

MEETING OUTCOMES

27 FEBRUARY 2018

Project Management Group – optimal psychosocial support services in the NDIS

The Project Management Group met by teleconference on 27 February 2018.

Attendees:

Liz Crowther, Wellways (Chair)
Arthur Papakotsias, Neami National (Deputy Chair)
Kerry Hawkins, Carer representative
Debbie Hamilton, Consumer representative
Dr Sarah Pollock, Mind Australia
Tony Stevenson, MiFA
Mark Orr, Flourish Australia
Alan Murnane, Star Health
Judi Higgin until 3.40pm, replaced by Jon Davies, New Horizons
Andrew Young, Aftercare
David McGrath, McGrath Consulting
Debbie Kaplan, McGrath Consulting
Josh Fear, Mental Health Australia
Belinda Highmore, Mental Health Australia

Apologies

Damian Ferrie, Star Health

Outcomes

- Andrew Young from Aftercare was welcomed as a new project partner and new member of the Project Management Group
- Alan Murnane was welcomed, standing in for Damian Ferrie.
- It was noted that Judi Higgin would leave during the meeting and Jon Davies would join the meeting in her place.

Project progress report

- David McGrath introduced Debbie Kaplan who is undertaking the literature review and other research activities. The meeting noted Ms Kaplan's credentials.

Data

- In respect of the data, David McGrath has had detailed conversations with seven of the eight partners. A discussion with Aftercare would occur shortly after the meeting. Partners have provided material to inform the data collection process.



- The meeting was advised that, to protect the privacy of their clients, some data experts wanted to aggregate their data before providing it to David McGrath. Noting that it was important for all of the project data to be aggregated by David McGrath by single lines, project partners were asked and agreed to advise their data experts to provide de-identified client data to him.
- Project partner data experts would soon receive requests for data.
- The next step will be to use the data to construct a relationship to what services are being provided to consumers with their outcomes.

Literature review

- The group was asked if a literature review, badged by the National Disability Insurance Agency, but commissioned by Mind Australia and authored by Dr Angela Nicholas and Dr Lennart Reifels, University of Melbourne in 2014 is a useful baseline for the Project Expert Group to work from.
- The meeting agreed, but on the basis that it was considered in light of Slade M, Longden E (2015) *The empirical evidence about mental health and recovery: how likely, how long, what helps?*, Victoria: MI Fellowship.
- A conversation was held around other literature that would best inform the project. It was agreed that David McGrath would send an email to members describing the type of literature that he is seeking.

Internal Organisational Evaluations

- David McGrath is seeking internal documents that describe how the project partner organisations evaluate their own services, and determine the values for particular interventions.
- The meeting requested that David McGrath individually send emails to members of the Project Management Group setting out what he has received from their respective organisations, so they can ascertain if there is other internal documents and/or materials to assist him.
- It was noted that data was not being provided in a timeframe that supports the project timelines. It was agreed that David would provide a list to each member of what had been requested for their organisation to provide him, and what is outstanding. Members would follow up within their respective organisations.

New and emerging issues from NDIS experiences

- The meeting discussed new information about the NDIS that project partners are experiencing. It was reported that the rejection rate in South Australia for people with psychosocial disability is 30 per cent. It was noted that the pathway improvement project indicates appetite for change in the NDIA and the promise of additional NDIA resourcing and structural change to assist people in their NDIS engagement. It was also noted the Independent Pricing Review presented the opportunity for an item for psychosocial services, which reinforces the need for this project.
- The meeting noted that there has been no visible activity on the Commonwealth's \$80 million psychosocial services measure, and that in Victoria the future of mental



health services is precarious, with large providers waiting to see what happens before they enter the market.

Project Expert Group

Membership

- It was noted that Dr Erin Wilson and Assoc Prof Richard Newton had accepted invitations to join the Project Expert Group. As Damian Griffis has not responded to any contact about the invitation extended to him, Josh Fear will follow up with him.
- It was suggested that the Project Expert Group would benefit from the clinical expertise of Bronwyn Lawman. A biography would be circulated for members to consider out of session.

Lived Experience Expertise

- The meeting discussed the balance of the expert input of service providers and people with lived experience. The project would be strengthened by the input of more people with lived experience and for the concepts and outcomes be tested with them.
- Noting the need for very specific knowledge, expertise and skills, it was agreed that Sarah Pollock, Debbie Hamilton, Kerry Hawkins, David McGrath and Belinda Highmore and Kylie Wake from Mental Health Australia would meet the next week to develop and cost a proposal to bring additional lived experience via a small reference group for the Project Management Group to consider.

NDIA engagement strategy

- The meeting noted that Rob De Luca had advised Frank Quinlan that Gerry Naughtin was the appropriate NDIA contact for the Project Management Group to engage with. It was agreed to invite Mr Naughtin to the next meeting, and for that meeting to be face to face in Melbourne.
- It was agreed that the NDIA engagement strategy would be prepared after that meeting and with the insights of Mr Naughtin.
- It was also agreed to plan a meeting with the relevant NDIA representatives following the first meeting of the Project Expert Group (PEG) on 26 March 2018, at which the concepts and research questions determined by the PEG can be socialised with the NDIA.

Provider engagement strategy

- The meeting noted the risk that other providers may start to become aware of the project and in the absence of a strategy to brief them, may take an unfavourable view of it. Therefore the need to inform providers of the project was becoming urgent.
- Mental Health Australia will prepare an options paper for the Project Management Group to consider out of session.



The next meeting of the Project Management Group will be held in Melbourne on Tuesday 27 March 2018.

