Country SA - Commonwealth Psychosocial Support 2025/26 - 2028/29 Activity Summary View

PAE - 9000 - PAE1 – Commission Access Enabler activities in accordance with the CPS Guidance

Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

9000

Activity Title *

PAE1 – Commission Access Enabler activities in accordance with the CPS Guidance

Existing, Modified or New Activity *

Modified

Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Commonwealth Psychosocial Support

Aim of Activity *

Commission Access Enabler activities in accordance with the CPS Guidance, providing additional service access support to eligible consumers in the Country SA PHN region through the provisions of service navigation support, NDIS testing support, capacity and strengths-based assessments, and regional loading (outreach support).

Services will support new and existing eligible consumers under one consolidated program. Services provided under the CPS Program will be complementary to those available within the region through other government funded psychosocial initiatives and mental health programs, with a recovery and person-centered focus.

These services will aim 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.

Description of Activity *

Commission CPS providers, previously funded through CoS and NPSM arrangements, to deliver access enabler activities that are in line with the Department guidance.

A regional approach to delivering access enabler activities will be employed across the Country SA PHN catchment area to ensure services are relevant to the needs of consumers in their respective regions.

Commissioning of existing psychosocial service providers, as described above, to undertake service navigation activities that are in line with the CPS Guidance and that utilise resources, documents, and the consumer experience survey via the Transition Support Private Portal.

Due to the vast geographical spread of our region, and the diverse needs of communities across the catchment, Country SA PHN have taken a bottom-up approach to implementing service navigation activities in country SA. Acknowledging that “one size never fits all”, Country SA PHN are allowing psychosocial service providers to design service navigation activities that meet the needs of the communities they service rather than us expecting them to use a cookie cutter approach that does not fit the needs of all regions.

Service Navigation Measure continues to be active for our commissioned psychosocial service providers, along with the Country SA Psychosocial Services Directory and providers have been encouraged to update and utilise this resource when undertaking service navigation activities for their region/s.

The NDIS testing activities proposed, and the workforce required to undertake this testing:
- The existing psychosocial workforce will continue to provide NDIS testing/re-testing support to consumers requiring more intensive support than what is provided through the CPS Program. NDIS testing support has been offered since the inception of former Commonwealth funding streams for psychosocial support and will continue to be provided now that these funding streams have been consolidated under the one program. This includes increased support in navigating NDIS application and testing such as completing the Access Request Form and collecting evidence.

The capacity and strengths-based tools utilised and the workforce required to support these assessments:
- Country SA PHN are encouraging our commissioned psychosocial service providers to use the RAS-DS tool to assess CPS program suitability, identify support needs and goals and the period of time clients will likely require supports. Since the program inception, our commissioned psychosocial service providers have been carrying out these assessments using a range of tools such as the CANSAS, Mental Health Recovery Star, and My Better Life Model – capacity and strengths-based tools have been used within our commissioned psychosocial programs since day one. Commissioned psychosocial service providers will continue to carry out these assessments at intake and as well as following any significant events in the life of the consumer which may affect their support needs. The existing psychosocial workforce will be responsible for carrying out these assessments as they have done so in the past.

Regional loading - Any specific activities or strategies being implemented to address the cost of delivering services in outer regional, remote and very remote areas:
- Outreach support to communities that are further way from regional centres is currently being provided through the Regional Loading funding component and direction. To date, outreach locations include the Yorke Peninsula and Pinnaroo, with expansion of services to Coober Pedy and other outer regional, remote and very remote areas.

-This is in recognition of the higher costs of delivering services in these areas and is intended to improve service availability for people with severe mental illness in those communities.

The workforce (specifying any required qualifications and FTE) and activities being undertaken to manage commissioned service providers and contracts:
- Psychosocial services administered by Commissioned Service Providers in country SA include a broad range of appropriately trained and qualified staff within their scope of practice and based on consumer needs including Mental Health Support Workers, Peer/Lived Experience Support Workers, Social Workers, and other appropriately trained Mental Health Professionals. Acknowledging that recruitment can be tricky in country areas, with a limited pool of available workers, staffing sometimes needs to be more flexible, for example, by allowing providers to recruit personnel who are currently studying towards their qualifications with the caveat that ample supervision and support is provided while they finalise their studies. We have also heard of former CPS participants with a lived experience of mental illness being employed casually to run groups etc. For example, a former participant with an arts degree and community services qualifications now runs art groups in Murray Bridge.

- To evidence that workforce hold the correct qualifications and FTE targets are met, providers are required to submit quarterly credentialling and screening reports to Country SA PHN. Credentialling reports are submitted alongside a finance report and performance report. The performance report allows providers to provide more narrative around staffing including FTE, vacancies, any issues with recruitment, backfill or subcontractor arrangements (where appropriate) and that all staff have completed cultural awareness training.

Brokerage funding:
- A welcome addition to the CPS Program is the introduction of Brokerage Funding. Brokerage funding allows eligible consumers the option to purchase short-term or one-off services or supports that may not otherwise be easily accessible to promote their wellbeing and recovery. This creates new options and flexibility for consumers with severe mental illness, to strengthen their capacity to live independently and reach their recovery goals.

Needs Assessment Priorities *

Needs Assessment

Country SA PHN_Needs Assessment 2025-2028_Nov 2025

Priorities

Priority	Page reference
Access to psychosocial support services for people with severe and complex mental health needs	220

Activity Demographics

Target Population Cohort

People aged 18-65 years and reside within the geographical catchment of Country SA PHN, who experience severe mental illness, resulting in significant functional impairment, together with their families and carers as appropriate.

The consumer focus is a whole of person approach for people living in country SA supporting a holistic approach that takes consideration of multiple factors that may impact the ability of the individual, family or community to experience health optimisation and wellbeing as they go about their daily lives. Of importance is that individuals across all age groups, cultural values, family groupings, ability or disability, advantage or disadvantage, sexual orientation feel safe and supported.

Indigenous Specific *

No

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

A lens of service integration and consultation is ongoing due to the redesign of State funded psychosocial support services. Country SA PHN will continue to engage and consult on the new service models, ensuring integration of PHN/LHN CPS services and also identification of unmet need for people living in country SA.

Continued consultation with existing psychosocial service providers to determine organisational capacity to expand on Service Delivery will continue to occur in an attempt to meet the needs of each region, ensuring a place-based approach to address the unmet need identified for psychosocial support.

This will ensure clients receive supports relevant to their unique communities and individual needs.

Increased connection with the Psychosocial Support Capacity Building team from Flinders University, hosted the SA team onsite and held a meet and greet with all of the CSAPHN contract Managers and Mental Health and AOD team. Resulting in advocacy for improved reporting mechanisms, guidelines and data capture workshops.

Country SA PHN consulted with Service Providers to create the required updated guidance materials and resources to see Brokerage Funding now available as part of the Psychosocial Support Program to support consumer recovery needs in country South Australia. Country SA PHN's Psychosocial Support Program Guidelines were also updated. Information sessions were held to communicate changes and requirements related to the updated guidelines and the allowance for brokerage funding.

Collaboration

Collaboration with commissioned psychosocial service providers occurs via ongoing communication regarding the effectiveness of this activity and any issues/barriers impacting the provision of access enabler activities within their region/s.

Country SA PHN will continue to build on established relationships with the South Australian Department for Health and Wellbeing and regional LHNs to ensure that the services funded through the CPS activity complement the psychosocial support services available through the state government.

Key Stakeholders, include but not limited to:
- Six Regional LHN's
- Mental Health Coalition of SA
- Enhance Barossa Mental Health Steering Committee
- SA Dept for Health and Wellbeing

Activity Milestone Details/Duration

Activity Start Date

01/07/2021

Activity End Date

30/06/2027

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): Yes

Is this activity being co-designed?

Yes

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

PSD - 11000 - CSP Continuation of current psychosocial service delivery under the consolidated new CPS program

Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PSD

Activity Number *

11000

Activity Title *

CSP Continuation of current psychosocial service delivery under the consolidated new CPS program

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Commonwealth Psychosocial Support

Aim of Activity *

To continue to provide person-centred recovery focused psychosocial support services to those eligible in the Country SA PHN region with the aim of improving functional capacity, addressing individual unmet need, and complementing clinical mental health and physical health services for people who are not receiving psychosocial support services funded through the National Disability Insurance Scheme (NDIS).

Objectives of the activity are to:
- Increase access to specialist mental health services for people who experience severe mental illness with associated psychosocial functional impairment residing in rural and remote areas
- Enhance communication and integration between the services involved in consumer care
- Improve outcomes due to taking a more holistic approach to manage mental, physical, social and emotional health needs
- Prevent unnecessary decline in a person’s mental health and as such avoid unnecessary and preventable hospitalisation

Introduction of Brokerage funding in 2024/25 which aims to support client's recovery goals/needs as identified in their Recovery Care Plan

Assessment of the market and capability of currently commissioned service providers has supported continuation of existing commissioned psychosocial service providers including Mind Australia, Skylight Mental Health, Uniting Country SA, and Country & Outback Health is the optimal approach for the community. In addition, Centacare Catholic Country SA is subcontracted to provide psychosocial services in Ceduna on the far west coast of SA.

Growth of the market with new providers Moorundi Aboriginal Health Services, Summit Health and Neami National has occurred, in an effort to strengthen the market and create sustainability options in areas of rurality and high need.

Description of Activity *

In alignment with CPS Guidance, the above providers are commissioned to provide psychosocial support services that strengthen the capacity of consumers to live independently, safely and productively in their community, form meaningful connections in a supportive environment, and reduce the need for acute care in their region. Services can be delivered through a range of formats including individual support, place-based services, group activities and outreach support. The type of support services provided inherently vary from person to person as this is consider when addressing individual needs and goals.
In summary, these include a range of non-clinical supports that focus on building personal capacity and stability in areas such as:
- social skills, friendships, and family connections
- day-to-day living skills such as financial management and budgeting
- finding and maintaining a home
- vocational skills and goals
- maintaining physical wellbeing, including exercise
- managing substance use issues
- building broader life skills, including confidence and resilience; and
- building capacity to live independently in the community

While psychosocial support services are non-clinical in nature, these services are embedded within, or linked to, clinical services to support a multi-disciplinary approach to meeting the needs of people with severe mental illness, and form part of a multi-agency care plan. Those requiring more intensive support than what is provided through the CPS program are linked in with more appropriate services and where appropriate encouraged and supported to test for NDIS eligibility.

It should be noted in SA there are clients with complex needs requiring more intensive supports for longer. State services in SA are often at capacity and there are limited NDIS supports. At times, this impacts patient flow within the CPS program in country SA. Whilst every effort is made by commissioned service providers as detailed above, it can mean on occasions a wait list emerges in some regions. Country SA PHN are actively working with providers and State to address these issues. This also means we are also noticing a trend within our data with session targets being exceeded and client targets tracking under for the CPS program.

Intake/assessment processes also assess and prioritise vulnerable groups and those with urgent support needs such as Aboriginal and Torres Strait Islander People and people at risk of suicide. These referrals are triaged immediately as required and appropriate linkages to specialised and/or clinical services are made.

There are clear assessment and information sharing on service expectations at intake ensures consumers are aware of number of sessions to adequately prepare and plan for discharge. If a consumer does not qualify for the service, intake processes will support the enquirer with identifying another local relevant support service to suit their individual needs.

Outcomes will be managed through use of the K-10, K-5, or SDQ assessment tools as required by the reporting of program activities into the Primary Mental Health Care Minimum Data Set (PMHC-MDS). The capture of Patient Reported Experience Measures is also evaluated and considered against overall performance.

Commissioned Service Providers
- Mind Australia,
- Skylight Mental Health
- Uniting Country SA
- Country & Outback Health who also subcontract Centacare Catholic Country SA
- Neami National
- Summit Health
- Moorundi Aboriginal Health Services

Needs Assessment Priorities *

Needs Assessment

Country SA PHN_Needs Assessment 2025-2028_Nov 2025

Priorities

Priority	Page reference
Access to psychosocial support services for people with severe and complex mental health needs	220

Activity Demographics

Target Population Cohort

People who experience severe mental illness, resulting in significant functional impairment, together with their families and carers as appropriate.

While intake and assessment process vary slightly between provider, there are eligibility criteria. This includes people who are:
- Experiencing severe mental illness that affects psychosocial functioning;
- Have needs that can be appropriately met through short-term, low intensity support to live independently in the community, as determined through a capacity and strengths-based assessment tool;
- Not restricted in their ability to fully, and actively, participate in the community because of their residential setting (e.g. prison or a psychiatric facility);
- Not currently receiving services through the NDIS or receiving similar psychosocial supports through a state or territory government program; are aged 16 years and over, noting exceptions can be made for people aged less than 16 years subject to approval by Country SA PHN; and
- Reside within the geographical catchment of Country SA PHN.

The consumer focus is a whole of person approach for people living in country SA supporting a holistic approach that takes consideration of multiple factors that may impact the ability of the individual, family or community to experience health optimisation and wellbeing as they go about their daily lives. Of importance is that individuals across all age groups, cultural values, family groupings, ability or disability, advantage or disadvantage, and sexual orientation feel safe and supported.

Indigenous Specific *

No

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

In 2023/24 there has been a redesign of State funded psychosocial support services which have been under review for some time. Country SA PHN will continue to engage and consult on the new service models, ensuring integration of PHN/LHN CPS services and also identification of unmet need for people living in country SA.
Exploration of sustainable funding models for 2025-26 and beyond, noting there will be a transition period as we work towards implementing new supports via Brokerage Funding into the Commonwealth Psychosocial Support Program in country South Australia.

Continued consultation with existing psychosocial service providers to determine organisational capacity to expand on Service Delivery will continue to occur in an attempt to meet the needs of each region, ensuring a place-based approach to address the unmet need identified for psychosocial support.

Collaboration

Collaboration with commissioned psychosocial service providers occurs via ongoing communication regarding the effectiveness of service delivery and any issues/barriers impacting the provision of service delivery within their region/s.

Ongoing advice and guidance from Flinders University Commonwealth Psychosocial Program team in regard to implementation of Brokerage funding.

Country SA PHN will continue to build on established relationships with the South Australian Department for Health and Wellbeing and regional LHNs to ensure that the services funded through the CPS activity complement the psychosocial support services available through the state government.

Key Stakeholders:
- Regional LHN's
- Flinders University Commonwealth Psychosocial Program
- PHN's
- Mental Health Coalition of SA
- Enhance Barossa Mental Health Steering Committee
- SA Dept for Health and Wellbeing

Activity Milestone Details/Duration

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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

Co-design or co-commissioning comments

Direct negotiation with current commissioned psychosocial service providers and co design modelling around new guidance and expectations.