

Department of Health and Ageing

**Evaluation of the Better Access to Psychiatrists, Psychologists and
General Practitioners through the Medicare Benefits Schedule
(Better Access) Initiative**

Component D: Consultation with Stakeholders

Final report

June 2010

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Glossary

AASW	Australian Association of Social Workers
ACAT	Aged Care Assessment Team
ACCP	Australian College of Clinical Psychologists
ACMHN	Australian College of Mental Health Nurses
AGPN	Australian General Practice Network
AHP	Allied Health Providers comprising occupational therapists, psychologists and social workers approved to provide focussed psychological strategies through the Better Access initiative
AIHW	Australian Institute of Health and Welfare
APS	Australian Psychological Society
ATAPS	Access to Allied Psychological Services
BUPA	BUPA Australia (owner of MBF)
CALD	Cultural and Linguistically Diverse Communities
CAMHS	Child and Adolescent Mental Health Services
CBT	Cognitive behaviour therapy
CPD	Continuing Professional Development
CPE	Continuing Professional Education
Divisions	Divisions of General Practice
DOHA	Department of Health and Ageing
DVA	Department of Veteran's Affairs
EPC	Enhanced Primary Care program
FPS	Focussed psychological strategies
GP(s)	General Practitioner(s)
HACC	Home and Community Care Program
HBA	HBA health insurance
HCF	HCF health insurance fund
MAHS	More Allied Health Services Program
MBF	MBF health insurance fund
MBS	Medicare Benefits Schedule
Medibank	Medibank Private health insurance fund
MHPA	Mental Health Professional Association
MHPN	Mental Health Professional Network
NET	Narrative Exposure Therapy
NGO(s)	Non government organisation(s)
OATSIH	Office for Aboriginal and Torres Strait Islander Health
OTA	Occupational Therapy Australia
PHAMs	Personal Helpers and Mentors program
RACGP	Royal Australian College of General Practitioners
RACP	Royal Australasian College of Physicians
RANZCP	Royal Australian and New Zealand College of Psychiatrists
TIS	Translating and Interpreting Service
VoIP	Voice over Internet Protocol

Explanatory notes

Descriptors used within this report

Stakeholders varied in terms of the method through which they provided their information to the evaluation. Where possible, this report describes stakeholders in accordance with these methods as follows:

- Interviewees – individuals who provided their information within the context of a face to face or telephone interview or focus group.
- Respondents – individuals who provided their information within the context of a survey.
- Stakeholders – individuals who were nominated by a peak professional representative body or state or territory health department to speak on behalf of the organisation.

Similarly, there is variation within this report with respect to the following terms:

- Individuals – people within the community who may or may not be in receipt of services through the Better Access initiative.
- Clients – the term used by Allied Health providers for the people to whom they provide services.
- Consumers – people within the community who are consumers of mental health services, which may include services through the Better Access initiative.
- Patients – the term used by psychiatrists and GPs for the people to whom they provide services.

Stakeholder views

This report presents a summary of consultations undertaken to end August 2009. The purpose of this report is to provide an indication of the range of opinions and comments that have been expressed by stakeholders interviewed. Unless otherwise indicated, the views expressed are those of individuals interviewed.

Following each consultation a summary of key points was prepared then forwarded to the interviewees and stakeholders for comment, amendment and/or the inclusion of any additional information they wished to raise. In most cases either a confirmation that the notes reflected the issues raised in the interview, and/or inclusion of some points of clarification or additional issues thought of subsequent to the interview were received. In some cases, interviewees were asked to clarify issues through further discussion or to follow-up on any additional information that had been provided. Where responses

were not received, it was assumed that the interviewee agreed with the notes provided. No further follow-up was undertaken.

Appendices

- Supplementary to the report Attachment 1 details responses to online survey of: allied health providers, GPs and psychiatrists, public mental health providers, NGO mental health providers, consumers and carers.