



Journey of the Rainbow

History of the Rainbow service started in the early naughties with the service beginning in 2002 at the Watson site.

What was the Rainbow?

– it was a psychosocial rehabilitation service in a safe place where people did not have to explain themselves. A safe place to develop skills and decrease peoples isolation.



Journey of the Rainbow

So it was a place for people with the lived experience of mental illness to

- drop in
- Have a feed
- Have a conversation, play, dance
- Learn new skills
- Access other services
- Branch out to other parts of life within a recovery framework

Journey of the Rainbow

What did the Rainbow look like?

- Target Group
 - Members - >100 people with the lived experience of mental illness.
 - 20-50 people a day attending the service.
- Budget was \$460,000
 - 35% of this went for the venue
 - FTE 3
 - Infrastructure
 - Events – cooking, social events, games, pool, outings, plays, art, craft, poetry, music, sewing


Journey of the Rainbow

NDIA Legislation was proclaimed and the bilateral agreements were negotiated across Australia.

In the initial discussion it had been agreed that clinical services would not be included. Rainbow was identified as a psychosocial rehabilitation service which was under the clinical banner.

Journey of the Rainbow

The Bilateral agreement for the ACT – was that the ACT went as a whole.

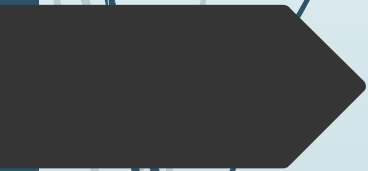


That is psychosocial rehabilitation support services & other clinical services, being provided by and in partnership with the community sector, were to have their funding transitioned into the NDIS.

Journey of the Rainbow

Where did this leave the Rainbow and the people it served?

In a massive change period



Journey of the Rainbow

How was MHF to prepare for an unknown future?

How do you support people through an unknown change?

How do you support people who are in denial that the funding is changing?

How do you co-design with the people you serve within the decreasing resources that were provided?

How do you enable people to access a service through different funding models?

Journey of the Rainbow

Who is the target group?

What do people need & are willing to accept?

How do you maintain the same vision, aims and values within a recovery framework in a fee for service world?

How do you support the Board, staff & the people we serve?

How do we bring the people, staff and Board to this new environment?

What were the business assumptions for the service in the future?

Journey of the Rainbow

Internally:

Seeking Advice

Team Work

- Communication
- Talking
- Listening
- Mentoring
- Coaching
- Providing opportunities for being involved

Journey of the Rainbow

Externally:

Seeking Advice

Lobbying for the Rainbow – no result

- Communication
- Talking
- Listening
- Mentoring/ coaching
- Providing opportunities for being involved

Journey of the Rainbow

ACT Government tried to support –

- Task Force set up to facilitate & monitor the change
- Individual grants to support people with the lived experience
- business grants – to bring the community sector culture to a business mindset
- Transitioned decreasing funding over 2 years

Journey of the Rainbow

- Federal Govt
 - Saw the sector as being self indulgent, with their own & not the consumers at the centre of the business.
 - This is far from the truth
 - Government has no idea how to run a business – Business assumptions are wrong.
- But we needed to change

Journey of the Rainbow

Governance of an organisation falls to the Board -
What was the Board asking? – what is the market ,
how many, what do they want, what is the revenue,
when are they going to transition?

How could you answer when the market was
unknown & the timeframes not defined?

How do you budget in this environment?

Journey of the Rainbow

Staff

Values driven – what does the new environment mean?

Do I stay or go?

People are grieving!

Staff Practise – IT, day to day practice, billable vs non billable

Supported Decision Making – person centred

Focus on the quality of service delivery

Journey of the Rainbow

Cultural change is ongoing in an environment where the goal posts continually change

- NDIA was different from week to week
- ACT govt continued on their timeframe for the change

Journey of the Rainbow

So how was this process managed for Rainbow

What was known?

- Block funding was going
- The consumers & carers didn't want the change
- MHF had to decrease expenditure whilst maintaining the service
- People were in denial of the impact of the change in the funding model

A decorative graphic on the left side of the slide. It features a dark grey arrow pointing right at the top, with several thin, curved lines in shades of blue and grey extending downwards and to the right from its base.

The Journey of the Rainbow

► What was not known?

- How do you budget for an unknown market at a low unit price offered?
- What was the market share?
- How many people would transition?
- What would people want in the new funding model?

Journey of Rainbow

Consumer & Carer engagement

- Rainbow Advisory committee
 - Met regularly
 - Were involved in the decision making process
 - Provided information to the strategic & operational
 - Minutes & news were distributed to the members & partner organisations
 - Rainbow member meetings to keep other members informed & gain their input

They didn't like what was happening

Journey of Rainbow

Consumer & Carer engagement

- The Rainbow Members meetings - were held regularly to keep them informed & gain their involvement
- Both the Members & the Rainbow Committee were involved in the decision making processes
 - What was important to them – a safe place to meet, play, socialise & access other services
 - Decreasing Costs – new venue, considering transport & facilities
 - Increasing Revenue - What activities the Rainbow would provide.

Supported Decision Making

Journey of Rainbow

The major Risk

Not enough Revenue to maintain the service

How long could the Rainbow continue service?

Result

There was loyalty & people still came.

The Rainbow supported people through the access process to receive NDIS funding

BUT

Journey of Rainbow

Result

The NDIA timeframe for the transition of people with psychosocial needs fell short of the funding transition by the ACT.

The Rainbow was supported by MHF for a total of 6 months unfunded.

Decision needed to be made as Rainbow was not sustainable without funding.

For the service to cease on the 20 December 2016 the decision needed to be made in October 2016 to ensure that all people involved in the service were supported and that the legal, moral & ethical requirements to cease a service were met.

The members & staff celebrated what the Rainbow service had provided for the past 14 years

Then it closed! What has happened to the people!