

Mental health in Australia

Challenges and opportunities

Australia's greatest asset is not in the ground – it's inside the heads of our people.



The magnitude of the mental health challenge in Australia today



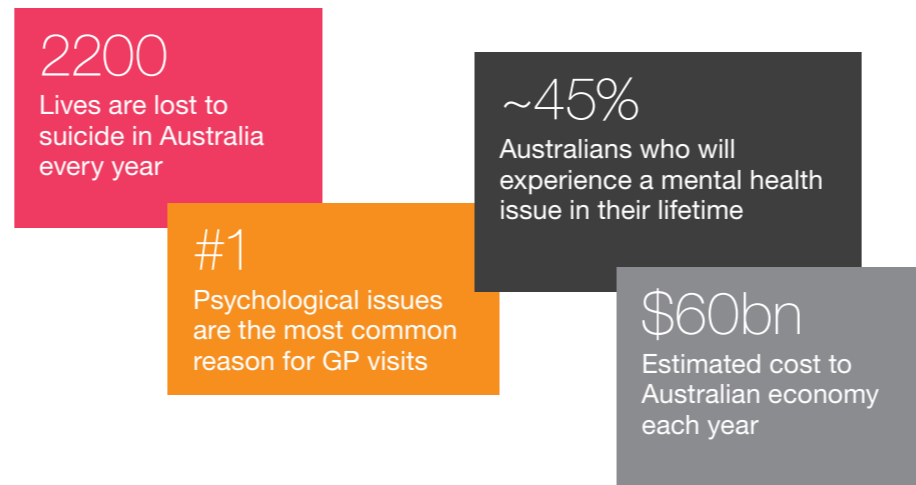
Australia's greatest asset is not in the ground – it's inside the heads of our people.

But how well do we look after our 'mental health'? Rates of depression, anxiety, suicide and self-harm in Australia continue to rise.

Despite our best efforts, Australia's under-funded and fragmented health system is not coping. We spend over \$9 billion each year on mental health, yet many people don't get the right care at the right time.

The status quo is no longer a viable option. If we want to protect our prosperity and our well-being, we need to be bold and innovative. We need to focus on building Australia's mental wealth.

Mental health today by the numbers:



Key enablers

Enablers to support the mental health system

- Workforce, Communities & Responders**
 - Increase the mental health workforce to enable access
 - Ensure appropriate capability, training and support for these workers
- Models of Care**
 - Improve integration of care
 - Focus on patient experience
 - Innovate to drive early intervention and prevention
- Technology**
 - Trial new technology and ensure access, privacy, and that new technology is evaluated for improvement
- Infrastructure**
 - Physical: Ensure more in-patient beds and earlier access
 - E-health: Leverage My Health record and other platforms to promote and enable digital access and care
- Research & Innovation**
 - Improve access to quality data to enable research and innovations
 - Trial innovative solutions, even if they disrupt existing models and collect data to evaluate
- Evaluation & Outcomes**
 - Ensure robust evaluation of both new and existing treatments to understand what works
 - Ensure that program logic and outcomes frameworks are in place for new programs
- Funding**
 - Increase funding to meet demand, to facilitate access, to focus on primary prevention and to ensure early treatment



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The opportunity



Mental Health journey

- Everyone has 'mental health'
- Everyone's mental health is on a continuumsimilar to our physical health journey
- Mental health can be strengthened – building resilience is critical to respond to the ups and downs of life

- When mental health deteriorates, self and societal stigma can be an additional challenge
- Helping people get the right care at the right time remains a key challenge due to under-resourced mental health services, difficulties in access due to location or other factors

- Escalation can occur when emergency services are called upon (ED, Ambulance, Police)
- The escalation experience often adds to distress
- It can be challenging to access the right care, especially in an escalation situation

- For many people, full recovery is possible
- For some people, on-going management of a mental health condition is a lifelong journey
- There are limited solutions for health providers to monitor/track progress of rehabilitation and recovery through a 'stepped care' approach

Who is involved?

- Families
- Communities
- Workplaces
- Schools and universities
- The Carer workforce

- Clinicians (GPs, Nurses, Psychiatrists)
- Community care (i.e. Psychologists, Pharmacists)
- Not for Profits (e.g. Lifeline, Beyond Blue, Black Dog, Mensline, Headspace, Butterfly Foundation)
- Workplaces
- Private Health Insurers and Workers Compensation agencies

- Public Hospital Emergency Department (ED)
- Private Hospitals
- Sub-acute services
- Ambulance, Police, corrections
- Private Health Insurers and Workers Compensation agencies

- Doctors, psychiatrists
- Government support services
- Not for profit organisations
- Rehabilitation centers and patient advocacy groups
- Workplaces
- Private Health Insurers and Workers Compensation agencies

Challenges:

- Stigma
- Funding for strengthening mental health
- Funding for prevention
- Mental health literacy
- Technology systems impact to address wellbeing optimisation
- Value based and cost efficient options
- Isolation and loneliness

- Increasing prevalence of mental health issues
- Access to the right care at the right time
- Funding
- Information flows
- Integrated care/Model of care

- Increasing demand for services
- Access to the right care at the right time
- Funding
- Coordination of care and appropriate "stepped care"
- Escalation adding to distress
- Model of care

- Increasing demand for services
- Access to the right care at the right time
- Coordination of care and appropriate 'stepped care'
- Monitoring patients between clinical sessions
- Funding
- Evidence base on what works

Opportunities:

- Make mental health and well-being a strategic priority of the workforce, early years, schools and universities – through initiatives such as resilience training, wellness checks and culture improvements
- Build resilience at an individual and community level
- Increase mental health literacy to encourage Australians to take greater responsibility for their mental wellbeing
- Use a shared value approach to motivate businesses to fund the mental health societal agenda facing their employees

- Implement evidence based prevention and/or early intervention support to build people's capability to proactively manage mental illness and promote positive mental health outcomes
- Re-think the traditional model of healthcare to allow more care to take place outside the hospital
- Re-design the model of care to ensure patient-centricity
- Train more mental health professionals
- Shift the view of funding to long term value with a focus on prevention and new care models

- Trial alternative mental health emergency department capacity
- Trial new technologies and rapidly scale if evaluation is successful (e.g. Virtual Reality (VR) holds great potential as a way of providing mental health treatment, and overcoming the challenges of distance).
- Ensure that new technology is integrated and improves patient outcomes
- Build more mental health capacity to meet demand and reduce waiting time for care

- Leverage technology platforms for clinicians to follow out-patients' recovery journey and to measure outcomes
- Evaluate the outcomes of both the current and future models of care to ensure evidence-based best practice is understood and adopted as the standard model of care

PwC experience:

Arts Centre Melbourne
Arts Wellbeing Collective; focused wellbeing and prevention program: tools, resources and training

Green Light to Talk: PwC's mental health campaign to reduce stigma, increase awareness and promote open conversations. 3% of PwC staff are mental health first aid trained

INN@WELL
A digital mental healthplatform, co. owned by PwC and Uni of Sydney. Supports clinicians with initial diagnosis, ongoing patient monitoring and treatment

The business imperative to improve mental health in Australia. A PwC / Shared Value Project report

ST VINCENT'S HOSPITAL MELBOURNE
Safe Haven's café: an Emergency Dept. alternative for mental health patients

Queensland Government
New model of care for mental health services implementation

Australian Government Department of Defence **Australian Government Department of Industry, Innovation and Science** **AFP AUSTRALIAN FEDERAL POLICE**

- Models of care
- Program evaluations
- Economic assessment
- Governance framework
- Continuous improvement framework