

Resolve Social Benefit Bond (SBB)

Frequently Asked Questions

Why are enrolments to Resolve ending?

In line with the Social Benefit Bond (SBB) contract, the Resolve program has a five-year enrolment period from October 2017. This means that from 30 September 2022 the program will have reached the end of the enrolment period and will no longer be taking new participants. Participants who are currently enrolled in Resolve will be able to complete their two-year program.

What about people who have been enrolled but not referred to Resolve?

People are enrolled into Resolve when they meet the eligibility criteria and have been contacted by the Resolve program manager to discuss the program. They are then referred to Resolve when they agree to participate and have their details shared with Flourish Australia, the service provider for Resolve.

Individuals who have been enrolled before 30 September 2022 can continue to be referred to Resolve after 30 September 2022, for the 12 months since their enrolment date. Referrals after this time are on a case-by-case basis.

What happens to people already on the program?

Participants that are enrolled in Resolve before 30 September 2022 will have access to the full two years of the program.

What happens for people who can no longer be referred to Resolve?

When enrolments to Resolve cease, people who would otherwise have been eligible to Resolve will continue to have access to comparable community based mental health services to what is available in other local health districts.

Resolve is delivered in addition to the usual mental health supports provided by NSW Health. People living in Western New South Wales and Nepean Blue Mountains LHDs will continue to have access to a range of community mental health supports provided at the state and district level when enrolments to Resolve conclude. This includes the statewide NSW Mental Health Community Living Programs such as the Housing Accommodation Support Initiative (HASI) and HASI Plus, Community Living Supports.

You should follow standard practices to refer people requiring community mental health supports to appropriate services.

What is happening next for the Resolve Program?

Feedback from consumers, carers and clinicians to date indicate that they value Resolve and experience some benefits. However, further evidence is required to better understand the outcomes achieved by Resolve, the role of its key elements, and its place in the broader mental health service landscape.

Resolve is underpinned by robust evaluation and outcomes measurement. NSW Health and the Office of Social Impact Investment will continue to work in close partnership with Flourish and Social Ventures

Australia for the remaining two years of the SBB, with a commitment to gathering and sharing key learnings. There will also be a focus on sharing these learnings and using them to inform future approaches to service delivery for NSW Health community based mental health programs. This will support a coordinated and effective approach to funding and service delivery.

What is Resolve?

Resolve has been operating in Western NSW and Nepean Blue Mountains Local Health Districts since 2017. The Social Benefit Bond (SBB) offered an innovative way to bring together capital and expertise from the public, private and non-profit sectors to trial a new approach to community based mental health care, with the aim of delivering better outcomes for the people of NSW.

Who can I contact for more information?

For information about the Resolve social benefit bond, visit the [NSW Health](#) or [Office of Social Impact Investment](#) website or contact MOH-VBHC@health.nsw.gov.au.