

# Service System Reform Issue Identification Report Summary

## What you told us...

What are the main challenges for people living with severe and persistent mental illness?

Lack of safe, affordable and suitable accommodation

Not knowing who to call or where to go for help

There are not enough suitable employment, training and volunteering options

Dual diagnosis

Limited access to transport options

There's not enough social and recreational activities to do during the day

Stigma and discrimination

Difficulty accessing bulk billing psychiatric services

Physical health

Financial constraints

What are the main areas that services could improve in?

Address the wellbeing of carers and families, not just the consumer

Better communication (between services and consumers, services and carers, and services with each other)

Improve discharge and transition processes between services

Improved GP engagement in mental health

Improved access to services and service flexibility

Prevention and early intervention

Collaboration

Ensure that the carer and family voices are heard and included as standard practice



# What are SEMPIR's System Reform priorities?

## A Contributing Life

SEMPIR defines the priority 'A contributing Life' by utilising the National Mental Health Commission's definition:

*A contributing life means a fulfilling life enriched with close connections to family and friends, and experiencing good health and wellbeing to allow those connections to be enjoyed. It means having something to do each day that provides meaning and purpose, whether this is a job, supporting others or volunteering. It means having a home and being free from financial stress and uncertainty.*

National Mental Health Commission, 2013. A Contributing Life, the 2012 National Report Card on Mental Health and Suicide Prevention. Sydney: NMHC; 2012.

## Carer and Family Needs

Consistent with the feedback given in the 2012 National Report Card on Mental Health and Suicide Prevention, carers and families of people with a lived experience of mental illness are too often excluded and perceived as irrelevant when coming into contact with services. Their support role is also often taken for granted with little attention given to their own health and wellbeing. The carers and family members of people living with mental illness require more support, acknowledgement and inclusion in their caring role.

Recommendation 14 of the National Mental Health Commission Report Card (2013) is that:

*'A practical guide for the inclusion of families and support people in services must be developed and implemented, and this must include consideration of the services and supports that they need to be sustained in their role'*

National Mental Health Commission, 2013: A Contributing Life, the 2013 National Report Card on Mental Health and Suicide Prevention. Sydney: NMHC; 2013

## Pathways

People living with severe and persistent mental health issues and complex needs, require extensive support from a broad variety of different service systems. Knowing where to go to address these different needs; how to get there; and where to go next as service needs change, is rarely a smooth process. There is a need to improve many of the current service discharge and transition processes so that no mental health consumers fall through the gaps. In addition, there is a need to improve communication within both the community and the service sectors around how to navigate the mental health service system and mental health more broadly.

## Service Delivery

People living with severe and persistent mental health issues and complex needs suffer significant disadvantage in accessing appropriate services. Consumers require high quality mental health service systems that are accessible, responsive to consumer need, and are built on evidence of effectiveness. People living with mental health issues require services that work collaboratively in a client-centred and recovery-focused manner, are culturally appropriate, flexible, and have the capacity to work at the prevention and early intervention end of the spectrum as opposed to just crisis driven.



# What is SEMPIR already doing?

## Innovation and Collaboration Grants program

Offering grants to community organisations of up to \$50,000 or \$100,000 to work on projects that address the following identified gaps and barriers experienced by people with severe and persistent mental illness with complex needs, their carers and families:

- Accommodation & Housing (up to \$100,000)
- Alcohol and other drugs & Dual Diagnosis (up to \$100,000)
- Physical Health (up to \$100,000)
- Meaningful Daily Activities (including Employment, Volunteering & Training, Social & Recreational Activities) (up to \$100,000)
- Transport (up to \$50,000)
- Carer & Family Inclusion (up to \$50,000)
- Discharge & transition (up to \$50,000)
- Recovery Oriented Practice (up to \$50,000)

**All grant applications will be encouraged to consider how they will address the following themes in their proposed projects:**

- Involvement of consumers and or / carers in the project and service design
- Working collaboratively with multiple organisations and / or sectors
- Increasing service access and / or service flexibility
- Ensuring good communication between consumers, carers and service providers
- Prevention & early intervention
- Reduce stigma and discrimination regarding mental illness

## Targeted Project Grants

Targeted project grants will also be offered for the following areas:

### Improving service system navigation

Offering a grant of up to \$50,000 for an organization to develop an online tool to help consumers, carers, families and service providers know who to go to for help and how to get there

### Improving access to psychiatric services

Offering a grant of up to \$50,000 for an organization to develop a model of best practice around the provision of outreach psychiatric services that is able to provide assessment and treatment for people living with severe and persistent mental illness and complex needs within the community

## Other Current Strategies

### Consumer and Carer input into SEMPIR

Recruitment of a consumer consultant and a carer consultant to provide the consumer and carer perspective within the SEMPIR program.

### Local Intake Network

Establish a network for local service intake workers to help ensure a no wrong door policy and improve referral pathways between mental health and community support service systems

### Colocation

Colocation of support facilitators in community organisations (Monash Health Community Treatment Teams, Corrections Dandenong) to increase access to the Partners In Recovery program and build the capacity of service providers around recovery-oriented practice

### Free Flu Vaccinations

Coordinating free flu vaccinations for people living with mental illness or at risk of homelessness or local welfare agencies within South Eastern Melbourne



# What does SEMPIR plan on doing?

## Community Service Forums

Hosting multiple forums for community members and service providers on the different local mental health and community support services and how to access them

## Drop In Centre

Investigating having a drop in centre for people living with mental illness and their carers within South Eastern Melbourne

## Capacity Building around Mental Illness

Coordinating multiple mental health awareness raising training sessions in various community settings in South Eastern Melbourne including housing, social and recreational activity, and employment and volunteering service providers

## Peer Support

Coordinating training for consumers and carers to become peer support workers

## Empowerment and Advocacy Workshops

Running empowerment and advocacy workshops for people living with mental illness

## Hoarding and Squalor

Coordinating awareness raising workshops for service providers on how to work together around the issue of hoarding and squalor

## Physical Health Centre

Investigating the re-establishment of a physical health clinic for people living with severe and persistent mental illness in South Eastern Melbourne

## Recovery Oriented Practice

Provision of training for service providers on recovery-oriented principles in mental health practice

## State Wide Review Paper

Contributing to a state-wide review paper around the outcomes of Partners In Recovery for advocacy purposes

