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| Multiple and Complex Needs Initiative 17250 |
| Outcome objective: Victorians have capabilities to participate  Output group: Disability services  Output: Client services and capacity |

# 1. Service Objective

To facilitate the delivery of welfare services, health services, mental health services, disability services, drug and alcohol treatment services, and housing and support services to certain persons with multiple and complex needs by providing for the assessment of such persons and the development and implementation of appropriate care plans.

# 2. Description of the service

Multiple and Complex Needs Initiative (MACNI) delivers a targeted, time-limited service response to a small number of people with complex needs, who are aged 16 years and over.

MACNI is a cross-departmental initiative, funded by the Department of Health and Human Services and Department of Justice and Community Safety.

# 3. Client group

The client group this activity is targeted at are individuals who meet the eligibility criteria set out in the Human Services (Complex Needs) Act 2009. The criteria are that the individual:

* has attained 16 years of age

Appears to satisfy two or more of the following criteria:

* has a mental disorder within the meaning of the Mental Health Act 2014
* has an acquired brain injury
* has an intellectual impairment
* has a severe substance dependence within the meaning of section 5 of the Severe Substance Dependence Treatment Act 2010.
* has exhibited violent or dangerous behaviour that caused serious harm to himself or herself or some other person or is exhibiting behaviour which is reasonably likely to place himself or herself or some other person at risk of serious harm, and
* is in need of intensive supervision and support and would derive benefit from receiving co-ordinated services in accordance with a care plan under the Human Services (Complex Needs) Act.

# 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

* Independent review and accreditation against the department’s Human Services Standards, unless exempted
* Registration under the Disability Act 2006

## 4b. Program requirements and other policy guidelines

* Multiple and Complex Needs Initiative (MACNI) Service provision framework <https://providers.dhhs.vic.gov.au/specialist-disability-support>

# 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 hours

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| Aim/objective | The measure provides data on the number of hours MACNI eligible clients referred for care plan assessment, development and coordination. |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | Cumulative |
| Counting rule | The number of referrals from date of eligibility for care plan development and coordination.  Clients to receive care plan coordination within 12 weeks of eligibility and counted by area panels. |
| Data source(s) collection | Complex Support Application |
| Definition of terms | MACNI eligible clients as set out in the Human Services (Complex Needs) Act 2009.  Number of referrals = number of clients  The levels of care plan development range from less to more intensive with an increased number of weeks. The levels are as follows:  **Level 1:** 20 hours per week for 4 weeks where the work involves a synthesis and analysis of existing accessible information.  **Level 2:** 20 hours per week for 8 weeks where the work involves the sourcing and analysis of new/difficult to access information.  **Level 3:** 20 hours per week for 12 weeks where the work involves the extensive sourcing and analysis of new/difficult to access information.  The levels of care plan coordination range from less to more intensive with an increased number of weeks. The levels are as follows:  **Level 1:** 4 hours per week where the risk is currently managed; the care team is identified as relatively cohesive and high functioning; interventions are not determined especially urgent, and the person is not at a critical transition point.  **Level 2:** 8 hours per week where some identified risks have not yet been responded to adequately; the care team is not cohesive and well-functioning; there is some urgency to required interventions, and/or the person is at a critical transition point.  **Level 3:** 12 hours per week where a high level of risk is identified; the care team is not well developed or dysfunctional; interventions are urgent, and/or the person is at a critical transition point. |

## Key performance measure 2: Number of transition plans developed for MACNI clients

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| Aim/objective | To ensure clients receive a transition plan within 6 months prior to exiting MACNI. |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | Cumulative |
| Counting rule | This is counted by area panels and reported to the Service Implementation and Support branch quarterly through the Complex Support Application. |
| Data source(s) collection | Complex Support Application |
| Definition of terms | Transition plan development as defined in the service provision framework for the MACNI. |

# 6. Data collection

May 2019

* Inclusion of reference to Complex Support Application launched 1 April 2019 which replaced the MACNI excel database previously used.
* Update of Key Performance Measures

The reporting requirements for this service are:

| Data collection name | Data system | Data set | Reporting cycle |
| --- | --- | --- | --- |
| Annual reports | Complex Support Application | Annual report | Annual |
| Quarterly reports | Complex Support Application | Quarterly reports | Quarterly |

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