

# SUPER CRO Submission to the Interim Productivity Commission Findings

## 1. Introduction

Service Users Participating, Educating and Researching, Consumer-run Organisations (SUPER CRO) welcomes the Productivity Commission's clear-eyed interim findings on the 2022 National Mental Health and Suicide Prevention Agreement. We share the Commission's concern that, while most outputs under the Agreement have been delivered, these have not translated into meaningful improvements in access, equity, or outcomes for people living with mental illness.

SUPER CRO has recently written a book chapter titled: *Consumer Run Organisations* this book outlines how this model could assist the many people who currently are not supported in a system that is not meeting their needs.

SUPER CRO are limited below:

## 2. Key Concerns

- Broad ambitions remain disconnected from measurable impact The Agreement comprises numerous outputs and initiatives that lack an overarching strategy. As a result, delivered outputs have not led to systemic, coordinated change.
- Unresolved gaps in psychosocial supports outside the NDIS When the NDIS was introduced, much funding for psychosocial supports was withdrawn, leaving an estimated 500,000 people without essential services. The interim report highlights that governments have not yet resolved commissioning and funding responsibilities for these supports, maintaining a critical service gap.
- Workforce Strategy lacks funding commitments and accountability The National Mental Health Workforce Strategy 2022–2032 sets out a high-level vision and roadmap for workforce development but contains no dedicated funding commitments or clear accountability structures to ensure delivery of its objectives.

## 3. Recommendations

1. Define stepped-care thresholds for psychosocial disability
  - Establish clear, evidence-based thresholds for entry into mental health and psychosocial disability supports outside the NDIS.
  - Ensure these thresholds protect equity, particularly in regional and underserved areas.
2. Resolve commissioning and funding for non-NDIS psychosocial supports
  - Governments should immediately agree on and publish bilateral responsibilities for these services.
  - Allocate dedicated funding to close the 500,000-person support gap.
3. Embed funding commitments and accountability in the Workforce Strategy
  - Specify multi-year budget allocations for each strategic pillar (attract, train, support, retain).

- Create a joint Commonwealth–state accountability framework with performance metrics and consequences for non-delivery.
- 4. Strengthen outcome measurement and governance
  - Align all outputs with a unified strategy and specific, measurable outcomes.
  - Mandate annual public reporting against agreed key performance indicators, with independent oversight by the National Mental Health Commission.

#### **4. Next Steps**

SUPER CRO urges the Productivity Commission and all governments to meet with our members at the earliest opportunity. A collaborative dialogue will ensure that the lived-experience perspectives and multidisciplinary expertise of TAMHSS inform the final report and underpin genuine reform.

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