

South Eastern Melbourne Partners in Recovery Service System Reform Implementation Plan

Introduction

Partners in Recovery (PIR) is a national program that aims to support people with enduring mental illness and complex needs, their carers and families. The program works with the multiple sectors, services and supports that people may come into contact with (and could benefit from) to provide a more collaborative, coordinated and integrated approach to care.

The ultimate objectives of PIR are to improve the system response to, and outcomes for, people with severe and persistent mental illness who have complex needs by:

1. Facilitating better coordination of clinical and other supports and services to deliver person-centred support individually tailored to the person's needs
2. Strengthening partnerships and building better links between various clinical and community support organisations responsible for delivering services to the PIR target group
3. Improving referral pathways that facilitate access to the range of services and supports needed by the PIR target group and
4. Promoting a community based recovery model to underpin all clinical and community support services delivered to people experiencing severe and persistent mental illness with complex needs

South Eastern Melbourne Partners in Recovery (SEMPIR) is the coming together of a consortium of organisations in the region to deliver PIR in the City of Greater Dandenong, City of Casey and Shire of Cardinia. The program has been operational since February 2014 and has two distinct focuses:

- To provide support facilitation to 534 consumers experiencing severe and persistent mental illness and complex needs within South Eastern Melbourne.
- To work collaboratively with partner organisations to create sustainable improvements to the current mental health and community service systems.

SEMPIR System Reform Issue Identification Process

As outlined in the *SEMPIR System Reform issue identification process plan*, during February 2014 – November 2014, SEMPIR collected information around the gaps and barriers experienced by consumers and carers in the mental health and community service systems. SEMPIR also collected information on how the community thought that some of these issues could best be addressed. This information was collated, further analysed and documented in the *SEMPIR Service System Reform Issue Identification Report*.

In February 2015, the SEMPIR consortium members, Quality and Risk Management (QaRM) group, team leaders, and SEMML SEMPIR staff came together at a workshop to discuss the findings of the report and to further brainstorm some of the potential solutions. This plan takes into consideration all of the findings in the issue identification report, in conjunction with the discussions at the workshop.

While compiling and undertaking an initial analysis of the information collected, four overarching priority areas were identified:

1. A contributing life

SEMPIR defines the priority 'A contributing Life' by utilising the National Mental Health Commission's definition:

A contributing life means a fulfilling life enriched with close connections to family and friends, and experiencing good health and wellbeing to allow those connections to be enjoyed. It means having something to do each day that provides meaning and purpose, whether this is a job, supporting others or volunteering. It means having a home and being free from financial stress and uncertainty.

National Mental Health Commission, 2013. A Contributing Life, the 2012 National Report Card on Mental Health and Suicide Prevention. Sydney: NMHC; 2012.

2. Carer and family needs

Consistent with the feedback given in the 2012 National Report Card on Mental Health and Suicide Prevention, carers and families of people with a lived experience of mental illness are too often excluded and perceived as irrelevant when coming into contact with services. Their support role is also often taken for granted with little attention given to their own health and wellbeing. The carers and family members of people living with mental illness require more support, acknowledgement and inclusion in their caring role.

Recommendation 14 of the National Mental Health Commission Report Card (2013) is that:

'A practical guide for the inclusion of families and support people in services must be developed and implemented, and this must include consideration of the services and supports that they need to be sustained in their role'

National Mental Health Commission, 2013: A Contributing Life, the 2013 National Report Card on Mental Health and Suicide Prevention. Sydney: NMHC; 2013

3. Pathways

People living with severe and persistent mental health issues and complex needs, require extensive support from a broad variety of different service systems. Knowing where to go to address these different needs; how to get there; and where to go next as service needs change, is rarely a smooth process. There is a need to improve many of the current service discharge and transition processes so that no mental health consumers fall through the gaps. In addition, there is a need to improve communication within both the community and the service sectors around how to navigate the mental health service system and mental health more broadly.

4. Service Delivery

People living with severe and persistent mental health issues and complex needs suffer significant disadvantage in accessing appropriate services. Consumers require high quality mental health service systems that are accessible, responsive to consumer need, and are built on evidence of effectiveness. People living with mental health issues require services that work collaboratively in a client-centred and recovery-focused manner, are culturally appropriate, flexible, and have the capacity to work at the prevention and early intervention end of the spectrum as opposed to just crisis driven.

Additional themes for consideration

A number of significant themes were raised in the system reform issue identification project that are not proposed to be priorities of their own accord within the SEMPIR System Reform Implementation Plan. Instead, it is proposed that these themes are considered in all SEMPIR projects. These themes are:

- Involvement of consumers and / or carers in project and service design
- Working collaboratively with multiple organisations and / or sectors
- Increasing service access and / or service flexibility
- Ensuring good communication between consumers, carers & service providers
- Prevention and early intervention

Some of these themes will also be made into key selection criteria for grant applications in the proposed SEMPIR Innovations grant program.

Specialist Streams

The SEMPIR submission had originally allocated funding for support facilitators for four specialist streams:

1. Aboriginal & Torres Strait Islander
2. GLBTIQ
3. Recently Released Offender
4. Refugee & Asylum Seeker

After a series of consultations were conducted, it was decided that having a specialist support facilitator as part of the SEMPIR model was only viewed as the most appropriate use of resources for the recently released offender stream. It was decided that for both the Aboriginal and Torres Strait Islander and Refugee & asylum Seeker streams, recruitment of community engagement workers who perform both a networking and engagement role would be more effective. In regards to the GLBTIQ stream, it was assessed that the development and implementation of a capacity building plan in the area would be sufficient.

All of the four specialist streams will have their own implementation plans that will sit outside of this document.

Format of Document

This document outlines both the current and the planned system reform strategies under their appropriate SEMPIR priority area. It is also documented as to which of the national PIR objectives each strategy fits under.

It is important to note that many of these strategies may also have their own additional planning document that more comprehensively details the tasks involved.

Priority Area: A Contributing Life

Alcohol & other drug (AOD) use / Dual Diagnosis	
Goal:	To improve access to specialized support for people living with mental illness and AOD issues in South Eastern Melbourne
Objective 1:	To build the capacity of AOD and mental health service providers to support people living with dual diagnosis in South Eastern Melbourne
Strategy 1.1:	Run a community innovation grant category for projects that aim to improve access to AOD and dual diagnosis services for people living with severe and persistent mental illness in South Eastern Melbourne
Employment, volunteering & training	
Goal:	To improve access to employment, volunteering and training opportunities for people living with severe and persistent mental illness in South Eastern Melbourne
Objective 1:	To increase the provision of employment, volunteering and training opportunities suitable for people living with severe and persistent mental illness in South Eastern Melbourne
Strategy 1.1:	To comprehensively map the current employment, volunteering and training opportunities that are suitable for people living with severe and persistent mental illness
Strategy 1.2:	Run a community innovation grant category for projects that aim to provide employment, volunteering and training opportunities that are suitable for people living with severe and persistent mental illness in South Eastern Melbourne
Objective 2:	To increase the capacity of employment, volunteering and training service providers in South Eastern Melbourne to support people living with mental illness to participate in employment, volunteering and training opportunities
Strategy 2.1:	Run a community innovation grant category for projects that aim to build the capacity of employment, volunteering & training providers to support people living with severe and persistent mental illness to participate in employment, volunteering and training opportunities

Housing & accommodation	
Goal:	To ensure that people living with severe and persistent mental illness in South Eastern Melbourne have somewhere safe, supported and affordable to live
Objective 1:	To improve access to safe, supported and affordable housing opportunities for people with severe and persistent mental illness
Strategy 1.1:	To run a community innovation grant category for projects that aim to increase access to housing and accommodation for people living with severe and persistent mental illness in South Eastern Melbourne
Objective 2:	To build the capacity of accommodation and housing providers within South Eastern Melbourne to provide safe, supported and affordable housing for people living with severe and persistent mental illness
Strategy 2.1:	To liaise with and provide mental health awareness training for boarding house owners and supported residential services (SRS) in South Eastern Melbourne to be able to support people living with severe and persistent mental illness to live in their housing
Objective 3:	To build the capacity of service providers to work collaboratively around the issue of hoarding
Strategy 3.1:	To run a community innovation grant category for projects that aim to build the capacity of service providers to work collaboratively around the issue of hoarding and squalor
Strategy 3.2:	To coordinate the delivery of awareness raising workshops for service providers on the issue of hoarding and squalor

Physical Health	
Goal:	To improve the physical health outcomes for people living with severe and persistent mental illness in South Eastern Melbourne
Objective 1:	To increase access to physical health services for people living with severe and persistent mental illness in South Eastern Melbourne
Strategy 1.1:	To run a community innovation grant category for projects that aim to increase access to physical health services for people living with severe and persistent mental illness in South Eastern Melbourne
Objective 2:	To increase access to the influenza vaccination for homeless people who are at increased risk of complications from influenza infection.
Strategy 2.1:	To coordinate free flu vaccinations for up to 500 people who are homeless or at risk of homelessness at relevant welfare agencies within South Eastern Melbourne during March – May 2015.
Objective 3:	To reduce the co-morbid chronic physical health conditions of people living with severe and persistent mental illness in South Eastern Melbourne
Strategy 3.1:	To run a community innovation grant category for projects that aim to reduce the co-morbid chronic physical health conditions experienced by people living with severe and persistent mental illness in South Eastern Melbourne
Strategy 3.2:	To investigate the establishment of a physical health clinic for people living with severe and persistent mental illness integrated within the Monash Health Clozapine Clinic

Social & recreational opportunities	
Goal:	To ensure that people living with severe and persistent mental illness in South Eastern Melbourne have something meaningful to do during the day
Objective 1:	To increase the number of social and recreational opportunities that are suitable for people with severe and persistent mental illness in South Eastern Melbourne
Strategy 1.1:	To comprehensively map the current social and recreational opportunities that are suitable for people living with severe and persistent mental illness
Strategy 1.2:	To run a community innovation grant category for projects that aim to provide social and recreational opportunities for people living with severe and persistent mental illness in South Eastern Melbourne
Strategy 1.3:	To consult with people living with severe and persistent mental illness in South Eastern Melbourne to further investigate their individual social and recreational needs
Objective 2:	Increase the capacity of mainstream social and recreational activity providers to support people living with severe and persistent mental illness
Strategy 2.1:	To run a community innovation grant category for projects that aim to build the capacity of social and recreation activity providers to support people living with severe and persistent mental illness to participate in their activities
Strategy 2.2	To run mental health awareness training with social and recreational activity providers in South Eastern Melbourne

Stigma & discrimination	
Goal:	To reduce the stigma and discrimination experienced by people living with severe and persistent mental illness in South Eastern Melbourne
Objective 1:	To raise awareness and understanding around how to support people living with mental illness in South Eastern Melbourne
Strategy 1.1:	To provide multiple Mental Health First Aid and / or ASIST training sessions in community settings within South Eastern Melbourne
Strategy 1.2:	To raise awareness of mental illness and promote consumer good news stories through the SEMPIR newsletter and website
Strategy 1.3:	To run a community innovation grant category for projects that aim to reduce the stigma and discrimination experienced by people living with severe and persistent mental illness in South Eastern Melbourne
Objective 2:	To empower and build the capacity of people living with severe and persistent mental illness to advocate for themselves
Strategy 2.1:	To coordinate empowerment and advocacy workshops for people living with severe and persistent mental illness

Transport	
Goal:	To improve access to transport options for people living with severe and persistent mental illness in South Eastern Melbourne
Objective 1:	To increase the number of accessible and supported transport options for people living with severe and persistent mental illness
Strategy 1.1:	To map the current transport options suitable for people living with severe and persistent mental illness that exist within South Eastern Melbourne
Strategy 1.2:	To run a community innovation grant round for projects that aim to increase the number of transport options for people living with severe and persistent mental illness in South Eastern Melbourne
Objective 2:	To build the capacity of community transport providers to provide transport for people living with severe and persistent mental illness in South Eastern Melbourne
Strategy 2.1:	To run a community innovation grant category for projects that aim to build the capacity of transport service providers to be able to better support people living with severe and persistent mental illness living in South Eastern Melbourne

Carer and Family Needs

Carer & Family Inclusion	
Goal:	To ensure that the carer and family perspective is included in the care of people living with severe and persistent mental illness living in South Eastern Melbourne
Objective 1:	To ensure that the carer and family perspective is included in all aspects of the SEMPIR model
Strategy 1.1:	To develop a SEMPIR carer and family engagement plan for the SEMPIR model
Activity 1.1.1	To recruit a carer consultant to work within the SEMPIR team
Objective 2:	To build the capacity of service providers within South Eastern Melbourne to include carers and families in consumer care as standard practice
Strategy 2.1:	To develop a carer and family inclusion plan for South Eastern Melbourne
Strategy 2.2:	To establish a carer and family reference group
Strategy 2.3:	To run a community innovation grant for projects that aim to build the capacity of mental health and supporting community service providers within South Eastern Melbourne to work with carers and families as standard practice

Carer & Family Wellbeing	
Goal:	To improve the health and wellbeing of the carers and families of people living with mental illness in South Eastern Melbourne
Objective 1:	To identify the specific wellbeing needs of carers and families of people living with mental illness in South Eastern Melbourne
Strategy 1.1:	To raise awareness of the current support services for carers and families of people living with severe and persistent mental illness in South Eastern Melbourne
Strategy 1.2:	To consult carers and families of people living with severe and persistent mental illness in South Eastern Melbourne about their wellbeing needs
Objective 2:	To build the capacity of service providers to be able to support and address the wellbeing needs of carers and families
Strategy 2.1:	To run a community innovation grant category for projects that aim to improve the wellbeing needs of the carers and families of people living with mental illness in South Eastern Melbourne
Objective 3:	To build the capacity of the carers and families of people living with mental illness to be able to better address their own wellbeing needs
Strategy 3.3:	To pilot a carer supervision project that involves monthly carer meetings and one on one support

Service System Navigation	
Goal:	To improve consumer, carer and service provider awareness around how to navigate the local mental health and supporting service systems
Objective 1:	To improve referral pathways between local mental health and social support services
Strategy 1.1:	To establish a network of local intake workers
Strategy 1.2:	To implement the SEMPIR support facilitator co-location plan
Strategy 1.3:	To ensure SEMPIR representation at all local relevant network meetings
Objective 2:	To raise community awareness regarding what services are available and how to access them
Strategy 2.1:	To deliver multiple community forums that promote what services provide and how to access services
Strategy 2.2:	To develop an online resource that can assist community members to navigate the service system.

Discharge & transition	
Goal:	People living with severe and persistent mental illness can experience a smooth transition of care between service providers
Objective 1:	To improve the transition for people living with severe and persistent mental illness between acute mental health services and community mental health support
Strategy 1.1:	To run a community innovation grant category for projects that aim to improve the transition of care between acute mental health services and community support services for people with severe and persistent mental illness

Service Delivery

Access to psychology & psychiatry services	
Goal:	People living with severe and persistent mental illness in South Eastern Melbourne have access to psychiatric assessment and treatment
Objective 1:	To increase access to psychiatric assessment and treatment for people with severe and persistent mental illness within the South Eastern Melbourne Region
Strategy 1.1:	To comprehensively map the current bulk billing psychologists and psychiatrists in South Eastern Melbourne
Strategy 1.2:	To go to tender for an outreach psychiatric service provider for a pilot project involving outreach psychiatric assessments and treatment in community service provider settings

GP Engagement	
Goal:	To increase GP engagement in the management of care for people living with severe and persistent mental illness in South Eastern Melbourne
Objective 1:	To increase GP referrals into the SEMPIR program
Strategy 1.1:	For SEMPIR to perform 'assertive intake' at key GP clinics within South Eastern Melbourne
Activity 1.1.1:	To allocate 0.2EFT of SEMPIR intake to become a GP engagement position
Objective 2:	To identify and address the barriers experienced by GPs to supporting people living with severe and persistent mental illness in South Eastern Melbourne
Strategy 2.1:	To establish a GP working group to identify and address the barriers experienced by GPs in referring to SEMPIR and supporting people living with severe and persistent mental illness

Peer Support	
Goal:	For people living with mental illness and service providers within South Eastern Melbourne to have increased access to mental health peer support roles
Objective 1:	To increase the utilization of peer support roles within mental health and support services in the South Eastern Melbourne Region
Strategy 1.1:	To incorporate and promote access to a peer support role within the SEMPIR team
Activity 1.1.1:	To recruit a consumer consultant to work within the SEMPIR team
Objective 2:	To build the capacity of people with mental health lived experience to participate in peer support models
Strategy 2.1:	To coordinate capacity building workshops for people with mental health lived experience living in South Eastern Melbourne to be able to become peer support workers

Recovery-oriented practice	
Goal:	To increase the number of organisations within the South Eastern Melbourne region who utilize the principles of recovery-oriented to mental health practice
Objective 1:	To build the capacity of mental health and community support services within South Eastern Melbourne to utilise recovery oriented principles in mental health practice
Strategy 1.1:	To develop and distribute a SEMPIR fact sheet around recovery-oriented principles of mental health practice
Strategy 1.2:	To run a community innovation grant category for projects that aim to build the capacity of mental health services within South Eastern Melbourne to become more recovery-oriented
Strategy 1.3:	To coordinate training workshops for service providers within South Eastern Melbourne on utilising recovery-oriented principles in mental health practice