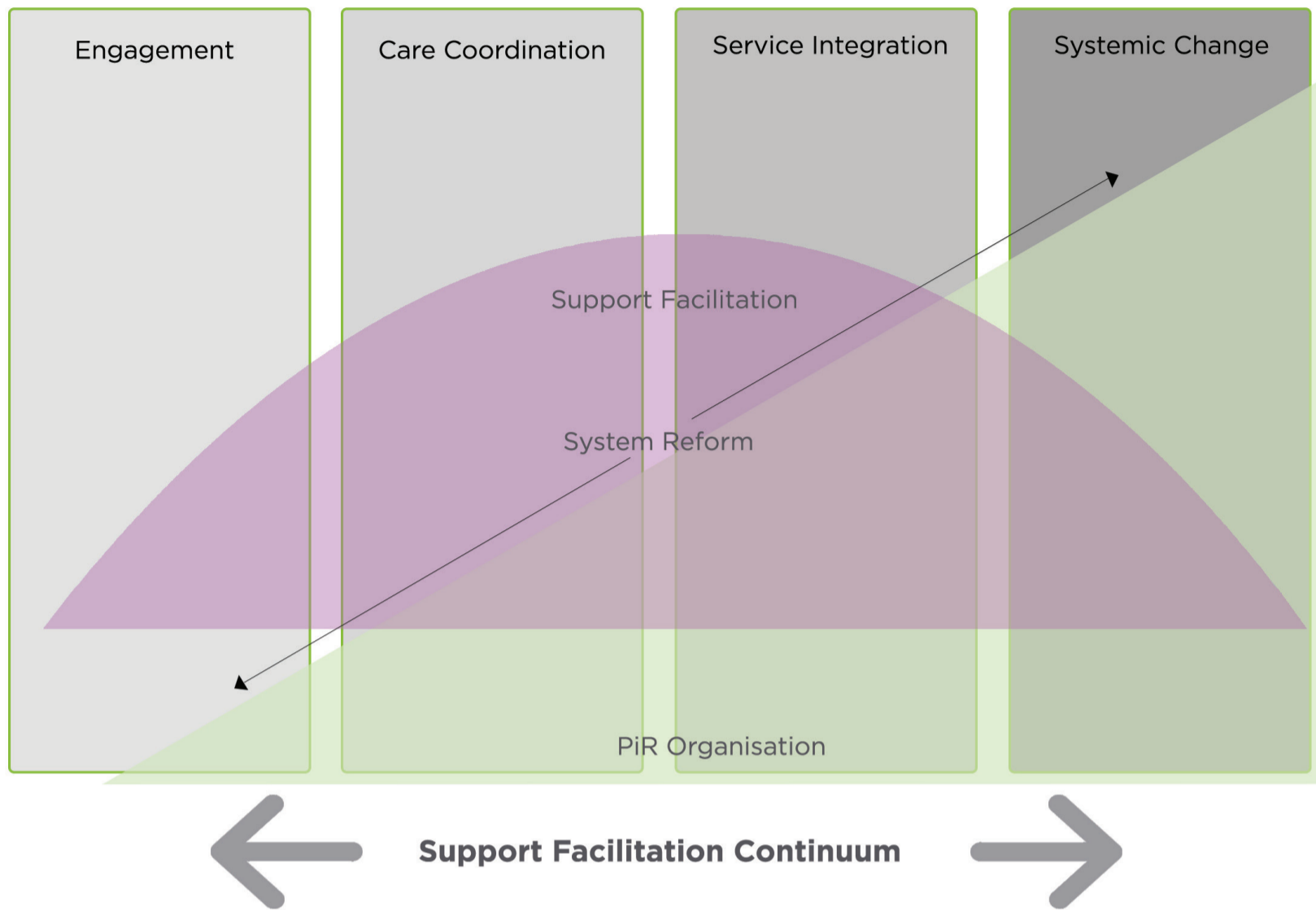


Components of North Brisbane PiR Support Facilitation practice



The Support Facilitator's role: improve the system response to and recovery outcomes for, people with severe and persistent mental illness who have complex needs.

Engagement	Care Coordination	Service Integration	Systemic Change
<i>Development of a positive working relationship with potential PiR consumers.</i>	<i>Improved operation of the service system for individual PiR consumers.</i>	<i>Identification of and response to service gaps for the PiR population group.</i>	<i>Systemic problems resolved and reform achieved for the PiR population group.</i>
<ul style="list-style-type: none"> Promote PiR services to individuals, services, networks and communities Outreach to places where there are potential consumers. Receive and respond to initial inquiries. Receive and respond to referrals and initiate intake. Build an open, trusting and productive working relationship with people referred. 	<ul style="list-style-type: none"> Undertake a comprehensive assessment to ascertain needs and goals. Develop an Action Plan to meet needs and goals. Source case management if needed, including using flexible funding. Facilitate access to services and supports consumers have used before. Identify new and different services and supports for consumers. Broker access to services and supports. Communicate with and coordinate the range of services involved in the Action Plan. Work with other agencies to remove service blockages. Work to make existing services and supports more effective. Regularly review assessment and Action Plan. 	<ul style="list-style-type: none"> Identify service gaps across the PiR population group. Improve referral pathways that facilitate access to the range of services and supports needed by the PiR population group. Identify and work on opportunities for extending, expanding or streamlining services and supports. Identify and act on service integration opportunities that support better consumer outcomes. Develop partnerships and protocols to facilitate and broker new policies, programs, services and supports. Use flexible funding to respond to service/support gaps. Support and/or participate in Innovation Fund projects. Get identified service/support gaps on the agenda of relevant agencies and work collaboratively to respond to these gaps. 	<ul style="list-style-type: none"> Use partnerships and collaborative mechanisms to identify, discuss and resolve systemic problems. Facilitate and broker new policies, programs and services. Undertake systems advocacy.