

# Gold Coast - National Psychosocial Support 2019/20 - 2023/24 Activity Summary View



## NPS - 1 - National Psychosocial Support



### Activity Metadata

#### Applicable Schedule \*

National Psychosocial Support

#### Activity Prefix \*

NPS

#### Activity Number \*

1

#### Activity Title \*

National Psychosocial Support

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

Existing



### Activity Priorities and Description

#### Program Key Priority Area \*

#### Other Program Key Priority Area Description

#### Aim of Activity \*

- NPS1 – National Psychosocial Support Measure
  - NPS1.1 – NPS Alliance
- NPS1 - Existing Activity  
NPS1.1 Existing Activity

The purpose of the National Psychosocial Support (NPS) measure is to provide psychosocial support services to assist people with severe mental illness resulting in reduced psychosocial functional capacity who are not more appropriately supported through the

National Disability Insurance Scheme (NDIS). These services, in partnership with families and carers (as appropriate), will provide a range of non-clinical community-based support to these individuals to achieve their recovery goals.

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

#### **NPSM Service Delivery**

GCPHN will continue to commission Primary and Community Care (Plus Social) – Severe and Complex Mental Health Services to provide psychosocial services as an integrated component of their service model. The Plus Social Model includes integrated access to the following services

- Clinical Care Co-ordination Services
- Centralised intake for all GCPHN funded mental health services across the Stepped Care model and information line for GP and Psychiatrists

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- Psychosocial Services (NPS)

- After Hours Services including access to clinical and psychosocial services

NPSM activities commissioned through this provider are delivering services in scope of the guidance provided by DOH in regard to psychosocial support for people with severe mental illness. Services currently provided and continuing will include:

- Peer work individual and group-based services delivered from the service hub and community locations to support access. This includes activities specifically to address:

- o Social skills support

- o Support and empower to build connections with friendships and family connections

- o Financial management and budgeting, support for housing

- o Vocational engagement support including volunteering and study as appropriate

- o Maintaining physical wellbeing

The provider has developed a treatment services hub that supports co-location of ancillary services such as centrelink, public housing, psychological service providers, and other community agencies to support the delivery of holistic support for psychosocial needs.

#### **NPS1.1 - NPS Alliance: Sector Partnerships & Integration (Governance)**

GCPHN has commenced the formation of a National Psychosocial Services Alliance to support the implementation of GCPHN, Queensland Health and privately funded NPSM services with close linkages to the NDIS sector within the Gold Coast region. The Gold Coast Psychosocial Alliance (GCPA).

##### **Purpose**

The Gold Coast Psychosocial Alliance (GCPA) brings together 10 founding member organisations and people with a lived experience of mental health issues from the current service providers and key stakeholders in the GCPHN region to work in collaboration and support the implementation of the NPSM and align to the Joint Regional Plan for the Gold Coast region.

**Vision:** The following are shared aspirations underpinning the GCPA for:

- People living with complex mental health issues have access to responsive, 24- hour, safe and holistic support with a range of well-connected services that provide individuals with choice.

- Service Providers support the needs of individuals to meet their recovery goals.

- Commissioners provide clinical and non-clinical holistic, wrap around services that meet individual recovery needs through an effective and engaged commissioning process.

Building on the initial collaboration phase, governance has been established between members, providing a solid foundation for leadership, resulting in key areas of activity already achieved.

- Identifying the NPS service providers and their range of service provision

- Identify challenges and opportunities facing the Alliance to maximise the utilisation of the services and avoid duplication

- Understanding and refining the pathways of care for people accessing the services of the key stakeholders of the GCPA, to provide the foundation of a resource for the Gold Coast community.

- Implementation of Terms of Reference between all members of the GCPA.

- Development of a shared Communications and Marketing plan for the GCPA.

To continue the momentum of collaboration, key areas of activity will progress for the GCPA, in alignment with the foundational aims of the Joint Regional Plan.

- Ensuring that the NPSM infrastructure operates efficiently and effectively; service utilisation is maximised, avoidance of duplication of services
- Communicating internally and externally to the key stakeholders and the Gold Coast community and implementing a shared marketing plan for the GCPA
- Development of a resource for shared pathways.
- Information exchange to enhance coordination of care.
- Providing advocacy/advice to other bodies associated/aligned with severe and complex mental health/psychosocial supports and services.
- Co-designing and developing innovative programs to enhance and leverage strengths.

## Needs Assessment Priorities \*

### Needs Assessment

#### Priorities



## Activity Demographics

### Target Population Cohort

#### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

No

#### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Key Stakeholders/Partners include:

Stakeholder (Roles

NPSM and Mental Health and Community Support Service Providers (Co-design, Service Implementation, Monitoring, Review)

CoS Provider. These are the same as previous PIR and PHaMs providers) Co-design, Implementation, Monitoring, Review

ATSI and CALD providers, (Co-design, Implementation)

Primary Care Providers (Co-design)

Hospital and Health Service (Co-design, Implementation, Review )

Queensland Health (Co-design, Implementation, Review , funder of Psychosocial

Private psychosocial service providers, Co-design

Lived Experience Network (Planning, Implementation, Review)

Clinical Reference Group (Planning and Review)

NDIA (Planning)

Local Area Coordinators – Carers Queensland (Planning, Co-design Implementation)

Professional Bodies Australian Psychological Society, Mental Health Nurses, Occupational Therapy and Social Workers. (Planning)

#### **Collaboration**

NPS Alliance Members

Queensland Health – Mental Health Policy Unit

Gold Coast Health - Mental Specialist Health Services – Community Services

Psychosocial and Mental Health Community Support Services Providers

- Wesley Mission – QH Funded

- PCCS – GCPHN Funded

Bupa Services - Private Insurance

Transitional Housing Providers

- RFQ



#### **Activity Milestone Details/Duration**

##### **Activity Start Date**

30/06/2019

##### **Activity End Date**

29/06/2022

##### **Service Delivery Start Date**

July 2019

##### **Service Delivery End Date**

June 2022

##### **Other Relevant Milestones**

Activity:

Psychosocial Services

- NPSM Psychosocial Service continue to operate managing demand
- Monitor, Review and respond to emerging issues, challenges and opportunities across Psychosocial Program
- Support provider to develop and enhance program
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NPS Alliance

- Develop and implement a work program to demonstrate leadership, partnership and innovation in service delivery across providers.
- Align work program with outcomes of Gold Coast Mental Health Regional Plan to improve co-ordinated care
- Review progress and structure of GCPA



## 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?**

N/A

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

Service was co-designed as part of the Request for Proposal process to procure the integrated service offering.



## NPS - 2 - Continuity of Support



### Activity Metadata

**Applicable Schedule \***

National Psychosocial Support

**Activity Prefix \***

NPS

**Activity Number \***

2

**Activity Title \***

Continuity of Support

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

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

**Other Program Key Priority Area Description**

**Aim of Activity \***

The purpose of the Continuity of Support is to enable Commonwealth community mental health clients from PIR and PHaMs and D2DL who have not been found eligible for the NDIS to continue receive appropriate support using a recovery and strengths-based framework

**Description of Activity \***

Continuity of Support:

The initial COS program was initiated in collaboration with the Gold Coast sector through the NPS Alliance membership with the existing PIR and PHaMs providers (there were no identified D2DL providers within the Gold Coast region), GCPHN funded two of the existing PIR and PHaMs providers in the 19/20 financial year to provide both the NPS Transition and Continuity of Support

services. This design was based on the desire to provide continuity of care for PIR and PHaMs participants.

As this program has evolved and the actual number of ongoing CoS clients has become known GCPHN has reviewed the commissioning approach for the two funded organisations delivering CoS, and in consultation with Providers, GCPHN commissioned a single provider for the 20/21 and 21/22 financial years to support economies of scale for the organisation and clients.

The COS funding will be allocated based on actual numbers of people engaged with COS services as of the 30/6/21. A payment to support staffing equivalent to 1 FTE per 15 open cases has been provided with additional resources to be considered to support group based interventions.

Commissioned provider will be providing services to individuals that meet this activity eligibility to:

- a) Provide ongoing non-clinical psychosocial support services in line with the DOH guidance on psychosocial support for people with severe mental illness. This will include both individual and group services that may include (but not be limited to):
  - a. Social skills support
  - b. Support and empower to build connections with friendships and family connections
  - c. Financial management and budgeting, support for housing
  - d. Vocational engagement support including volunteering and study as appropriate
  - e. Maintaining physical wellbeing
- b) Support individuals who may wish to re-test their eligibility for the NDIS with this process.

Through the NPS Alliance (Activity NPS1.1) the provider of the continuity of support services meet regularly with the providers of the clinical care coordination services under the severe and complex mental health stream to ensure that people receiving services under the CoS stream have access to clinical support as appropriate.

## Needs Assessment Priorities \*

### Needs Assessment

### Priorities



## Activity Demographics

### Target Population Cohort

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

#### Stakeholder (Roles)

Commissioned Service Providers NPSM (Co-design, Implementation, Monitoring, Evaluation)

Additional previous PIR and PHaMs providers – ATSI and CALD providers, (Co-design, Implementation)

Primary Care Providers (Co-design)

Hospital and Health Service (Co-design, Implementation, Evaluation)

Queensland Health (Co-design, Implementation, Evaluation, funder of Psychosocial

Queensland Health NPSM Provider (Mental Health Community Support Services) Co-design, Implementation, Evaluation

Private psychosocial service providers, Co-design

Lived Experience Network (Planning, Implementation, Review)

Clinical Reference Group (Planning and Review)

NDIA (Planning)

Local Area Coordinators – Carers Queensland (Planning, Co-design and Implementation)

Professional Bodies Australian Psychological Society, Mental Health Nurses, Occupational Therapy and Social Workers. (Planning)

### Collaboration

#### Queensland Health – Mental Health Policy and Contracting and Procurement Branches

- To work together to ensure our Mental Health Strategies are complimentary and integrated.
- GCPHN was a member of QLD Health's reference group and evaluation panel for QLD Health's psychosocial commissioning.
- QH was a member of GCPHN Procurement Panel for the Service and Complex procurement completed Dec 17 – Jan 18
- Work collaboratively on implementation of Mental Health Performance framework for mental health providers.

#### Gold Coast Health - Mental Health Services

- To work together to ensure our Mental Health Strategies and services complimentary and integrated.

#### Mental Health Service Provider

- To work together to ensure our Mental Health Strategies and services complimentary and integrated

#### GCPHN Mental Health and AOD Multidisciplinary Clinical Reference Group

- To provide clinical advice to GCPHN on all aspects of implementation of our Stepped Care Model and all service delivery components

#### GCPHN Mental Health and AOD Consumer and Carer Network

- To provide consumer and care advice to GCPHN on all aspects of implementation of our Stepped Care Model and all service delivery components



- To provide endorsement of advice and recommendations provider by specific mental health and AOD advisory groups.



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2019

### Activity End Date

29/06/2022

### Service Delivery Start Date

July 2019

### Service Delivery End Date

June 2022

### Other Relevant Milestones

Activity

- COS Service will continue to provide Service to eligible clients.



## 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?**

N/A

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

GCPHN will continue to commission a single provider to providing the CoS program for the 21/22 financial year. Services were originally co-designed with identified providers to ensure smooth transition from Partners in Recovery to ongoing treatment service.

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## NPS - 3 - National Psychosocial Support - Interface



### Activity Metadata

**Applicable Schedule \***

National Psychosocial Support

**Activity Prefix \***

NPS

**Activity Number \***

3

**Activity Title \***

National Psychosocial Support - Interface

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

Existing



### Activity Priorities and Description

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

The purpose of the NPS-Interface 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. The focus will be to support Commonwealth community mental health clients to test for eligibility under the NDIS as well as plan, fund, commission and establish services under the CoS and integration of services with the NPS program.

**Description of Activity \***

The Service Navigator measure provided in December 2020 and is to be utilised by 31 December 2021.

GCPHN will utilise this additional funding in line with the service navigation measure guidance to continue activities aligned with the guidance objectives:

- Establish coordinated referral processes to support consumer access to psychosocial, clinical and primary health care.
- Implement standardised consumer intake processes across providers.
- Work with providers to establish integrated processes for routine information sharing.
- Develop and distribute up-to-date and detailed information resources for service providers
- Actively engage health professionals, including GP's and Aboriginal Community Controlled Health Services

GCPHN will utilise the funding internally to drive activities:

- MH7.2 – Further enhancement of Central Referral, Triage and Information Service
- NPS1.1 – Gold Coast Psychosocial Alliance

In addition the Department of Health has approved the transfer of \$413,400 (\$148,400 20/21 and \$265,000 21/22) from unspent funds in the 20/21 NPS-T activity to NPS Interface to support the enhancement of Referral and Triage services as outlined at MH7.2.

## Needs Assessment Priorities \*

### Needs Assessment

### Priorities



## Activity Demographics

### Target Population Cohort

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

Stakeholder/Partners (Roles)

Commissioned Service Providers NPSM (Co-design, Implementation, Monitoring, Evaluation)

Commissioned Service Providers, NPS Transition and CoS. These are the same as previous PIR and PHaMs providers) Co-design, Implementation, Monitoring, Evaluation

ATSI and CALD providers(Co-design, Implementation)

Primary Care Providers (Co-design)

Hospital and Health Service (Co-design, Implementation, Evaluation)

Queensland Health (Co-design, Implementation, Evaluation, funder of State Psychosocial)

Queensland Health NPSM Provider (Mental Health Community Support Services) Co-design, Implementation, Evaluation

Private psychosocial service providers, Co-design

Lived Experience Network (Planning, Implementation, Review)

Clinical Reference Group (Planning and Review)

NDIA (Planning)

Local Area Coordinators – Carers Queensland (Planning, Co-design Implementation)

### **Collaboration**

Queensland Health – Mental Health Policy and Contracting and Procurement Branches

- To work together to ensure our Mental Health Strategies are complimentary and integrated.
- GCPHN was a member of QLD Health’s reference group and evaluation panel for QLD Health’s psychosocial commissioning.
- QH was a member of GCPHN Procurement Panel for the Service and Complex procurement completed Dec 17 – Jan 18
- Work collaboratively on implementation of Mental Health Performance framework for mental health providers.

Gold Coast Health - Mental Health Services

- To work together to ensure our Mental Health Strategies and services complimentary and integrated.

Mental Health Service Provider

- To work together to ensure our Mental Health Strategies and services complimentary and integrated

GCPHN Mental Health and AOD Multidisciplinary Clinical Reference Group

- To provide clinical advice to GCPHN on all aspects of implementation of our Stepped Care Model and all service delivery components

GCPHN Mental Health and AOD Consumer and Carer Network

- To provide consumer and care advice to GCPHN on all aspects of implementation of our Stepped Care Model and all service delivery components

GCPHN Clinical Council and Community Advisory Group

- To provide endorsement of advice and recommendations provider by specific mental health and AOD advisory groups.



### **Activity Milestone Details/Duration**

#### **Activity Start Date**

30/06/2019

#### **Activity End Date**

29/06/2022

#### **Service Delivery Start Date**

July 2019

#### **Service Delivery End Date**

June 2022

**Other Relevant Milestones**



**Activity Commissioning**

**Please identify your intended procurement approach for commissioning services under this activity:**

**Not Yet Known:** No  
**Continuing Service Provider / Contract Extension:** No  
**Direct Engagement:** No  
**Open Tender:** No  
**Expression Of Interest (EOI):** No  
**Other Approach (please provide details):** Yes

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

No

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

No

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

No

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

No

**Decommissioning**

No

**Decommissioning details?**

N/A

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

N/A



## NPS - 4 - National Psychosocial Support - Transition



### Activity Metadata

#### Applicable Schedule \*

National Psychosocial Support

#### Activity Prefix \*

NPS

#### Activity Number \*

4

#### Activity Title \*

National Psychosocial Support - Transition

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

Existing



### Activity Priorities and Description

#### Program Key Priority Area \*

#### Other Program Key Priority Area Description

#### Aim of Activity \*

The purpose of the National Psychosocial Support (NPS) transition is to:

1. enable Commonwealth community mental health clients from PIR and PHaMs and D2DL to receive appropriate levels of support as they test eligibility for supports under the NDIS and transition to ongoing arrangements either through the NDIS or CoS
2. provide non-clinical psychosocial support services in line with DOH guidance while individuals test their eligibility or choose to transition to alternative psychosocial support services as appropriate.

#### Description of Activity \*

NPS Transition:

In collaboration with the Gold Coast sector through the NPS Alliance membership and the existing PIR and PHaMs providers (there were no identified D2DL providers within the Gold Coast region), GCPHN has funded one of the existing PIR and PHaMs providers to provide both the NPS Transition and Continuity of Support services. This change was made in consultation with the current Providers of the NPS-Transition program. GCPHN has commissioned a single provider for the 2020/21 financial year to support economies of scale for the organisation and clients.

Commissioned providers will be providing services to individuals that meet this activity to:

- a) Work with each person to ensure they are able to make an informed decision to test their eligibility for NDIS services

b) If the individual chooses to test their eligibility they will provide support and assistance to complete the required processes and support the individual to submit their application for NDIS services.

c) While this process is occurring the commissioned provider will provide ongoing non-clinical psychosocial support services in line with the DOH guidance on psychosocial support for people with severe mental illness. This will include both individual and group services that may include (but not be limited to):

- a. Social skills support
- b. Support and empower to build connections with friendships and family connections
- c. Financial management and budgeting, support for housing
- d. Vocational engagement support including volunteering and study as appropriate
- e. Maintaining physical wellbeing

### **Needs Assessment Priorities \***

#### **Needs Assessment**

#### **Priorities**

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### **Activity Demographics**

#### **Target Population Cohort**

#### **In Scope AOD Treatment Type \***

#### **Indigenous Specific \***

No

#### **Indigenous Specific Comments**

#### **Coverage**

#### **Whole Region**

Yes

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### **Activity Consultation and Collaboration**

#### **Consultation**

#### **Stakeholder (Roles)**

Commissioned Service Providers NPSM (Co-design, Implementation, Monitoring, Evaluation)

Additional previous PIR and PHaMs providers – ATSI and CALD providers, (Co-design, Implementation)



Primary Care Providers (Co-design)

Hospital and Health Service (Co-design, Implementation, Evaluation)

Queensland Health (Co-design, Implementation, Evaluation, funder of Psychosocial

Queensland Health NPSM Provider (Mental Health Community Support Services) Co-design, Implementation, Evaluation

Private psychosocial service providers, Co-design

Lived Experience Network (Planning, Implementation, Review)

Clinical Reference Group (Planning and Review)

NDIA (Planning)

Local Area Coordinators – Carers Queensland (Planning, Co-design and Implementation)

Professional Bodies Australian Psychological Society, Mental Health Nurses, Occupational Therapy and Social Workers. (Planning)

### **Collaboration**

Queensland Health – Mental Health Policy and Contracting and Procurement Branches

- To work together to ensure our Mental Health Strategies are complimentary and integrated.
- GCPHN was a member of QLD Health’s reference group and evaluation panel for QLD Health’s psychosocial commissioning.
- QH was a member of GCPHN Procurement Panel for the Service and Complex procurement completed Dec 17 – Jan 18
- Work collaboratively on implementation of Mental Health Performance framework for Mental health providers.

Gold Coast Health - Mental Health Services

- To work together to ensure our Mental Health Strategies and services complimentary and integrated.

Mental Health Service Provider

- To work together to ensure our Mental Health Strategies and services complimentary and integrated

GCPHN Mental Health and AOD Multidisciplinary Clinical Reference Group

- To provide clinical advice to GCPHN on all aspects of implementation of our Stepped Care Model and all service delivery components

GCPHN Mental Health and AOD Consumer and Carer Network

- To provide consumer and care advice to GCPHN on all aspects of implementation of our Stepped Care Model and all service delivery components

GCPHN Clinical Council and Community Advisory Group

- To provide endorsement of advice and recommendations provider by specific mental health and AOD advisory groups.

Gold Coast Psychosocial Alliance

- To work together to ensure a coordinated and informed approach across key providers within the psychosocial service delivery system



## **Activity Milestone Details/Duration**

### **Activity Start Date**

30/06/2019

**Activity End Date**

29/06/2021

**Service Delivery Start Date**

July 2019

**Service Delivery End Date**

June 2021

**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:** Yes

**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**

Yes

**Decommissioning details?**

Due to the low number of clients to transition from NPS-T to COS or NDIS one of the two existing NPS-T providers was decommissioned. This was completed in negotiation with both NPS-T providers. The NPS-Transition services will be decommissioned progressively through 2020/2021

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

N/A

