

South Eastern Melbourne - Commonwealth Psychosocial Support 2025/26 - 2028/29 Activity Summary View



PAE - 1 - PAE-1 2026 CPS Access Enablers



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PAE

Activity Number *

1

Activity Title *

PAE-1 2026 CPS Access Enablers

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 4: Mental health services for people with severe and complex mental illness including care packages

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

Support people with severe mental ill-health to strengthen their capacity to live an independent and productive life by actively engaging with Commonwealth Psychosocial Support (CPS) services.

Description of Activity *

SEMPHN funds one Access Enabler provider to improve service navigation and integration of psychosocial supports.

Key functions include:

- referral assistance
- supporting NDIS testing through liaison with LACs and documentation gathering
- multi-agency care coordination

- providing information to aid decision making
- housing support.

The Access Enabler provider accepts referrals from multiple sources and coordinate with a wide range of service providers across the SEMPLHN catchment. They establish pathways with community and clinical services to ensure integrated, multi-agency care for people with mental ill-health.

Care Coordinators support consistent care by linking consumers with services such as clinical mental health, recovery supports, primary care, housing, employment, education, Centrelink, family services, and in-home supports. Their role includes:

- arranging case conferences
- building relationships with organisations serving LGBTQI+, CALD, First Nations, and youth cohorts
- connecting with specialist services for physical health, chronic disease, AOD, eating disorders, and hoarding
- working with networks to meet consumer needs
- collaborating with family, carers, and other supports
- ensuring all service providers share a common understanding of the consumer's support plan.

Where needed, providers assist consumers to access safe and appropriate housing through local homelessness and housing networks.

Access Enablers also support NDIS access testing or retesting by liaising with LACs and assisting with evidence collection. At least 30% of consumers participate in this process, supported by strong referral pathways and relationships with relevant organisations.

Assessments are consumer-led, strengths-based, and focused on recovery planning. Providers use the K-10 (or K-5 for Aboriginal and Torres Strait Islander people) and RAS-DS to develop support plans outlining:

- strengths and existing supports
- recovery goals and support needs
- activities to achieve goals
- required referrals
- crisis plans including key contacts (e.g. GP, family, carers).

SEMPHN monitors providers to maintain a skilled non-clinical mental health workforce and reports on:

- group psychosocial programs
- NDIS testing support (target: 77% involvement)
- service navigation
- strength-based assessments
- housing support.

Regional loading does not apply to CPS services in the SEMPLHN region.
This Activity includes PHN Operating Costs.

SEMPHN Strategy 2023-2028: Path to Impact
Pillar 1: Population health and service demand
Pillar 2: Consumer-focused healthcare
Pillar 3: Vibrant primary health services

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Improve knowledge and capacity of service providers and consumers to engage with and navigate the service system	196
Ensure provision of psychosocial support services to people accessing SEMPHN-commissioned MH services	198
Improve coordination/ integration of psychosocial support services	198
Undertake service mapping of psychosocial support services	198
Increase support for young people requiring low intensity and mild-to-moderate MH support	194
Increase support for young people requiring MH support for severe and complex mental illness	194



Activity Demographics

Target Population Cohort

CPS is designed for people with complex mental ill-health, often episodic, who:

- have needs that can be met through short-term, low intensity support to live independently in the community
- are not restricted in their ability to participate in the community fully and actively in a residential setting
- are not receiving similar supports through a state or tertiary government program (NDIS), where there is the potential for duplication of program activities.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Consultation occurred when developing the Psychosocial Support Service (PSS) in 2018. This consultation was used to build the foundation for Commonwealth Psychosocial Support (CPS) Services. Key stakeholders were engaged to provide feedback and unforeseen outcomes of the PSS model that were used to shape the model design for CPS.

Collaboration

Central to SEMPHN's commissioning principles is the concept of co-design. The various stakeholder, consumer and carer consultations SEMPHN has already undertaken and will undertake in the future will continue to inform and refine our services.

The establishment of communities of practice that includes low intensity, API and MHICC providers, promotes collaboration, the exchange of ideas, sharing and exploring new approaches while working within the same operational approach and outcomes in delivering mental health services within the SEMPHN catchment.



Activity Milestone Details/Duration

Activity Start Date

29/12/2021

Activity End Date

29/06/2027

Service Delivery Start Date

January 2022

Service Delivery End Date

30 June 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: 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

No

Decommissioning details?

Co-design or co-commissioning comments

Discussions with providers who deliver the Mental Health and Wellbeing Hubs commenced and SEMPHN is key in bringing these services together with the CPS commissioned provider.



PSD - 1 - PSD1 2026 Implementation and Service Delivery of CPS Services



Activity Metadata

Applicable Schedule *

Commonwealth Psychosocial Support

Activity Prefix *

PSD

Activity Number *

1

Activity Title *

PSD1 2026 Implementation and Service Delivery of CPS Services

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 4: Mental health services for people with severe and complex mental illness including care packages

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

Support people with severe mental ill-health to strengthen their capacity to live an independent and productive life by actively engaging with Commonwealth Psychosocial Support (CPS) services.

Description of Activity *

CPS services are delivered by commissioned providers to help people with severe mental ill-health build the skills and independence needed to live safely and productively. Supports are non-clinical and community-based, focusing on helping individuals achieve their recovery goals without relying on ongoing clinical care.

Eligibility includes people experiencing mental ill-health (e.g., mood, anxiety, personality, psychotic, eating, substance use, or trauma-related conditions). A diagnosis is not required, but consumers must:

- be suited to short-term, low-intensity support, assessed using tools such as K-10/K-5 and RAS-DS
- be able to participate in community life
- not be receiving similar psychosocial support from state programs or the NDIS
- be aged 16+ (younger consumers may be approved by SEMPHN).

CPS provides short-, medium- and long-term psychosocial supports that help people manage daily activities, maintain connections, build social skills, and engage in education or employment. Assertive Outreach and Specialist Psychosocial supports offer one-on-one, non-clinical assistance for people with complex needs across the SEMPHN catchment.

Key CPS service elements include:

- psychosocial support interventions
- group programs
- assertive outreach and specialist psychosocial interventions
- care coordination, service navigation, housing support, and NDIS testing support
- flexible funding brokerage.

Services are delivered by specialised providers, including workers with lived or living experience.

Supports aim to build stability and capacity in areas such as:

- social and family connections
- daily living skills
- financial management
- finding and maintaining housing
- vocational skills and employment goals
- physical wellbeing
- managing substance use
- confidence, resilience, and broader life skills
- overall independence.

SEMPHN funds these services to complement, not duplicate, state-funded psychosocial supports or NDIS services. Regional loading does not apply in the SEMPHN catchment.

SEMPHN Strategy 2023-2028: Path to Impact
Pillar 1: Population health and service demand
Pillar 2: Consumer-focussed healthcare
Pillar 3: Vibrant primary health services

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Ensure provision of psychosocial support services to people accessing SEMPHN-commissioned MH services	198
Improve coordination/ integration of psychosocial support services	198
Undertake service mapping of psychosocial support services	198
Improve MH services for people with severe and complex MH needs	195

Increase support for young people requiring low intensity and mild-to-moderate MH support	194
Increase support for young people requiring MH support for severe and complex mental illness	194



Activity Demographics

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Indigenous Specific *

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Indigenous Specific Comments

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