania

During 2020/21, Primary Health Tasmania will continue to fund Baptcare, the successful applicant for this tender, to deliver the NPS Measure services in line with service deliverables identified in the service agreement. Service activity delivered by Baptcare includes:

- Establishment and maintenance of a single-entry pathway
- Assessment service for individuals referred to the NPS Measure
- Provision of, either direct or through brokerage, packages of support including, but not limited to:
 - Non-clinical psychosocial support services
 - Individual and group-based activities aimed at building individual capacity and life skills
 - Services that build ability and basic life skills to assist people to manage their mental illness and daily living and improve their relationships with family and others
- Support to individuals with applications to the NDIS where appropriate

An evaluation framework with clear reporting deliverables has been developed and is included in the service agreement with Baptcare. The reporting requirements will enable Primary Health Tasmania to measure improvements in quality of life for individuals (using Life Skills Profile - LSP 16 and Assessment of Quality of Life - AQoL 4D) and consumer experience of service using Patient Reported Experience Measures (PREM) questionnaire.

Ongoing compliance with contracted deliverables will be monitored through regular provider meetings and reporting.

2. Maintain a Psychosocial Support Advisory Group

During the Establishment Phase, Primary Health Tasmania established an external advisory group to support project development and implementation of the NPS Measure. Membership includes the Tasmanian Department of Health, the Tasmanian Health Service, Mental Health Council of Tasmania, National Disability Insurance Agency and representatives from the consumer and carer bodies. In early 2019, representatives from the Department of Communities Tasmania were included in the Advisory Group.

- During 2019/20, Primary Health Tasmania worked with the Advisory Group members to review its meeting frequency, terms of reference and membership in relation to the changing stages of the project and the implementation of the Continuity of Support (CoS), NPS Transition and Interface activity.
- During 2020/21, Primary Health Tasmania will continue to work with the Advisory Group to monitor and review activity in the psychosocial support area.

Advisory Group members are representative of psychosocial support funders, providers and consumers in Tasmania and member organisations are also represented on the Tasmanian Regional Mental Health and Suicide Prevention Plan Steering Committee.

During 2020/21, the Advisory Group will be consulted regarding service gaps and duplication and will inform how the NPS Measure activity will be included in the Regional Mental Health and Suicide Prevention Plan.

3. *Establish monthly provider meetings*

Primary Health Tasmania will engage with the provider on a monthly basis (either face-to-face or via phone) to monitor service agreement deliverables and compliance. The meetings will also provide an opportunity to monitor budgets, service uptake and identify areas for service improvement.

4. *Provider/Primary Health Tasmania progress meetings*

The Primary Health Tasmania Psychosocial Support project team will meet with representatives from Baptcare to:

- review the first six months of activity and financial reports for 2020/21, and the appropriateness of the service model in relation to the delivery of health outcomes (February 2021)

Information gathered from the February 2021 meeting will inform future commissioning of the NPS Measure activity, including service delivery beyond 30 June 2021.

5. *Work with provider to assure their ongoing capacity and compliance with input into the Primary Mental Health Care Minimum Data Set (PMHC-MDS)*

Primary Health Tasmania will support Baptcare in understanding and complying with the uploading of data into the PMHC-MDS.

National Psychosocial Support Transition

Aim of Activity

The National Psychosocial Support Transition (NPS Transition) project aims to ensure that clients of Partners in Recovery (PIR), Day to Day Living (D2DL) and Personal Helpers and Mentors (PHaMs), who have not transitioned to the National Disability Insurance Scheme (NDIS) or Continuity of Support (CoS) as of the 1 July 2019 continue to receive appropriate levels of support until they have transitioned.

Description of Activity

2020 - 2021

1. *Develop a co-designed service model and commission appropriate providers to deliver service*

Primary Health Tasmania will commission the existing providers of PIR, PHaMs and D2DL to deliver the NPS Transition service, as this will ensure the greatest certainty of ongoing support to current clients.

Primary Health Tasmania will work with the existing providers of PIR, PHaMs and D2DL and the Psychosocial Support Advisory Group to:

- identify target cohort and anticipated numbers for NPS Transition and CoS as of 1 July 2019;
- establish costs for supporting an application into the NDIS and for maintaining psychosocial support services to clients in the NPS Transition service;
- establish referral and transition pathways to NDIS and CoS; and
- develop key messaging and communication pathways.

Information gained through the co-design meetings will inform the development of a service agreement for NPS Transition for 2019/20.

2. *Extend NPS Transition provider agreements*

In line with the Australian Government decision to extend the NPS Transition activity, Primary Health Tasmania will work with the Anglicare and Mission (current funded NPS Transition providers) to:

- identify anticipated numbers remaining in the NPS Transition program as of 1 July 2020;
- establish funding and length of required extension; and
- extend existing contract with NPS Transition providers.

3. *Establish provider reporting and review requirements*

Using numbers provided by the PIR, PHaMs and D2DL providers, Primary Health Tasmania will develop a table of transition targets that will form the deliverables for 2019/20. The table will be included in the provider service agreements and will be monitored monthly through provider reporting.

Primary Health Tasmania will meet with the Anglicare and Mission in December 2019 and October 2020 to review transition progress, actions for the second half of the year and review budget allocations.

Primary Health Tasmania will continue to monitor the transition numbers throughout the extension period, including monthly meetings with Anglicare, Mission and the CoS provider, Baptcare.

4. Project completion and closure

The NPS Transition service is for 24 months to ensure that clients of PIR, PHaMs and D2DL continue to receive an appropriate level of psychosocial support while they are supported to transition to the NDIS or CoS or some other form of psychosocial support prior to 30 June 2021.

By 30 June 2021, clients of PIR, PHaMs and D2DL will have:

- completed testing for the NDIS, been found eligible and had a support package provided;
- completed testing for the NDIS, been found ineligible and been transitioned to CoS;
- not wanted to test for the NDIS and been transitioned to CoS; and
- been unable to test for entry into the NDIS (age and residency status) and been transitioned to CoS.

Primary Health Tasmania will require monthly reports regarding testing and transition rates from providers and will meet regularly to identify issues and solutions to successfully transition all clients by 30 June 2021.

Continuity of Support

Aim of Activity

The Continuity of Support (CoS) service will provide ongoing support for clients who previously accessed services through Partners in Recovery (PIR), Day to Day Living (D2DL) and Personal Helpers and Mentors (PHaMs) and who are ineligible for the National Disability Insurance Scheme (NDIS). The project aims to:

- support people with a severe mental illness and associated psychosocial functional impairment who are not more appropriately supported through the NDIS, and
- reduce avoidable need for more intense and acute health services and enhance appropriate/optimal use of the health system.

Description of Activity

In early 2019 Primary Health Tasmania completed an open procurement process for the National Psychosocial Support Measure (NPS Measure), with Baptcare being the successful applicant.

Following review of the CoS Guidance material, the Psychosocial Support project team is confident that the CoS program will align with the existing NPS Measure and can be delivered by Baptcare using their proposed NPS Measure service delivery model as the basis.

2020 - 2021

1. Develop a co-designed service model

Primary Health Tasmania will work with Baptcare and the Psychosocial Support Advisory Group to:

- identify target cohort and anticipated numbers for CoS as of 1 July 2019;
- establish referral and transition pathways from existing PIR, PHaMs and D2DL programs and NPS Transition services;

- identify activity scope; and
- develop key messaging and communication pathways.

Primary Health Tasmania will support Bapcare and existing providers of PIR, PHaMs and D2DL to develop a handover process to ensure the safe transfer of clients to CoS. PIR, PHaMs and D2DL providers will be funded to continue to provide services to CoS clients into 2019/20 to ensure ongoing availability of psychosocial supports while the CoS service establishes.

2. Establish provider reporting and review requirements

An evaluation framework with clear reporting deliverables has been developed and will be included in the service agreement with Bapcare. The reporting requirements will enable Primary Health Tasmania to measure improvements in quality of life for individuals (using Life Skills Profile - LSP 16 and Assessment of Quality of Life - AQoL 4D) and consumer experience of service using Patient Reported Experience Measures (PREM) questionnaire.

3. Conduct monthly provider meetings

Primary Health Tasmania will engage with the provider on a monthly basis (either face-to-face or via phone) to monitor service agreement deliverables and compliance. The meetings will also provide an opportunity to monitor budgets, service uptake and identify areas for service improvement.

Representatives from the Primary Health Tasmania Psychosocial Support project team will meet with representatives from Bapcare to:

- Provider forum to review the first six months of activity and financial reports for 2020/21 (March 2021)
- Provider forum to review first six months of activity and financial reports for 2021/22 (March 2022)

2021 - 2022

1. Continue to fund and support Bapcare to provide CoS service

- Extend Bapcare agreement through to 30 June 2022
- Information gathered through establishment and early implementation used to inform service development needs and possible changes to the service delivery model going forward.
- Work with provider to assure their ongoing capacity and compliance with input into the Primary Mental Health Care Minimum Data Set (PMHC-MDS).
- Primary Health Tasmania will support Bapcare in understanding and complying with the uploading of data into the PMHC-MDS.

2. Continue quarterly provider meetings

Primary Health Tasmania will engage with the provider on a quarterly basis to monitor service agreement deliverables and compliance. The meetings will also provide an opportunity to monitor budgets, service uptake and identify areas for service improvement.

Psychosocial Support Interface

Aim of Activity

The aim of this activity is to identify and develop a range of activities to:

- ensure that psychosocial supports are available to those who require support;
- ensure that there are no gaps in service for current clients of Partners in Recovery (PIR), Personal Helpers and Mentors (PHaMs) and Day to Day Living (D2DL) during their transition into the National Disability Insurance Scheme (NDIS), Continuity of Support (CoS) or NPS Transition;
- support new psychosocial support clients in testing for eligibility into the NDIS; and
- investigate and instigate new activity to address barriers in accessing support.

Description of Activity

2020 - 2021

1. Identify needs and emerging issues

Through a process of consultation with a range of stakeholders, including the Psychosocial Support Advisory Group, current providers of PIR, PHaMs, D2DL and NPS Measure and mental health and psychosocial support consumers, Primary Health Tasmania has identified a number of emerging issues that will be addressed through Interface activity.

2. Develop solutions/activities to address needs and emerging issues

In partnership with the Psychosocial Support Advisory Group and existing NPS Measure and NPS Transition provides, Primary Health Tasmania completed a consultation process to identify and prioritise key issues that could be addressed through the Interface activity. Three key issues and relating activities were identified.

a. Removing barriers to testing

Primary Health Tasmania will:

- engage an external consultant to identify reasons why people are choosing not to test and develop a range of recommendations to address;
- form a Working Group representative of the Advisory Group to develop an action plan to address the recommendations identified in the report;
- during 2020/21, implement, monitor and report on the activity identified in the action plan;
- with support from the Working Group, identify activity to be extended in line with new end date of June 2022;
- review and extend the action plan as required.

b. Support new and existing clients in transitioning and seeking appropriate psychosocial support

Primary Health Tasmania will develop and commission a range of activities that will ensure new and existing clients of psychosocial support services are supported to access the appropriate level of service in a timely manner. Activities will include:

- Working with current PIR, PHaMs and D2DL providers to facilitate the safe transition of clients to CoS and the NDIS.
- Establishing an appropriate referral pathway and intake process for new psychosocial support clients.

In late 2019, Primary Health Tasmania commissioned Baptcare to establish a single referral and intake process and to develop a peer workforce to support consumers and their support people to gather the necessary information to make a NDIS access request. In December 2019, The Department of Health approved a request from Primary Health Tasmania to extend this activity to 30 June 2021. To implement this activity, Primary Health Tasmania will work with Baptcare to:

- recruit and train a consumer and carer peer workforce to support clients to compile the required information to submit a NDIS access request. Peer worker will be identified through existing carer and consumer organisations and will be contracted to provide support;
- review the effectiveness of using a peer workforce to support gathering information for a NDIS access request;

Note: Due to the restrictions placed on activities through the COVID-19 response, the development and training of the peer workforce component of this activity has been delayed while an online training module is developed.

- engage with Baptcare to review activity and make needed modifications prior to issuing a contract extension to 30 June 2022.

c. Increase consumer and carer/family understanding of and capacity to engage with and navigate the new psychosocial system

The psychosocial support system is undergoing significant change that will need to be communicated and explained to referrers, consumers and carers/family. Primary Health Tasmania, in partnership with key stakeholders, reviewed the availability of current resources (including websites) and reported findings to the Psychosocial Support Advisory Group.

Based on the findings of the review, and with support from the Psychosocial Support Advisory Group, Primary Health Tasmania will ensure that carers/family members are able to access training to increase their understanding of and ability to support a consumer in engaging in the psychosocial support system.

3. Maintain and review issues register

Through regular psychosocial support provider meetings and the NPS Advisory Group, Primary Health Tasmania will maintain and monitor an issue register. As issues emerge, the internal Psychosocial Support project team will develop and implement solutions.

4. Investigate service integration with Tasmanian Department of Health

The Tasmanian State Government funds a range of psychosocial support programs that have until 30 June 2021 to transition to the NDIS. Primary Health Tasmania in partnership with the Tasmanian Department of Health will:

- identify opportunities for co-commissioning psychosocial support activity for individuals previously supported through state funded programs who are not eligible for or do not want to access the NDIS.
- work with Home and Community Care (HACC) providers to identify a referral pathway into state and commonwealth funded psychosocial support programs for clients with higher needs.

5. Implement the service navigator role

In December 2020 the Australian Government provided Primary Health Tasmania with additional funding to recruit a Service Navigator to help consumers, together with their families and carers, access the supports needed to promote mental and physical health. Funding was available for use to 31 December 2021.

In March 2021, Primary Health Tasmania received permission from the Australian Government to extend the position to 30 June 2022.

- Develop service navigator role description and recruit to position
- Complete project plan
- Engage with NPS Advisory Group to inform of navigator role and outcomes and identify engagement opportunities

2021 - 2022

1. Continue to implement solutions/activities to address needs and emerging issues

a. Removing barriers to testing

- Implement updated action plan with support from Working Group members
- Continue to support Working Group meetings
- Provide quarterly reports to NPS Advisory Group

b. Support new and existing clients in transitioning and seeking appropriate psychosocial support

- Continue to fund Baptcare to deliver central intake and peer support program
- Provide quarterly reports to NPS Advisory Group
- Develop a report detailing the findings of the activity
- Submit proposal to the Australian Government outlining proposed future need for support for new and existing clients

c. Increase consumer and carer/family understanding of and capacity to engage with and navigate the new psychosocial system

- Continue to engage with consumer and carer/family peak bodies and representatives to inform of need
- Where appropriate, support consumer and carer/family to attend peer workforce training and other information and education opportunities run by the NDIA

2. Continue to maintain and review issues register

Through regular psychosocial support provider meetings and the NPS Advisory Group, Primary Health Tasmania will maintain and monitor an issue register. As issues emerge, the internal Psychosocial Support project team will develop and implement solutions.

3. Support service navigator achieve outcomes

- Develop service navigator role description and recruit to position
- Implement project plan, which will include ongoing work with the Tasmanian Department of Health and their funded programs to explore and action integration activities
- Engage with NPS Advisory Group to inform of activity and outcomes