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| DecorativeIndividualised Client Support Packages 15500 |
| Outcome objective: Victorians are healthy and well Output group: Mental HealthOutput: Mental Health Community Support Services |

# 1. Service Objective

To improve mental health outcomes.

# 2. Description of the service

Individualised client support packages (ICSP) refer to the range of non-bed-based psychosocial supports a client receives based on their recovery plan. *Note: this activity is progressively transitioning to the National Disability Insurance Scheme.*

# 3. Client group

This activity is targeted towards people with a mental illness and associated psychosocial disability living in the community.

# 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

* Services should meet relevant national quality accreditation standards.

## 4b. Program requirements and other policy guidelines

* *Mental health community support services performance management framework*specifies the performance requirements of the department for funded agencies delivering ICSP and outlines how the department will measure, monitor and assess performance at the agency, service and program levels. In this regard, the framework provides a key mechanism for monitoring whether a funded agency is delivering services consistent with the requirements of the service specification.

### 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: Number of clients

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| Aim/objective | The aim of this performance measure is to count the number of clients receiving support through Individualised Client Support Packages.  |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | [ ]  Cumulative [x]  Non-cumulative |
| Counting rule | Number of clients who received support in the reporting period |
| Data source(s) collection | MDS-QDC and Activity Based Supplementary Spreadsheet |
| Definition of terms | A client is an individual who has been assessed as eligible to receive ISCP by the MHCSS intake assessment service and has an open case file. |

# 6. Data collection

The reporting requirements for this service are:

| Data collection name | Data system  | Data set  | Reporting cycle |
| --- | --- | --- | --- |
| Quarterly Data Collection (QDC) | MDS-QDC | 15500  | Quarterly  |
| Activity Based Supplementary Spreadsheet | Excel | 15500  | Quarterly |

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