

## RESOLVE PROGRAM



Since October 2017, NSW Health has partnered with Flourish Australia to deliver the Resolve Program, an innovative mental health program to enhance the wellbeing of individuals experiencing mental health issues in the community.

The Program is available to people living in and around Penrith and Orange. It will provide two years of comprehensive, recovery-oriented mental health support tailored to participants' needs.

It complements other mental health services in the Nepean Blue Mountains and Western NSW Local Health Districts.

### What is the Resolve Program?

The Program is a two year program delivering comprehensive, recovery-oriented mental health support comprising:

- a residential program for periodic care with 24/7 peer support provided through Resolve Centres
- outreach support to people in their homes
- care coordination and case management for individuals
- linkages to specialist drug and alcohol services
- a phone line for after-hours peer support.

### Do I have to pay?

No, the Resolve Program is a free service.

### Am I eligible for referral to the Program?

You are eligible for the Program if you:

- are aged 18 – 64 years
- have been hospitalised for a mental health condition for an extended period within the last 12 months
- live in or around Penrith or Orange
- do not have a diagnosis of dementia.

Based on the above criteria, your Community Mental Health Service team is responsible for determining your eligibility and referring you to the Program.

Your Community Mental Health Service team will contact you to check that you are happy to be referred to the Program.

### What mental health conditions are covered by the Program?

All mental health conditions are covered by the Program.

Participants will be assessed for any other support needed such as drug and alcohol support.

### How long can I participate in the Program for?

The Program will support you for two years.

You should see your usual doctor throughout your time on the Program.

### Why have I been referred to the Program?

You have been referred as you meet the Program eligibility criteria. You are welcome to discuss your referral with your Community Mental Health Service team.

The Resolve Program is a mental health program that is based on solid evidence. The Program is about helping you lead and maintain a meaningful, independent life.

### How can I be referred to the Program?

If you meet the eligibility criteria, your Community Mental Health Service team can arrange for you to be referred to the Program.

### I am already receiving care from my local Community Mental Health Service – what does the Program mean for me?

You won't have to withdraw from other services or supports you are receiving to participate in the Program – the Resolve staff will help you link in with other services and make sure you are getting access to all the support that is available.

## How does the Program differ from other programs?

The Program is delivered by Flourish Australia peer workers – people with a lived experience of a mental health issue who can use their knowledge to help you on your recovery journey.

Under the Program, you will be provided with the right help at the right time at the community level. The Program is about helping you lead and maintain a meaningful, independent life.

The Program also offers flexible support. At some points in time, it may be beneficial for you to stay in a Resolve Centre for a while to assist with your recovery. At other times, an occasional check in with a peer support worker may be all you require.

## Who is Flourish Australia?

Flourish Australia is an established non-government organisation with 60 years of experience delivering community-based mental health services and support for people with a mental health issue.

Flourish Australia is committed to walking alongside people with a lived experience of a mental health issue, as they progress along their recovery journey. Their goal is to support people to build purposeful and proud lives, and be contributing members of the community.

A social benefit bond of \$7 million was raised by Social Ventures Australia to support the Resolve Program.

For additional information on the Resolve Program, see:

- NSW Health – [www.health.nsw.gov.au/sii/Pages/mental-health.aspx](http://www.health.nsw.gov.au/sii/Pages/mental-health.aspx)
- Flourish Australia – [www.flourishaustralia.org.au/resolve-social-benefit-bond](http://www.flourishaustralia.org.au/resolve-social-benefit-bond)
- Social Ventures Australia – [www.socialventures.com.au/work/resolve-sbb/](http://www.socialventures.com.au/work/resolve-sbb/)
- Office of Social Impact Investment – [www.osii.nsw.gov.au/news/2017/05/05/resolve-social-benefit-bond-australian-first-social-impact-investment-to-improve-mental-health-outcomes](http://www.osii.nsw.gov.au/news/2017/05/05/resolve-social-benefit-bond-australian-first-social-impact-investment-to-improve-mental-health-outcomes)