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## Regional Recovery Hub for people with psychosocial disability

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## Summary

Establishment of a mental health recovery hub to provide multidisciplinary team-based care comprising mental health, allied health and general practice services for people with psychosocial disability in Rural Victoria

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## Issue

Limited access to psychosocial disability support (PSD) services

* Allied Health
* Nursing

Thin Markets

* Market Retreat of traditional service providers
* Government Policy “Cashed Out” Previous Services
* Lack of access within Rural Services
* Infrastructure cost associated with Market Entry
* Risk Off to the delivery of PSD services within transactional service models

APMHA Health Service Provider delivering services to people transitioning to NDIS

Internal Call to action from providers and people accessing our services

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## Issue and Opportunity

APMHA HealthCare – Existing Capacity and Capability

* Established Workforce
* 150 Direct and subcontracted Allied Health providers
* Geographical Footprint – Rural Victoria
* Strategic goal / intent to open service delivery hub in Rural Victoria
* Robust Quality Improvement Framework
* ISO and National Mental Health Standard Accreditation
* Management expertise – subject matter experts
* NDIS / Quality Systems / Project Management

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## VRRF Grand Funding

VRRF Grant Funding allowed APMHA HealthCare to employ a Project Officer and to progress project aims and deliverables

* Support establishment of Service Deliver Hub
* Progress NDIS certification and registration
* Adapt internal business systems and processes
* Increase workforce capacity and capability
* Commence NDIS for people with a Psychosocial Disability

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## What We Did!

Established Service Deliver Hub – Shepparton

* VRRF Grant Supported Recruitment processes; Premise Fitout of Group Rooms and promotion of local services

Increased our workforce and carer capacity to support NDIS Participants

* Development and delivery of Training Packages for staff and carers of people with lived experience of psd

Increased Business Capability

* Business review and readiness assessment
* Integrate NDIS into program management systems
* Update and Adapt IT System
* Develop and support policies and procedures

NDIS Certification and Registration

* Complete Internal Audit
* Complete Certification and Register as NDIS Service Provider

Commenced Service Provision to NDIS Participants

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## Learnings

Time and Cost of Market Entry

* Business adaptation – internal process, ICT Systems, contract management processes
* Workforce development and re-orientation

Time delay with Certification Process

* Audit March – Registration July 2020
* NDIS portal access Sept 2020.

Provider Dissonance

* Management of clinical Risks (and ethical challenges) of Transactional Service Model

Management of Service Interfaces (unfunded)

* Service gaps – mainstream service providers
* Conflict with NDIS / LAC / Service Coordination / NDIS Planners

Limited Return on Investment

* PSD not recognised or put into a Participants Plan

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## Benefits

* Increased service access for Rural Victoria
* Increased NDIS allied health workforce in rural Victoria
* Establishment of regional service delivery hub (Shepparton)
* Development of Education and Training Packages for Carers of People with PSD
* Commencement of NDIS Services

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## Thank you!

### Questions?

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