

Briefing: Service Framework

Local Adult and Older Adult Mental
Health and Wellbeing Services

19 September 2022



Department
of Health

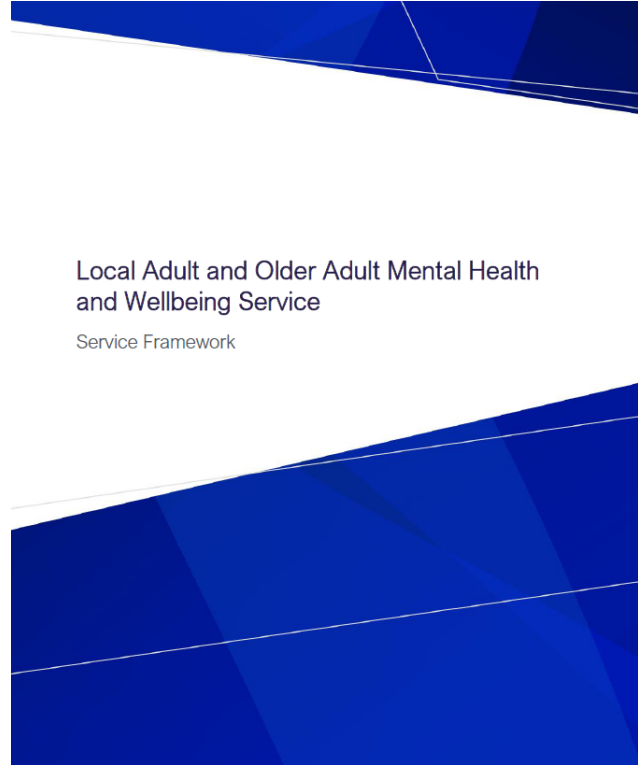
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Session outline

- 1) Overview of Service Framework and how it was developed
- 2) Introduction to Local Services
- 3) Description of the Service Framework by chapter

Service Framework overview

- The Service Framework (the Framework) will **guide the operation and service delivery** of Local Services across Victoria.
- The Framework outlines the objectives, key operational principles, service features and functions, components of the service model and the workforce, data reporting and operational requirements for Local Services.
- The Victorian Department of Health expects that service providers funded to deliver Local Services will adhere to the service specification and operational requirements as set out in the Framework.



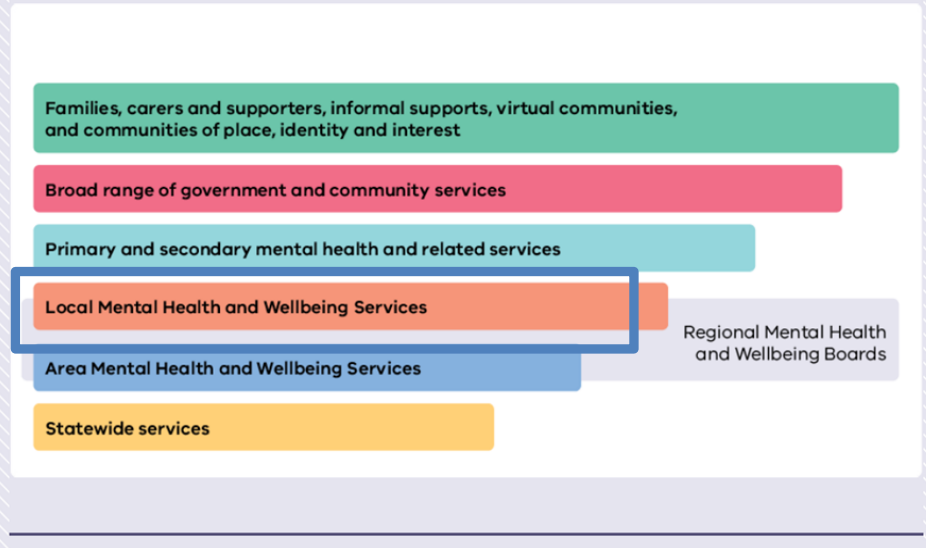
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How the Service Framework was developed

- The Framework reflects the direction and findings of the Royal Commission into Victoria's Mental Health System.
- A **Technical Advisory Group** was convened to provide expert advice to inform the design of the service model.
- It has also benefited from the **valuable and diverse input** from people with a lived and living experience of mental illness and strong technical and clinical advice from the sector, service providers and within the Department of Health.
- The Framework adopts what we heard from early engagement for the Local Services via **Engage Victoria and place-based consultations**.
- The Framework is intended to be an **iterative document** and will be periodically refined over time to reflect and align with the broader reform program.

A new staged system with six clearly delineated tiers

Figure 5.4: Six levels in a responsive and integrated system



Local mental health and wellbeing services are a significant system reform – **across age streams**.

They are the new ‘front-door’ and are where most people will receive treatment, care and support.

They are **secondary care services** – the 4th tier in a new 6 tier system.

In the Royal Commission’s new staged system, they will be formally networked with Area Mental Health and Wellbeing Services to ensure there are smooth transitions as **peoples’ needs change and they step up or step down the tiers**.

Local Adult and Older Adult Mental Health and Wellbeing Services (Local Services)

- The establishment of 50-60 Local Services across Victoria is a flagship reform recommended by the Royal Commission into Victoria's Mental Health System.
- This new service stream will provide high quality **treatment, care and support to people 26 years and over experiencing mental illness or psychological distress** whose needs are too intensive for primary and secondary care alone but do not require intensive care from tertiary area mental health and wellbeing services.
- This includes integrated treatment, care and support for people with a mental illness and co-occurring substance use or addiction, co-existing disability and trauma.
- This new service will be a welcoming **front door** to Area Adult and Older Adult Mental Health and Wellbeing Services.
- **Duration of treatment, care and support** will be based on the consumers' needs and preferences and availability of alternative mental health services, with continuity of the therapeutic relationship central to stop people from falling through the gaps or disengaging.
- **Seamless pathways** between Local Services and Area Services and primary and secondary mental health care providers for people who need to move between these service streams, supported by **shared care arrangements** and referral pathways.

Chapters 1 and 2) Introduction and purpose of the Service Framework – provide background on Local Services, and purpose of the document in providing a policy and operational framework to support planning, delivery and monitoring of Local Services.

Chapter 3) System context – provides additional context as described in the Royal Commission into Victoria's Mental Health System that situate Local Services in the reformed mental health and wellbeing system and the key interface with other areas of the system. This chapter includes:

- **3.1 – Royal Commission into Victoria's Mental Health System** – background on the Royal Commission and planned system reform over the next 10 years.
- **3.2 – Six levels in responsive and integrated system** – outlines the six levels in the reformed mental health system, where Local Services will be the fourth level interfacing with Area Services (5th tier) and primary and secondary mental health and related services (3rd tier).
- **3.3 – Consumer, family, carer and supporter partnership and leadership** – describes how service providers must integrate lived experience perspectives through all aspects of governance and service delivery including those of consumers, and their families, carers and supporters.

Other sub-sections of Chapter 3 that describe the broader system context that Local Services are situated in include:

- **3.4 – Operational relationship between Local and Area Services** – describes the key collaborative relationship between Local and Area Services to support warm referrals and smooth transitions when a consumer's mental health needs change and they need to move between these levels of the mental health and wellbeing system.
- **3.5 – Interface with primary and secondary mental health care providers** – describes the collaborative relationship Local Services are required to have with primary and secondary mental health care providers in the local community to support smooth referral pathways between the service systems.
- **3.6 – Collaboration in the local delivery environment** – highlights the needs for Local Service providers to have a contemporary understanding of local needs and the delivery environment in the geographical zone where the Local Service operates. This is to enable effective support for consumers with multiple needs and may need to be referred to local community and support services e.g. housing, homelessness, disability; AOD Services; or other community health services.

Chapter 4) Outcomes and Benefits – provides an overview of the expected benefits and outcomes of Local Services and reporting expectations for service providers on outcomes achieved for consumers, family, carers and supporters against the *Mental Health and Wellbeing Outcomes and Performance Framework* (in development).

Chapter 5) Objectives – outlines the key objectives of Local Services.

Chapter 6) Service delivery principles – provides service delivery principles that will guide and inform the way high quality, accessible and responsive Local Services are planned and delivered to consumers, their families, carers and supporters.

Chapter 7) Target Group – describes the target group and consumer support streams for Local Services. This chapter includes:

- **7.1 Target group** – identifies the target group which Local Services will primarily deliver support to (26 years and over experiencing mental illness), as well as how Local Services will work with interfacing areas of the system to support other consumers such as those who require more intensive treatment; high risk presentations; young people; and family, carers and supporters.
- **7.2 Consumer support streams** – outlines the five consumer support streams as identified by the Royal Commission and the priority consumer support streams for Local Services.
- **7.3 Out of scope** – explains that Local Services will not provide compulsory treatment to consumers.

Chapter 8) Key features and service components – provides detailed information on key features and core service components of Local Services. This includes:

- **8.1 Service scope** – details the core service components of integrated treatment, care and support that all Local Services will deliver, as well as out of scope services.
- **8.2 Key Features** – provides the key features of the Local Services model.
- **8.3 Core functions** – provides information on the core functions of the Local Services model.

Chapter 9) Service Model – describes access and referral pathways, initial engagement and assessment processes and the core components of the service model. This chapter includes:

- **9.1 Access and referral pathways** - describes entry and referral pathways across primary and secondary health care services and Local and Area Services and provides a list of potential referring service providers (from across the health and social service system).
- **9.2 Initial engagement and initial screening assessment** – provides information on how Local Services staff will undertake the initial screening assessment to identify the consumer’s initial needs when they first access the service, as well as information on the Initial Assessment and Referral Decision Support Tool and waitlist management.
- **9.3 Multidisciplinary biopsychosocial assessment** – provides information on how providers will use evidence-based or evidence-informed biopsychosocial assessment tools and processes to assess for presence of mental illness, substance use or addiction, disability, or other factors that contribute to the consumer’s distress.
- **9.4 Lived and living experience and peer support** – defines the understanding of lived and living experience as well as peer support and how Local Services will employ people with lived or living experience of mental health concerns (consumers and carers) and substance use or addiction as an integral part of the multidisciplinary team.
- **9.5 Wellbeing supports** – provide guidelines on the supports provided by Local Services to help consumers return, or progress to, independent living and good quality of life by working with them and their family, carers or supporters.

Chapter 9) Service Model continues with:

- **9.6 Clinical treatment** – provides information on the types of clinical treatments and interventions that are provided by Local Services. Providers are required to have the clinical governance, clinical supervision and workforce capability to provide safe and effective treatment and care to all consumers.
- **9.7 Integrated mental health and AOD treatment, care and support** – provides guidance on how Local Services will deliver integrated treatment, care and support for people with co-occurring mental illness and substance use or addiction. The needs of consumers with a co-occurring mental illness and substance use or addiction will be fully integrated into all service components and the overall delivery model for a Local Service.
- **9.8 Care coordination and care planning** – outlines the aim of care coordination and describes the core functions of care coordinators in supporting consumers to meet their individual care needs.
- **9.9 Social prescribing** – describes the social prescribing trials that will be undertaken in select Local Services to support consumers, particularly older adults, to engage in local social and community activities and online communities.
- **9.10 Shared care** – provides information on supporting shared care arrangements for consumers receiving concurrent treatment and support from other service providers.
- **9.11 Brokerage funding** – provides details on what brokerage funding is and what it should be used for.

Chapter 10) Workforce composition – provides information on the multidisciplinary workforce needed for running Local Services and how the professional disciplines and expertise are matched to workforce roles and functions. This includes:

- **10.1 Workforce disciplines** – outlines the requisite skills and competencies required by the Local Services workforce and describes the expected staff skills for each of the functions of the service model and suggested discipline. Noting the core functions of Local Services will be delivered by a multidisciplinary team.
- **10.2 Training and development** – provides information to support providers in ensuring their workforce receives the training, professional development and clinical supervision needed to deliver safe, high quality clinical treatment and care.

This chapter outlines the roles and responsibilities for government and sector stakeholders that have a **key role in the delivery of Local Services**. In particular:

- **11.1 Role of The Department of Health** – as funding body and provision of strategic oversight of Local Services.
- **11.2 Role of lead service provider and funded partners** – as implementation and service delivery leads in line with the service model.
- **11.3 Working with a networked health service and Area Services** – in provision of tertiary-level, high intensity mental health treatment care and access to secondary consultation.
- **11.4 Interface with local primary and secondary mental health care providers** – and collaboration with Local Services to facilitate smooth transitions between these service sectors.
- **11.5 Role of the Office of the Chief Psychiatrist** – in provision of clinical leadership and advice to service providers and promotion of continuous improvement in quality and safety.
- **11.6 Role of Safer Care Victoria** – and working with consumers, clinicians and health service managers to monitor and improve quality and safety in Victorian healthcare.

This chapter provides specific detail on what is expected when operating a Local Service. It includes:

- **12.1 Service zones** – describes the geographical area or zone where a Local Service will operate (in alignment with Local Government Areas).
- **12.2 Service operating hours** – outlines expectations around the operating hours for a Local Service.
- **12.3 Branding** – outlines branding and naming requirements for Local Services.
- **12.4 Funding model** – provides detail on how Local Services will be funded.
- **12.5 Targets and outputs** – outline the performance targets and requirements service providers will be monitored against.
- **12.6 Workforce requirements** – describe the expectations to ensure the core functions of the Local Service are delivered by a multi-disciplinary workforce, supported by appropriate clinical governance structures and processes.
- **12.7 Clinical governance** – outlines expectations to ensure robust clinical governance is established for Local Services including clinical supervision, systems and processes.

Other sub-sections of Chapter 12 to support the operation of Local Services include:

- **12.8 Risk management** – describes the need for risk management to be embedded in all levels of operations and business processes.
- **12.9 Quality assurance** – outlines the requirement for service providers to be compliant with relevant accreditation standards and safety and quality frameworks to ensure consistent delivery of high quality and safe services.
- **12.10 Incident management and reporting** – describes the processes and requirements to be adhered to in reporting consumer related incidents.
- **12.11 Feedback and complaints** – outlines the requirements to develop protocols in recording, collecting and reporting all complaints and compliments and how complaints are resolved.
- **12.12 Insurance obligations** – stipulates the requirements to have appropriate insurance to cover operational and business risks.
- **12.13 Information management** – describes the requirements providers must have established and tested processes and systems to collect, securely store and report consumer and service delivery data, at both individual consumer and aggregate levels.

Chapter 13) Legislative requirements – describes the legislative context relevant to Local Services. It includes:

- **13.1 Mental Health Act** – description of Victoria’s *Mental Health Act 2014**, which currently apply to Local Services.
- **13.2 Other legislative requirements** – lists other legislation that Local Service providers are to adhere to.
- **13.3 Additional policies and procedures** – outlines the requirement for service providers to be compliant with relevant accreditation standards and safety and quality frameworks to ensure consistent delivery of high quality and safe services.

*Note: At the time of publishing the Service Framework (early August 2022), the bill for the new Mental Health and Wellbeing Act had not yet passed through Victorian Parliament.

Chapter 14) Governance and accountability – outlines the organisational requirements in terms of what type of entity can operate a Local Services, and guidance on governance arrangements.

Chapter 15) Data reporting requirements – describes requirements for data reporting to monitor performance and ensure accountability for delivering tangible outcomes for Local Services’ consumers and their family, carer and supporters. It includes:

- **15.1 Data reporting** – outlines at a high-level the data sources that will be used to measure achievements and expectations around frequency of data reporting.
- **15.2 Performance domains** – outlines the six performance domains within which provider performance will be measured. The domains are consistent with other health performance frameworks.
- **15.3 Performance indicators** – describes expectations around development and use of agreed indicators to monitor and manage performance.

Chapter 16) Performance monitoring and management – It includes:

- **16.1 Performance monitoring and management process** – describes the way in which service performance monitoring will be managed by the department.
- **16.2 Accountabilities and requirements** – outlines what providers are accountable for as part of their relevant funding service agreement, and how the department will support providers in the delivery of Local Services.

Chapter 17) Evaluation – outlines the department’s planned approach to evaluating the impacts and outcomes of Local Services, and expectations of providers on involvement in evaluation.

Chapter 18) Knowledge sharing and learning – outlines the department’s role in facilitating collaboration across the broader mental health and wellbeing reform program, to enable continuous improvement and refinement of the service model for Local Services over time.

Supporting information to the Service Framework can be found in the appendices:

1. **Glossary of terms** – definitions of key terms used throughout the Service Framework.
2. **Consumer support streams** – outlines indicative consumer support streams, typical presentation of an individual and responsibilities of different levels of the mental health and wellbeing service system.
3. **Initial Assessment and Referral Tool** – provides detail on what the IAR tool is and how general practitioners and clinicians can use it.
4. **Data reporting requirement** – provides further detail on the expectations of what types of data Local Services will collect.
5. **Royal Commission into Victoria's Mental Health System Guiding Principles** – as outlined in the Royal Commission's interim report.
6. **Useful resources** – links and contact details for further information and support for service providers.

Thank you for attending

Further information is available on departments Local services website
<https://www.health.vic.gov.au/mental-health-reform/local-adult-and-older-adult-mental-health-and-wellbeing-services>

Slides and a recording of this session will be available on the Department's website.

Any queries please contact localservices@health.vic.gov.au