Participatory action to overcome the barriers to psychosocial care and capacity building

St Mary's House of Welcome and **ACU SESU**

partnership project

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The SESU partnership project

1. **Background**
   Psychosocial disability
   St Mary's House of Welcome
   Literature review

2. **Research questions**

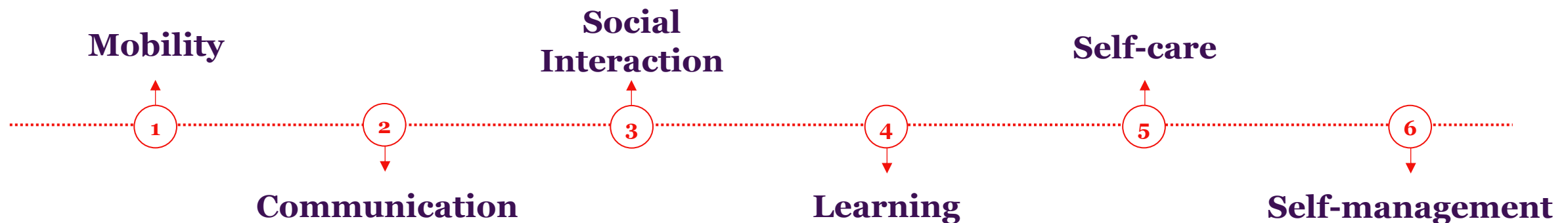3. **Methodology**

Background:
Psychosocial Disability

When a person has a mental health condition that presents significant obstacles to their everyday functioning

It may impair someone's ability to:

- be in certain types of environments

- concentrate

- have enough stamina to complete tasks

- cope with time pressures and multiple tasks

- interact with others

- understand constructive feedback

- manage stress

(NSW Health, 2020)

Mobility — 1

Communication — 2

Social Interaction — 3

Learning — 4

Self-care — 5

Self-management — 6

Background:
St Mary's House of Welcome
(SMHOW)

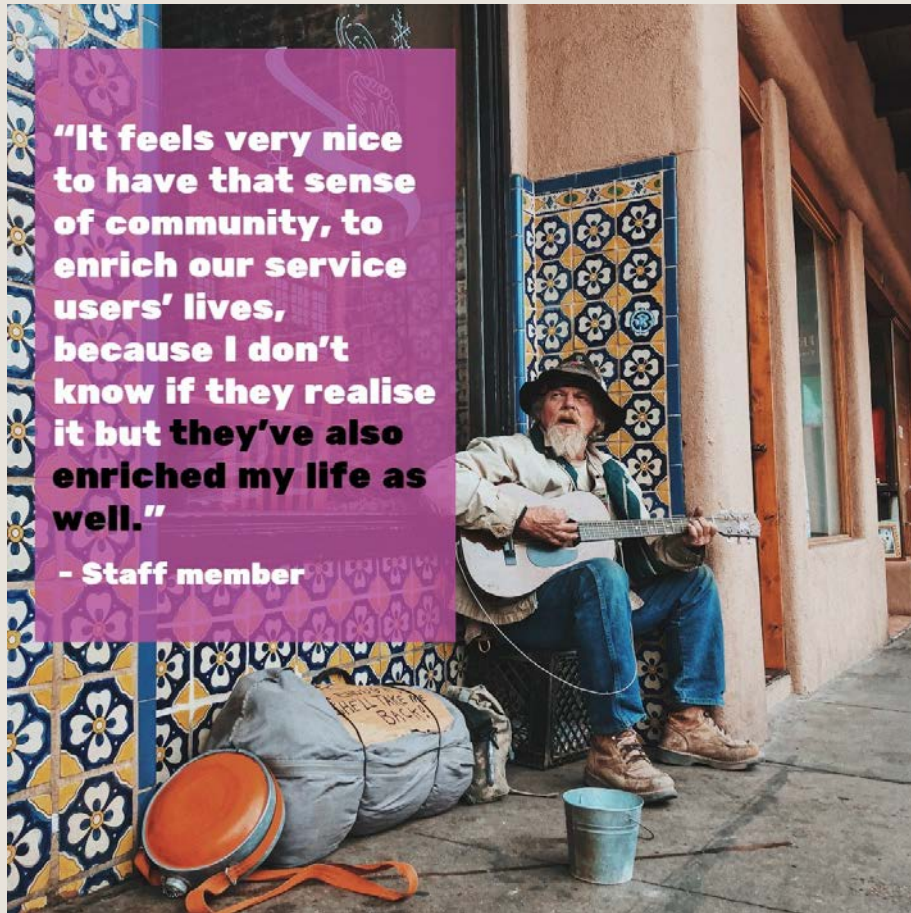A not-for-profit open access centre in the heart of Melbourne

Providing basic essential services to people who are **homeless** and **experiencing poverty**, **severe and persistent mental health issues**, and those who are **extremely isolated and socially marginalised**

"There is so much experience, resilience, kindness and compassion within the community we support. It's a real blessing to be a part of that, be a part of their lives and be vulnerable and let us help them support them."

- Staff member

SMHOW. (2020).

Background: Psychosocial NDIS Program at SMHOW

"It feels very nice to have that sense of community, to enrich our service users' lives, because I don't know if they realise it but they've also enriched my life as well."

– Staff member

SMHOW. (2020).

Aiming to improve quality of life through capacity building

- Increase Choice & Control

- Social and Community Access

- Maintain Relationships

- Individual Skill Development

- Housing Support

- Obtain other supports through Support Coordination

Background: Literature Review

SMHOW. (2020).

A review of the barriers faced in the Australian context revealed:

- *A lot of information is required, and the process is overwhelming*

- *May not identify or want to identify as having a (permanent lifelong) disability*

- *May not perceive NDIS will help with recovery*

- *Wariness and distrust*

- *Intersectional factors conspire against NDIS engagement*

- *Confusion and lack of understanding*

- *Access to culturally appropriate support is an issue*

Research Questions

This project will answer three questions:

1. What are the barriers and drivers impacting engagement with the SMHOW NDIS psychosocial program by adults who are living with a psychosocial disability?

2. What framework can be developed to optimise the likelihood of engagement with the SMHOW NDIS psychosocial program by adults aged who are living with a psychosocial disability?

3. How do participants in the SMHOW NDIS psychosocial program perceive the impact of it upon their lives?

Methodology

Mixed Methods

'QUALquant'

Critical Realist perspective

Retroductive exploration

Action Research Approach

Solution co-creation

Methodology

Objective:	Method:
1. Identify the drivers of, barriers to and value of engaging with the SMHOW NDIS psychosocial program among adults aged 19-70 with a psychosocial disability	Conduct individual interviews with service users and focus group interviews with SMHOW staff members and volunteers.
2. To construct a framework to address the barriers faced by adults with a psychosocial disability aged 19-70 to engaging with the SMHOW NDIS psychosocial program	Develop via a Participatory Action approach with key stakeholder group (include service users, service staff members, external contributors with relevant expertise).
3. Explore the drivers of, barriers to and value of engaging with the SMHOW NDIS psychosocial program among adults aged 19-70 with CALD and LGBTQI+ identities who are living with a psychosocial disability, and those who have an acquired brain injury, to ascertain whether there are any that are specific to these populations	Ensure variation within service user sample to include these cohorts, whose views will be identified specifically in the analysis of these data.
4. Distinguish between service and participant driven barriers to engagement with the SMHOW NDIS psychosocial program among adults aged 19-70 who are living with a psychosocial disability.	Analysis of 'barrier' interview and focus group data will facilitate this.

Methodology

Objective:	Method:
5. Provide an evidence base of the impact the SMHOW NDIS psychosocial program has in client's lives.	Include relevant questions in individual service user interviews; analysis of these data will facilitate achievement of this objective.
6. Develop a framework and evaluation process to optimise engagement by adults with a psychosocial disability aged 19-70 with the SMHOW NDIS psychosocial program.	Develop framework and evaluation process developed via a Participatory Action approach with key stakeholder group (include service users, service staff members, external contributors with relevant expertise).
7. Explain the structure/framework developed for Objective 4. to SMHOW stakeholders	Develop a communication/marketing plan via a Participatory Action approach with key stakeholder group (include service users, service staff members, external contributors with relevant expertise).
8. Support future investment into the program.	Provide a context-relevant ('good fit') evidence based approach to optimise the likelihood of service user uptake of / engagement with the program.

References

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