

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Additional Estimates 2010-11, 23 February 2011

Question: E11-183

OUTCOME 11: Mental Health

Topic: BETTER ACCESS

Written Question on Notice

Senator Fierravanti-Wells asked:

- a) Which community organisations were consulted as part of the evaluation of the Better Access Program?

Please also advise:

- b) How was this consultation done?
c) How were they chosen?
d) Which of the four components of the evaluation directly contacted community organisations?

Answer:

- a) The evaluation included a stakeholder consultation component focusing on stakeholder experiences, perceptions and opinions with regard to the effectiveness and appropriateness of the Better Access initiative (Component D). Community organisations were consulted as part of this component of the evaluation.

A broad range of more than 1200 stakeholders were consulted as part of this component of the evaluation. This included consultations with representatives of 15 mental health non government organisations (NGOs). A total of 48 employees or members of NGOs participated in an online survey.

In addition, other stakeholders who were consulted as part of Component D included national as well as state and territory peak professional organisations, consumers and carers, individual experts, public mental health service providers, private inpatient mental health services, private health insurers, general practitioners, psychiatrists and individual private providers, including allied mental health professionals.

- b) Component D used a number of methods to consult with stakeholders including individual and small group interviews, workshops and focus groups and online surveys. Consultations were undertaken at a national, state and, where appropriate, regional and sub-regional level.

- c) The Department provided the consultants conducting Component D with a list of key stakeholders who were invited to provide their views with regard to the Better Access initiative. The consultants were not limited to the stakeholders included on the list.

Key stakeholders with an interest in the Better Access initiative, including national as well as state and territory peak professional organisations, mental health NGOs, public mental health service providers, private health insurers and individual private providers were approached by the consultants to participate in the stakeholder consultation component of the evaluation.

- d) Component D of the Better Access initiative involved direct contact and consultation with community organisations.