
Q&A: Psychological Services in RACH (PAC113)

1. Question

A National pilot program was mentioned from 2019. Was there a pilot program conducted in the ACT and if so, are there any details about such pilot?

Answer

- Yes, there was. The program started at the beginning of 2020 and rolled out as part of Next Step (in Residential Aged Care Home program). The program was rolled out at the same time as COVID-19 and the Royal Commission in Aged Care, which introduced some challenges in its roll out.
- The program provided low & high intensity services through Residential Aged Care (low uptake in high intensity services due to COVID-19). The program engaged about 4-5 Residential Aged Care Homes, provided by trained Next Step coaches. Based on Next Step Cognitive Behaviour Therapy model, the program also was supported by telehealth initiatives.
- No local evaluation of that pilot due to prioritised national evaluation. Best to go to this regarding challenges/successes. Minimal local info beyond what shared, will look into this and take on notice to provide in Q&A document.

2. Question

Is this service currently being delivered in ACT, if so, can you please provide numbers of RACHs that have engaged with to date?

Answer

Not currently being delivered, has been on hold. Changes in National funding.

3. Question

Are there any expectations of how many RACH's should be engaged across the period of the service?

Answer

- Ideally if the program could be rolled out in all 27 RACFs would be great
- No minimum number
- More about the services, supporting residents & staff, and enabling access for all

4. Question

Service is due to commence on Monday Nov 1. Is that commencement of engagement with RACHs or service delivery to residents?

Answer

- Ideally, service delivery should commence to residents by November 1, 2024- we acknowledge this is a tight timeframe and are happy to discuss this further with the right provider. Successful provider is not the only stakeholder in relationship-building.
- Role for PHN to be doing some of the engagement of RACHs and are happy to support with relationship building, navigating timelines, etc.

