North Western Melbourne - Commonwealth Psychosocial Support 2025/26 - 2028/29
Activity Summary View

PAE - 2 - Commonwealth Psychosocial Support – PAE - Psychosocial Access Enablers AWP 26/27

Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

2

Activity Title *

Commonwealth Psychosocial Support – PAE - Psychosocial Access Enablers AWP 26/27

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Psychosocial Support

Aim of Activity *

This activity supports people accessing PHN commissioned Psychosocial support with recovery-focused, person-centred care through strengths-based assessment, service navigation, NDIS applications or re-testing assistance and coordinated multidisciplinary support where appropriate.

Description of Activity *

The Access Enablers activities will include:

Service navigation
Providers will conduct this component typically during assessment, helping consumers and their families connect with health,

community, and social supports, including housing and specialist mental health services. Activities will include:

- Supporting informed choice through provision of information and resources;
- Strengthening local referral pathways;
- Establishing standardised intake and assessment processes;
- Collaborating with sector stakeholders to map service gaps and improve coordination.

NDIS testing and re-testing support
Providers will, based on NDIS eligibility guidelines, assist eligible or potentially eligible consumers with initial testing and re-testing applications. Key aspects include:

- Gathering supporting evidence of psychosocial disability;
- Preparing and submitting Access Request Forms (ARFs);
- Providing planning support, advocacy, and ongoing assistance until a decision is reached and the plan activated.
- Stakeholder network development;

Capacity and Strengths-Based Assessments

Continued implementation and application of the Recovery Assessment Scale- Domains & stages (RAS-DS) tool by commissioned CPS services to assess suitability, identify support needs and goals, to inform development of a support plan with consumers to include their strengths, recovery goals and support needs, approaches to meeting and supporting these.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Mental health & suicide prevention-Increase access to preventive measures for drivers of psychological distress, incl financial stressors/housing instability/family/intimate partner violence(5.1.9)	188
Mental health and suicide prevention - Improve awareness and access to community-based mental health and social support services to prevent ill-mental health and manage early symptoms (5.1.1)	188

Activity Demographics

Target Population Cohort

Participants of PHN commissioned services and people with severe mental illness and associated psychosocial functional impairment

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

North Western Melbourne Primary Health Network (NWMPHN) is committed to ensuring stakeholder engagement is embedded in our culture and core functions.

Stakeholder engagement occurs throughout all seven activities that comprise our commissioning approach:

- Assess and prioritise needs
- Review evidence to inform planning and design
- Design services to address need
- Prepare the system for delivery
- Support implementation
- Manage performance and drive continuous improvement
- Evaluate the impact

We use a range of mechanisms to engage with our communities. This includes working with our Community and Clinical Councils, Expert Advisory Groups (EAGs), Primary Care Voices and People Bank members.

The Clinical and Community Councils provide advice to the Board about the unique needs of the region, and principles and mechanisms for engaging local stakeholders. The EAGs provide subject matter expertise, insights and advice to support operational model and service design, focusing on safety, quality, and integration. NWMPHN has EAGs for:

- General Practice
- Alcohol and Other Drugs
- Mental Health
- Aboriginal and Torres Strait Islander Health
- Older Adults

People Bank is a register of people who would like to participate in activities that help to improve the health of people in the region. Members participate in a range of different activities including workshops, governance groups, surveys, and tender evaluation panels.

We continue to also consult and seek specific advice from relevant strategic and local organisations and other stakeholders, such as peak and professional bodies, governments, the primary health care sector and local health services and hospital networks.

This activity will also include meaningful key stakeholder input in the procurement and program development process. Commissioned provider(s) will also be expected to consult with community members when designing and implementing their activities.

Collaboration

NWMPHN's approach to collaboration and engagement is underpinned by the IAP2 model. Best practice in public engagement is influenced by the Spectrum of Public Participation developed by the International Association of Public Participation. This spectrum includes five levels of participation, Inform, Consult, Involve, Collaborate and Empower.

Collaboration will be utilised wherever possible throughout the commissioning cycle as NWMPHN recognises that working in this way adds value and strengthens our reach. Mutually meaningful collaboration is pursued and maintained in a systematic way across the organisation, which facilitates timely access to existing and new collaboration approaches. This is critical to driving a team-based and integrated approach to delivering person-centred primary care.

Collaboration with key stakeholders will occur throughout the commissioning process. Consequently, the following stakeholders may be involved in prioritisation, planning and design, implementation, monitoring and evaluation of activities:

- Community participants – consumers, patients, carers, and people with lived experience, priority populations, community leaders
- Health care professionals
- NWMPHN regional and strategic partnerships and collaboratives
- Local health services and hospital networks
- Community health services
- General practice
- Residential aged care facilities
- Pharmacy
- Allied health
- Community-based organisations
- Research institutes
- Academic and training institutions
- Peak and professional bodies
- Victorian Department of Health
- Local government
- Other PHNs
- Media
- Other identified providers

Consumers and people with lived experience are integral to the work we do and their participation in all aspects of the commissioning cycle will continue to be enabled, supported, and evolved. This is demonstrated through human-centred design in the regional plan for mental health, alcohol and other drugs and suicide prevention, where consumer perspectives and experiences are prioritised.
• Other identified providers

Activity Milestone Details/Duration

Activity Start Date

29/06/2025

Activity End Date

29/06/2027

Service Delivery Start Date

01/07/2025

Service Delivery End Date

30/06/2027

Other Relevant Milestones

N/A

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?

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

PSD - 1 - Delivery of Commonwealth Psychosocial Support Program (CPS) AWP 26/27

Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PSD

Activity Number *

1

Activity Title *

Delivery of Commonwealth Psychosocial Support Program (CPS) AWP 26/27

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Psychosocial Support

Aim of Activity *

This activity will commission capable service providers to support people with mental illness resulting in reduced psychosocial functional capacity, who are not more appropriately supported through the National Disability Insurance Scheme (NDIS), or other supports.

The activity aims to provide shorter term, lower intensity support that builds and strengthens psychosocial functional capacity to address individual needs enabling service users to live independently in community and participate in meaningful activities, social connections and achieve personal goals.

Description of Activity *

The Commonwealth Psychosocial Support program (CPS) will be delivered across two sub-regions in the NWMPHN catchment: northern and western.

The CPS program offers a range of non-clinical supports that are tailored to consumer's individual needs and goals, while focusing on building their personal capacity and capabilities through tailored supports including:
· Individual one on one supports,
· Outreach support,
· Group based activities and programs that may be delivered in centre or in community- based settings

· Peer led supports and activities
· Access and support to suitable and relevant resources and information using a range of platforms including in person and virtually
· Information, referral and supported linkages to other relevant and appropriate services and supports within the community.

On entry to the CPS program, consumers are assessed against program suitability criteria and needs determined though validated tools to inform suitability, level of support requirements and to ensure services and supports are tailored to best met needs. A Goal Plan is also developed with the consumer and is reviewed every six months or as circumstances change.

Informed by the assessment process, tiered support packages are offered to diverse populations (including Aboriginal and Torres Strait Islander communities) across a number of programs.

Consumers are able to move between levels of support according to their needs and progress with recovery journey.

Outcomes are monitored through the use of assessment tools, reviews of goal plans and completion. All consumers are offered the opportunity to complete the YES PHN Survey to provide feedback of their experience of care and to inform improvement opportunities.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Mental health & suicide prevention-Increase access to preventive measures for drivers of psychological distress, incl financial stressors/housing instability/family/intimate partner violence(5.1.9)	188
Mental health and suicide prevention - Improve awareness and access to community-based mental health and social support services to prevent ill-mental health and manage early symptoms (5.1.1)	188

Activity Demographics

Target Population Cohort

People aged over 16 with severe mental illness who are not eligible to receive services under the NDIS and are not receiving psychosocial services through other programs or service arrangements.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

NA

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

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- Prepare the system for delivery
- Support implementation
- Manage performance and drive continuous improvement
- Evaluate the impact

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Collaboration with key stakeholders will occur throughout the commissioning process. Consequently, the following stakeholders may be involved in prioritisation, planning and design, implementation, monitoring and evaluation of activities:

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- Health care professionals
- NWMPHN regional and strategic partnerships and collaboratives
- Local health services and hospital networks
- Community health services
- General practice
- Residential aged care facilities
- Pharmacy
- Allied health
- Community-based organisations
- Research institutes
- Academic and training institutions
- Peak and professional bodies
- Victorian Department of Health
- Local government
- Other PHNs
- Media
- Other identified providers

Consumers and people with lived experience are integral to the work we do and their participation in all aspects of the commissioning cycle will continue to be enabled, supported, and evolved. This is demonstrated through human-centred design in the regional plan for mental health, alcohol and other drugs and suicide prevention, where consumer perspectives and experiences are prioritised.

Activity Milestone Details/Duration

Activity Start Date
27/03/2019
Activity End Date
29/06/2027
Service Delivery Start Date
17 April 2019
Service Delivery End Date
30/06/2027
Other Relevant Milestones
None

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?

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

PAE - 5000 - Psychosocial Access Enablers – Operational AWP 26/27

Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

5000

Activity Title *

Psychosocial Access Enablers – Operational AWP 26/27

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Psychosocial Support

Aim of Activity *

To enable the effective commissioning of psychosocial supports and services in the NWMPHN catchment.

Description of Activity *

This activity will support the effective commissioning, performance monitoring and evaluation of psychosocial support activities. Support to commissioned providers and other stakeholders will also be provided to realise the objective of the activity with the northwestern Melbourne region and health system settings.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Mental health and suicide prevention - Build primary care workforce capability and confidence to provide care for high intensity, severe and complex mental health conditions (5.3.13)	189
Mental health & suicide prevention-Increase access to preventive measures for drivers of psychological distress, incl financial stressors/housing instability/family/intimate partner violence(5.1.9)	188
Mental health & suicide prevention - Enhance access to early intervention and integrated care for individuals with AOD disorder and complex needs, including dual diagnoses of a mental health (5.1.10)	188
Mental health and suicide prevention - Improve awareness and access to community-based mental health and social support services to prevent ill-mental health and manage early symptoms (5.1.1)	188

Activity Demographics

Target Population Cohort

Participants of PHN commissioned services and people with severe mental illness and associated psychosocial functional impairment

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Collaboration

Activity Milestone Details/Duration

Activity Start Date

23/06/2019

Activity End Date

28/06/2027

Service Delivery Start Date

1/7/2019

Service Delivery End Date

30/6/2027

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): No

Is this activity being co-designed?

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

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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?

Co-design or co-commissioning comments