



# Regional Recovery Hub for people with psychosocial disability

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# Summary.

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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

# Issue



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## 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**



# Issue & Opportunity

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## 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**

# VRRF Grant Funding

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**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**



# What We Did!

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## **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**

# Learnings



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## **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

# Benefits



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**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**





# Thank You! Questions?

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