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| Statewide Support MHCSS  15266 |
| Outcome objective: Victorians are healthy and well  Output group: Mental Health  Output: Mental Health Community Support Services |
| OFFICIAL |

# Service Objective

To improve mental health outcomes in the community.

To provide services and support to communities and clients affected by an emergency.

# Description of the service

This activity supports the activities of peak organisations who provide advocacy and sector leadership as well as specialist organisations that provide a range of targeted mental health advocacy, social inclusion services and psychosocial support.

Statewide support activities aim to improve mental health outcomes through activities such as, but not limited to:

* Training and education for consumers, carers and health professionals
* Individual advocacy
* Peak body functions, including system advice and advocacy
* Psychosocial support services and social inclusion initiatives.

Includes, Mental Health Community Support Service response to an emergency or pandemic that may include case management, recovery support, flexible funding, counselling, phone calls, co-ordination mental health response depending on the nature of the emergency. This includes generic and broad service activity that will encompass time limited and targeted initiatives.

# Client group

* Client Facing

This client group this activity is targeted towards is identified individually for each project / program.

# Obligations specific to this activity

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

## 4a. Registration and Accreditation

* Services should meet relevant quality accreditation standards.

## 4b. Program Requirements and other policy guidelines

* Program requirements are negotiated individually with each provider before program/project commencement.

# Performance

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement. Performance is measured as follows:

**Key performance measure 1: Number of new cases.**

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| --- | --- |
| **Aim/objective** | To provide information on the number of emergency or pandemic new cases opened |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of unique new cases that were opened during the reporting period. A family with multiple members, all of whom require support will be counted as one case. |
| **Data source(s) collection** | * Case response Report |
| **Definition of terms** | A case is where an individual or family, household is receiving time limited support from the mental health program from emergency pandemic funding. Includes phone calls and counselling sessions  Case Report, as required by program guidelines. |

**Performance measure 2: Flexible funding expended**

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| **Aim/objective** | To report on emergency or pandemic flexible funding expended |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Report on flexible funding expenditure during the reporting period, by case (e.g. per family and per individual) and cumulative total. |
| **Data source(s) collection** | * Flexible funding acquittal template |
| **Definition of terms** | Emergency or pandemic flexible funding can be used to implement elements of the recovery plan, services/activities/items may be procured from external organisations/retailers/institutions. |

# Data collection

| Data collection name | Data system | Data set | Reporting cycle |
| --- | --- | --- | --- |
| Activity Report | Manual data collection | Written report | Monthly |
| Qualitative Report | Manual data collection | Written report | Quarterly |
| Flexible funding acquittal template | Manual Data Collection | Excel spreadsheet | Monthly |
| Case response Report | Manual Data Collection | Written report | Monthly |

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