

2019 Submission - Royal Commission into Victoria's Mental Health System

Organisation Name

Healthpoint ANZ (PTY) Ltd

Name

Mr John Anthony Williams

What are your suggestions to improve the Victorian community's understanding of mental illness and reduce stigma and discrimination?

"Provide a public/consumer facing web database of services so that Victorians can understand what services are available, to whom and how to access them."

What is already working well and what can be done better to prevent mental illness and to support people to get early treatment and support?

"There is a base directory of services to support people living with mental illness and their family and caregivers. This is fine if you know what you are looking for! Many people do not know what services are available and what programs they offer, how to access the service or how close to where they live are the services based. An in-depth database of services that is kept up-to-date over time, outlines the service, the program type, who is it for and how to best access that service."

What is already working well and what can be done better to prevent suicide?

"Some help call lines for crisis situations. An in-depth database of services that is kept up-to-date over time, outlines the service, the program type, who is it for and how to best access that service as above plus the linkages to the help phone lines and suicide prevention triage and support services."

What makes it hard for people to experience good mental health and what can be done to improve this? This may include how people find, access and experience mental health treatment and support and how services link with each other.

N/A

What are the drivers behind some communities in Victoria experiencing poorer mental health outcomes and what needs to be done to address this?

N/A

What are the needs of family members and carers and what can be done better to support them?

N/A

What can be done to attract, retain and better support the mental health workforce, including peer support workers?

N/A

What are the opportunities in the Victorian community for people living with mental illness to improve their social and economic participation, and what needs to be done to realise

these opportunities?

N/A

Thinking about what Victorias mental health system should ideally look like, tell us what areas and reform ideas you would like the Royal Commission to prioritise for change?

N/A

What can be done now to prepare for changes to Victorias mental health system and support improvements to last?

N/A

Is there anything else you would like to share with the Royal Commission?

"New Zealand's National Mental Health & Addictions Directory In late 2016, Healthpoint partnered with Homecare Medical(the National Telehealth Service) to develop a new mental health and addictions directory to support staff on the national tele-health service lines, including Depression Line, Gambling Line, Alcohol Drug Helpline, Quitline, 1737, Need to Talk? and the Early Mental Health Response service (supporting people who call 111 in psychological or social distress). Through extensive co-design processes, a new directory architecture was built that captured the complexity of the mental health sector, with navigation tools that would support Homecare Medical helpline staff to better advise and triage callers to the best service for their needs. Prior to 2017, Healthpoint began the process of populating the new national mental health and addictions directory. The first stage involved migrating all services from the Alcohol Drug Helpline directory into Healthpoint, originally including only basic service information; service name, location and contact details. Approximately 100 mental health and addiction services in the Counties Manukau Health region (South Auckland) were then engaged with to create their own comprehensive service profiles, using the new directory architecture. This pilot was successfully launched in the Counties Manukau Health region in April 2017. Following the success of this pilot, Healthpoint began national engagement with DHB mental health senior leadership across New Zealand to further understand the mental health and addiction service landscape and delivery in each region. Healthpoint engagement continued at the service level, working with each organisation directly to create comprehensive service information about who they are and what they do, down the programme level. Development within 18 months 18 months after the pilot, Healthpoint's mental health and addictions directory was operating nationwide, featured 589 services and received over 40,000 page views per month. Each service had an active administrator and quality systems in place ensuring that service information was updated or approved every four months. This was using a de-centralised platform, where the services themselves could review and update their content. At the end of October 2018, 82% of all mental health and addiction services on Healthpoint had updated or approved their service information within the last four months. Within 18 months, Healthpoint's national mental health and addictions directory was a comprehensive, dynamic and future-proof resource with systems and oversight ensuring trustworthy and accurate information. "