



Phase 2: Key Findings

The second phase of our review focussed on validation of findings from phase 1 and exploring potential service options. Feedback was obtained via surveys, one to one interviews and workshops, attended by those who had been involved in the review process including consumers, carers of existing commissioned services, representatives from Southern and Illawarra Local Health Districts.

The key findings from this phase were:

- While most with direct experience of the service as a consumer, referring clinician or current provider shared positive experiences, there are gaps in access and equity in the current model
- There are a range of opportunities to strengthen the model through better reach and accessibility across the geographic footprint, improving coordination and pathways with other services, developing a more sustainable workforce, and ensuring the program responds to the diverse needs of people
- Consideration of various options suggested a future model would prioritise equity of access and integration with other services, particularly Level 5 services delivered by the LHDs, Level 3 services delivered by the network of Mental Health Hubs and Medicare Mental Health Centres and local primary care services
- There is an opportunity to explore the commissioning of a (tele)psychiatry component for the program to enhance access for individuals who require but are not able to access private psychiatry.

We are considering and exploring the challenges and opportunities of these findings.

We anticipate that we will be able to provide formal advice regarding the outcome of the review in early March 2025.



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