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| DecorativeMSSH Individual Support Referral and Advocacy  15092 |
| Outcome objective: Victorians are healthy and well  Output group: Mental Health  Output: Mental Health Community Support Services |

# 1. Service Objective

Individual support, referral and advocacy aims to improve individual mental health outcomes.

# 2. Description of the service

Individual support, referral and advocacy can take place over the phone or in person. The contact focusses on information exchange to build an individual’s health literacy, ability to seek support and to identify an individual’s needs in order to connect them with the most appropriate service for their care needs.

# 3. Client group

This activity is targeted towards people with a mental illness and their friends, family and/or carers (excluding professional carers).

# 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

* These activities must be delivered in a manner consistent with the service specification for *Mutual Support and Self Help* 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: Number of clients

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| Aim/objective | The aim of this performance measure is to count the number of clients offered support. |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | Cumulative  Non-cumulative |
| Counting rule | Support is considered to have been offered if a client has had an in-depth phone conversation or a face-to face meeting in which information or advice was given, or where an assessment or referral has taken place. |
| Data source(s) collection | Source of data is identified in the Service Agreement |
| Definition of terms | A client is defined as a person in receipt of a *Mutual Support and Self Help* service. |

# 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 | 15092 | Quarterly |

\*Data collection requirements are negotiated between the provider and the department as part of ongoing contract management arrangements and vary depending on the objectives and approach.

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