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| Mental Health and Wellbeing Local15372 |
| Outcome objective: Victorians are healthy and wellOutput group: Mental HealthOutput: Clinical Care |

**OFFICIAL**

**1. Service objective**

Service Objective

The Mental Health and Wellbeing Local (Local Service) provides integrated treatment, care and support to people aged 26 and over who are experiencing a mental illness or psychological distress, including those with co-occurring substance use or addiction, and whose needs cannot be met by primary or secondary mental health care providers alone, but who do not require intensive episodic or ongoing care from tertiary Area Mental Health and Wellbeing Services (Area Services).

**2. Description of the service**

The Local Service will provide four core service components including:
• Treatments and therapies
• Education, peer support and self-help
• Wellbeing supports
• Care planning and coordination.

**3. Client group**

People aged 26 years or over who are experiencing a mental illness or psychological distress, including people with co-occurring substance use or addiction, their family, carers and supporters. who:

• need more support than they can get from primary and secondary care providers (general practitioners, private psychologists and psychiatrists), and

• do not need the type of specialist treatment, care and support available in Area Services.

**4. 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**

N/A

**4b. Program requirements and other policy guidelines**

* [Local Adult and Older Adult Mental Health and Wellbeing Services – Service Framework](https://www.health.vic.gov.au/mental-health-reform/local-adult-and-older-adult-mental-health-and-wellbeing-services)

<https://www.health.vic.gov.au/mental-health-reform/local-adult-and-older-adult-mental-health-and-wellbeing-services>

* [Policy and funding guidelines for health services](https://www.health.vic.gov.au/policy-and-funding-guidelines-for-health-services)

<https://www.health.vic.gov.au/policy-and-funding-guidelines-for-health-services>

**5. 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: Hours of Service delivered (Community Clinical)**

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| **Aim/objective** | This performance measure provides information about the number of community clinical hours delivered by the Local Service to registered and non-registered clients. |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of community clinical hours delivered to registered and non-registered clients in each reporting period. An hour of service is defined as an hour of service or part thereof delivered to a registered and non-registered clients during the reporting period.An hour of service includes activity related to the provision of client facing and non-client facing activities.If community clinical hours are provided to a family member, carer and/or supporter of a Registered Client or Non-Registered Client, count them as a client for the purposes of this reporting and record the community clinical hours delivered. |
| **Data source(s) collection** | * Mental Health and Wellbeing Locals data collection via HealthCollect
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| **Definition of terms** | Cumulative• A cumulative target is an annual target and applies to a financial year, where results for each month are added together through the year.• The aim is to meet the target by the end of the financial year. Results on any particular period through the year are sometimes alternatively called year to date (YTD) results.This item relates to total number of community clinical hours delivered by the Local Service to registered and unregistered clients in the reporting period. A client is defined as a person in receipt of treatment, care and/or support from Local service during the reporting period.Registered Clients of the Local Service are clients of the Local Service that have received treatment, care and/or support from the Local Service in the reporting period. A Registered client has a Statistical Linkage Key and an open case file/open episode during the reporting period.Non-Registered Clients are defined as individuals who received one-off support or information from the Local Service i.e. they do not have a Statistical Linkage Key and an open case file/open episode during the reporting period. Please refer to the Service Framework for definitions of terms related to: • Clinical treatment and care• Community Clinical Hours• Client facing and non-client facing activities. |

**Key performance measure 2: Number of clients**

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| **Aim/objective** | This performance measure provides information about the total number of new registered clients that received treatment, care and/or support from the Local Service. |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of registered new clients for the reporting period. |
| **Data source(s) collection** | * Mental Health and Wellbeing Locals data collection via HealthCollect
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| **Definition of terms** | Cumulative count of new registered clients only. • A cumulative target is an annual target and applies to a financial year, where results for each month are added together through the year.• The aim is to meet the target by the end of the financial year. Results on any particular period through the year are sometimes alternatively called year to date (YTD) results.A client is defined as a person in receipt of treatment, care and/or support from the Local Service during the reporting period. This includes clients in shared care arrangements.A new registered client is defined as a person who:- Is receiving support under this activity from the service provider for the first time in the reporting period, or- Has previously received services under this activity from the service provider and the previous case was closed over three months ago and no support has been provided since. The client is counted as a new client in the first reporting period (three or more months after provision of last service) during which the client recommences receiving services.Registered Clients of the Local Service are clients of the Local Service that have received treatment, care and/or support from the Local Service in the reporting period. A Registered new client has a Statistical Linkage Key and an open case file/open episode during the reporting period.Non-registered clients cannot be counted in this reporting measure. Non-Registered Clients are defined as individuals who received one-off support or information from the Local Service i.e. they did not have a Statistical Linkage Key and an open case file/open episode during the reporting period. |

**Key performance measure 3: Hours of Service delivered (Community Non-Clinical)**

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| **Aim/objective** | This performance measure provides information about the number of community (non-clinical) wellbeing hours (Client Support Units) delivered by the Local Service to registered and non-registered clients. |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of community (non-clinical) wellbeing hours (Client Support Units) delivered to registered and non-registered clients in each reporting period. An hour of service is defined as an hour of service or part thereof delivered to a client (registered and non-registered) during the reporting period.An hour of service includes activity related to the provision of client facing and non-client facing activities.Count all Client Support Units used to deliver wellbeing supports, peer supports, care planning and care coordination, and/or brokerage support to registered and non-registered clients.If wellbeing supports, peer supports, care planning, care coordination and/or brokerage are provided to a family member, carer and/or supporter of a Registered Client or Non-Registered Client, count them as a client for the purposes of this reporting and record the number of Client Support Units delivered. |
| **Data source(s) collection** | * Mental Health and Wellbeing Locals data collection via HealthCollect
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| **Definition of terms** | Cumulative• A cumulative target is an annual target and applies to a financial year, where results for each month are added together through the year• The aim is to meet the target by the end of the financial year. Results on any particular period through the year are sometimes alternatively called year to date (YTD) results.This item relates to the total number of (non-clinical) wellbeing hours (Client Support Units) delivered by the Local Service to clients.A Client Support Unit is a standard, single-price unit based on the average, efficient total cost of providing one hour of client related mental health community support. Client Support Units cover activity related to the provision of client facing and non-client facing activities including: wellbeing supports; care planning and care coordination (including supported referral); peer supports (for both clients and family, carers and supporters), and brokerage (if relevant).Please refer to Service Framework for definitions of terms. |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system**  | **Data set**  | **Reporting cycle** |
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| Mental Health and Wellbeing Locals data collection via HealthCollect | HealthCollect Portal  | Aggregate data collection, individual client data, service data and data dictionary.  | Monthly |

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