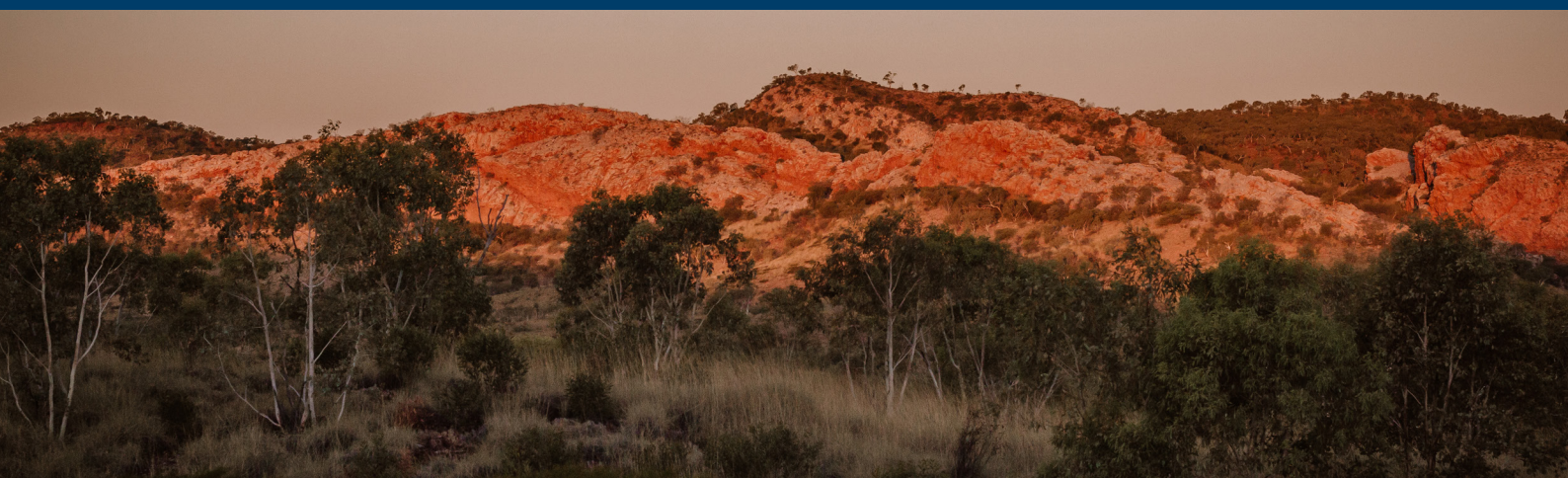




Western Queensland Primary Health Network

Commonwealth Psychosocial Support 2023/24 Activity Work Plan



ACTIVITY: CPS-PSD-1 (23-24) CPS PSYCHOSOCIAL SERVICE DELIVERY



Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Psychosocial

AIM OF ACTIVITY

To commission psychosocial support services to support new and existing eligible consumers under one consolidated program. The services will aim to support identified consumers to increase functional capacity to live independently in the community; reduce the need for acute mental health services; increase connection and reduce isolation; increase knowledge and skills; increase engagement in daily activities relationships and the community; improve or stabilise mental health and wellbeing; improve self-confidence and independence; move towards personal recovery goals and support access to appropriate supports including the NDIS where appropriate.

DESCRIPTION OF ACTIVITY

Services provided under the CPS program are complimentary to those available within the WQPHN Region through government funded psychosocial initiatives and mental health programs, with a recovery and person-centred focus.

WQPHN will commission providers across the WQPHN region to provide Brokerage services for their local communities. Providers will complete individualised support plans that enable consumers' recovery journeys via the brokerage purchase of activities based on recovery focused outcomes for each consumer. The commissioned provider is responsible for the determination of eligibility and ensuring that support plans are reviewed regularly and following any significant events in the life of the consumer which may affect support needs.

WPHN will provide funds for brokerage services to enable consumers to have access to activities that meet the goals of their support plans. WQPHN will ensure eligibility by ensuring that there is a capacity and strengths-based assessment or Mental Health Treatment Plan undertaken by the consumer to ensure that they are eligible for the service or will review and refer the consumer for NDIS Assessment and testing.

WQPHN will oversee the consumer recovery focus journey by using the RAS-DAS assessment tool throughout the consumers' journey under the Brokerage program.

WQPHN commissions providers to engage local members of the community to assist with the navigation of services so that consumers can make informed decisions around health and wellbeing services. Commissioned provider community engagement empowers communities to be better equipped when consumers are experiencing episodes of severe and persistent mental health issues.

WQPHN collaborates with My Community Directory to define localised support pathways for optimal service navigation and to increase localised awareness of psychosocial support services.

WQPHN will ensure community awareness of housing supports in their region through information resources distribution.

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN Needs Assessment 2021/22-2023/24

PRIORITIES

Priority	Page Reference
Recommendation 08 – Improved access for people with poor access or at risk of poorer health outcomes	81
Recommendation 10 – Building workforce capability and sustainability	86
Recommendation 05 – Local approaches to deliver coordinated care	79
Recommendation 03 – Funding reform	75

Activity Demographics

TARGET POPULATION COHORT

New and eligible consumers in need of psychosocial support.

Activity Consultation and Collaboration

CONSULTATION

- WQPHN MHSP&AOD Planning Consortia
- WQPHN Clinical Council
- WQPHN Community Members
- WQPHN Community Advisory Council
- Nukal Murra Alliance – Aboriginal and Torres Strait Islander specific
- WQPHN Local Clinical Chapter Networks
- WQPHN NPS/PIR Focus Group Meetings with membership informed through discussions with existing PIR and NDIS providers
- Hospital and Health Services (NW, CW, SW)
- NDIA

COLLABORATION

- Commissioned service providers (Centacare North Qld, CatholicCare Social Services, NWRH, Selectability)
- General Practice
- Nukal Murra Alliance (Goondir Health Services, Gidgee Healing, Charleville and Western Areas Aboriginal and Torres Strait Islanders Community Health (CWAATSICH), Cunnamulla Aboriginal Corporation for Health (CACH))
- Hospital and Health Services (NW, CW, SW)
- NDIA
- Menzies School of Research
- NDIS Approved providers
- Flinders University SA
- My Community Directory

Activity Milestone Details/Duration

ACTIVITY START DATE

01/07/2022

ACTIVITY END DATE

31/12/2023

ACTIVITY: CPS-PAE-1 (23-24) PSYCHOSOCIAL ACCESS ENABLERS

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Psychosocial

AIM OF ACTIVITY

To commission and provide psychosocial support services to support new and existing eligible consumers under one consolidated program, including continuing to facilitate coordinated information and referral resource and process to support consumers to access psychological, clinical, allied and primary health care services.

DESCRIPTION OF ACTIVITY

PHN Operational: Continued funding contribution to the employment of a CPS Coordinator to coordinate and oversight all CPS activities.

Capacity & strength-based assessments: Continued funding of Psychosocial Support Connector to oversee and provide recovery focused assessment (RAS-DS) for Brokerage referrals to providers and provide support for referral pathways to other services pathways eg NDIS. The role supervisors and supports the consumer journey under the Brokerage Service Delivery model to ensure recovery focused goals are assessed and met. The Psychosocial Support Connector will continue to utilize an established individual client intake process and maintain appropriate data and clinical governance arrangements for the sharing of appropriate information and ensuring optimal risk management.

Service Navigation: Continued funding of a Regional Service Navigator to coordinate and assist with roles and functions of Commissioned Service Navigators that operate across the WQPHN region. Commission Service Navigator (SN) resources and support the commissioned SN provider to:

- actively engage with health and community service providers to obtain and maintain up-to-date service information
- establish an individual client intake process
- develop an integrated information sharing process
- ensure appropriate data and clinical governance arrangement for the sharing of appropriate information and optimal risk management
- collaborate with NDIS Local Area Coordinators
- identify and support targeted participants that would benefit from service navigation
- develop and distribute service information to relevant consumers and stakeholders
- review, evaluate and improve SN model

NDIS testing support: Provide funds to CSP to undertake NDIS Testing for assessments and diagnosis.

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN Needs Assessment 2021/22-2023/24

PRIORITIES

Priority	Page Reference
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Recommendation 05 – Local approaches to deliver coordinated care	79
Recommendation 03 – Funding reform	75

Activity Demographics

TARGET POPULATION COHORT

All WQPHN consumers experiencing psychosocial concerns.

Activity Consultation and Collaboration

CONSULTATION

- WQPHN MHSP&AOD Planning Consortia
- WQPHN Clinical Council
- WQPHN Community Members
- WQPHN Community Advisory Council
- Nukal Murra Alliance – Aboriginal and Torres Strait Islander specific
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Activity Milestone Details/Duration

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