

# South Australia urgently needs...

The Productivity Commission report identified there is a significant unmet need for psychosocial supports. Crucial steps need to be taken to enhance access to supports in South Australia. Getting this right means working with people who have lived experience to provide support options better suited to an individual's needs at any given time.

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## A strategy to reduce psychosocial service gaps by 50% within 3 years

Understanding the current supply and demand for psychosocial supports in South Australia is a fundamental first step in addressing unmet need at the crisis end of demand. The government needs to quantify the benefits that would be realised by addressing the gaps in service provision and invest accordingly.

Key activities:

- Statewide needs analysis
- Business case to quantify benefits of investing in psychosocial services
- Identify service gaps and invest in priority services, populations and locations

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## To prioritise access to suitable, sustainable housing to recover and remain well

Work is required to prevent backlogs in the hospital system by providing appropriate and sustainable housing options (with support if required) that people can be safely discharged to. By proactively engaging with groups who have been identified as requiring housing services, psychosocial resources and supports can be provided to help them manage their illness in a safe community environment.

Key activities:

- Strategy for proactive engagement with people in the housing system who need psychosocial support
- Establish priority access agreements with South Australia housing and accommodation providers
- Connecting the provision of housing with the provision of psychosocial supports

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## To eliminate avoidable Emergency Department presentations

Diverting people from the emergency department into alternative care settings is crucial to reducing avoidable and repeated hospital presentations. Investing in more efficient and personalised discharge pathways and supporting better system navigation will allow more care to be provided in the community rather than in a hospital emergency department, relieving stress on the system.

Key activities:

- Continue to invest in alternatives to ED that support people to manage their mental health crisis in the community
- Post discharge support (including psychosocial support) to reduce cycling back into the hospital system
- Navigator role to connect people to the supports they need including mental health, health, social and welfare services

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## To embed lived experience in system design, delivery and ongoing governance

The implementation and development of effective and proactive strategies for psychosocial supports will require lived experience to be at the forefront of strategic and system design and delivery. Investment in lived experience leadership, advocacy and workforce is required. The Mental Health Services Plan provides a foundation for doing this, however further work is required to ensure strategies and supports are person-centric and have human rights at their core.

Key activities:

- Investment in Lived Experience Leadership and Advocacy
- Investment in Lived Experience workforce and Lived Experience-led services
- Human Rights lens and co-design shapes governance and all aspects of service design and delivery