



Western Queensland Primary Health Network

Commonwealth Psychosocial Support 2025/26 – 2028/29 Activity Work Plan

ACTIVITY: PAE - 1 - CPS-PAE-1 (26-27) PSYCHOSOCIAL ACCESS ENABLERS

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Psychosocial

AIM OF ACTIVITY

To continue commissioning psychosocial support services to support new and existing eligible consumers, through the provision and facilitation of coordinated information, referral resources and processes to access psychological, clinical, allied and primary health care services.

DESCRIPTION OF ACTIVITY

Service Navigation

Continued funding of commissioned regional Service Navigators to coordinate and assist with roles and improve access to the Brokerage Services. The commissioned Service Navigator (SN) will:

- actively engage with health and community service providers to obtain and maintain up-to-date service information
- assist consumers with accessing appropriate housing and building up community knowledge around housing requirements
- develop an integrated information -sharing process, including mapping of support services
- ensure appropriate data and clinical governance arrangements for the sharing of appropriate information and optimal risk management
- collaborate with NDIS Local Area Coordinators and other relevant PHN commissioned service providers, including Medicare Mental (Health Phone Service, Universal Aftercare support workers, Mental Health providers, Aged Care Care Finders and HOC Wellbeing Responders.
- identify and support targeted participants who would benefit from service navigation
- develop and distribute service information to relevant consumers and stakeholders
- review, evaluate and improve the Service Navigator model

NDIS testing support

WQPHN will provide funds to CSP to undertake NDIS Testing for assessments and diagnosis.

Through capacity and strengths-based assessment or Mental Health Treatment Plan undertaken by the consumer, identification if there is a need to be referred for NDIS Assessment and testing.

Medicare Mental Health Phone Service/ localised Service Navigators to be used a pathway to identify if consumers need assistance with assessments and diagnosis therefore if identified as a need then referred into the NDIS testing support program.

Capacity and Strengths-based assessments

Commissioned Severe and Complex Care Coordination providers to oversee and provide recovery-focused assessments for Brokerage referrals to providers and to provide an independent overview of client journeys. The commissioned role supervises and supports the consumer journey under the Brokerage Service Delivery model to ensure recovery-focused goals are assessed and met.

Any referral to the Brokerage program that has been identified without an assessment in place will be referred to Medicare Mental Health Phone Service (with the consumer's permission) for an IAR-DS assessment to ensure eligibility before activities commence.

Regional Loading

Utilisation of local providers to rollout specific CPS funded programs is the strategy used by WQPHN to minimise overhead costs of service delivery. The cost of provision of service delivery/activities is commensurate to the level of regionality/remoteness.

PHN Operational

The operational funding allowance will be utilised for PHN staff wages, oncosts, travel, communications, promotions, stakeholder engagement, data management, commissioning management and coordination and administration support, PHN staff include a CPSP Coordinator, Lived Experience Coordinator and a Psychosocial Inclusion Officer.

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN JRHNA 2025-2026

PRIORITIES

Priority	Page Reference
Mental health	11
Preventive Healthcare	14
Coordination, Integration and Continuity of Care	9
Health literacy	11

Activity Demographics

TARGET POPULATION COHORT

All WQPHN consumers experiencing psychosocial concerns.

Activity Consultation and Collaboration

CONSULTATION

- WQPHN MHSP&AOD Planning Consortia
- WQPHN Care Governance Committee (Clinical Council)
- WQPHN Community Advisory Committee
- Nukal Murra Alliance – Aboriginal and Torres Strait Islander specific
- WQPHN Local Clinical Chapter Networks
- Hospital and Health Services (NW, CW, SW)
- NDIA
- NDS

COLLABORATION

- Commissioned service providers
- 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
- Community Groups
- NDIS Approved providers
- NDS
- Flinders University SA

Activity Milestone Details/Duration

ACTIVITY START DATE

01/07/2024

ACTIVITY END DATE

30/06/2027



ACTIVITY: PSD - 1 - CPS-PSD-1 (26-27) CPSP PSYCHOSOCIAL SERVICE DELIVERY

Activity Priorities and Description

PROGRAM KEY PRIORITY AREA

Psychosocial

AIM OF ACTIVITY

To commission psychosocial support services 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 other supports including the NDIS where appropriate.

DESCRIPTION OF ACTIVITY

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

Commissioning Approach and Consultation Undertaken

WQPHN commissions providers who have a footprint within the WQPHN region to provide the services as per AGDoHDA funding requirements and CPSP guidelines. These commissioned providers service the whole WQPHN region by providing Brokerage, group supports and support coordination services for their local communities. To ensure localised knowledge and community awareness of the provider, WQPHN has allocated the WQPHN region into 3 serviced areas – North West (NW), Central West (CW) and South West (SW).

In 2024, WQPHN undertook an Open Tender process to ensure current commissioned providers align their services to better meet community expectations and knowledge of the program due to community feedback and WQPHN's assessment of past performance of service providers. Further review of the program has identified the need for group support and support coordination to be part of the Brokerage service delivery offered to consumers to address the specific needs of individuals and to better support and educate communities around specific psychosocial supports. Additional Brokerage funds have been allocated for actual expenses, as per Departmental Guidance, that individuals have identified in supporting them to achieve recovery goals.

Commissioned Psychosocial Service Providers

WQPHN will commission providers across the WQPHN region to provide Brokerage services which includes support coordination and group support services for their local communities. In addition, these providers will provide Brokerages expenses as per Departmental Guidance. To ensure community access, current commissioned providers are Lifeline Darling Downs & SW Qld who service the SW Region, Lives Lived Well for CW region, and NWRH for NW region. Both Lives Lived Well and NWRH are subcontracted by RHealth who is the overarching prime contractor for these two providers. WQPHN undertakes a risk management strategy around the duality of RHealth's role by having regular high-level meetings and analysis of data.

Specific Support Services Commissioned and Standard Duration of Support

WQPHN commissions providers across the WQPHN region to provide Brokerage care coordination and group support services for their local communities. The Brokerage services are service delivery activities plus actual funding of expenses as per AGDoHDA approved on pages 15-16 of the current Commonwealth Psychosocial Support: Program Guidance (correct as at June 2025). Referrers/Provider (if self-referred) will complete individualised support plans that enable consumers' recovery journeys. This could mean the purchase of brokerage activities based on recovery-focused outcomes for each consumer and or actual expenses specific to reaching recovery goals. WPHN will provide funds for brokerage services to enable consumers to have access to activities and expenses that meet the goals of their support plans. If identified in their support plans, consumers will have access to a support coordinator to assist with engagement and connection as well as opportunity to be part of group work specific to their identified needs.

Specific service delivery models/format

The service delivery model is based on individual recovery plans with activities support needs and payment of funded expenses (up to \$1000 per client lifetime within the program) identified by the consumer as key components to their recovery journey. These activities can be delivered as group activities, individual support, outreach support, place-based services, face-to-face and virtual. Case management with key stakeholders (including the designated support coordinator if identified as a need) of the consumer's journey plan is encouraged to ensure consumers are engaged and the activities continue to meet consumer expectations and their recovery plans.

Location of activities

Commissioned providers are located in each region and are responsible for ensuring access to the program throughout their allocated region.

Lifeline Darling Downs & SW Qld (SW) with regional offices in Charleville, Cunnamulla, Roma and St George, and is responsible for ensuring access to the program for all communities situated in the Far South West Region, Maranoa Region and Balonne Region. Lives Lived Well (CW) is located in Longreach and is responsible for ensuring access to the program for the communities situated in the Western Corridor Region and the Central West Region.

NWRH is located in Mt Isa and is responsible for ensuring access to the program for the communities situated in the Mt Isa & Surrounds Region and the Lower Gulf Region.

Target cohort and process/tools used to determine eligibility

WQPHN will ensure eligibility by requiring a capacity and strengths-based assessment, or Mental Health Treatment Plan, is undertaken by the consumer. This will ensure that the consumer is eligible for the service, or they will be reviewed and referred for NDIS Assessment and testing.

Regional Service Navigators and Healthy Outback Community (HOC) Wellbeing Responder will also coordinate and assist with roles and improve access to the Brokerage Services by directing referrals to Medicare Mental Health Phone Service to ensure IAR-DS assessments are completed to identify eligibility.

Severe and Complex Mental Health Co-ordinators (P4 program) who are commissioned by WQPHN also actively partner with the Brokerage-funded providers to ensure access to primary health care and other providers, including access to Brokerage activities.

Program/client outcomes measures/evaluation

P4 providers will oversee their clients' recovery focus journey by using capacity and strengths-based assessment tools throughout the consumers' journey under the Brokerage program.

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.

Needs Assessment Priorities

NEEDS ASSESSMENT

WQPHN JRHNA 2025-2026

PRIORITIES

Priority	Page Reference
Mental health	11
Disability	10
Aboriginal and Torres Strait Islander	10
Coordination, Integration and Continuity of Care	9

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 Care Governance Committee (Clinical Council)
- WQPHN Community Members
- WQPHN Community Advisory Committee
- Nukal Murra Alliance – Aboriginal and Torres Strait Islander specific
- WQPHN Local Clinical Chapter Networks
- Hospital and Health Services (NW, CW, SW)
- NDIA

COLLABORATION

- Commissioned service providers
- General Practice
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