

## Ministerial Communiqué Number 5

May 2014

### Recommissioning update

The recommissioning of Mental Health Community Support Services (MHCSS) is now complete and I am pleased to be able to announce the organisations that will deliver \$74 million of an annual total of \$110 million of community mental health services across Victoria.

The recommissioning process attracted many high quality submissions which is reflected in the quality and diversity of the providers that have been selected. Fifteen respondents, comprising twenty agencies in all, have been identified as the best providers to deliver MHCSS in the fifteen catchment areas. Details of these providers are in the attached table.

I congratulate all the successful applicants and thank all those not selected for their efforts throughout the process. I also appreciate the dedication of those who chose not to continue to deliver MHCSS.

This outcome is a result of more than three years of focused effort, discussion and planning across a great many people and organisations.

The sector's response to VICSERV's May 2012 'Community Managed Mental Health' paper and the Government's PDRSS Reform Framework Consultation paper released in April 2012 confirmed that consumers, carers, service providers and stakeholders are ready for change.

The government's Mental Health Community Support Services Reform Framework, released in July 2013, detailed how the current Psychiatric Disability Rehabilitation and Support Services system would be transformed.

This recommissioning process, which commenced in August 2013, is a critical step in reform. New arrangements will ensure that support is delivered effectively and efficiently, so that consumers get the best possible care and support from the investment we make in this sector.

The reforms are practical and grounded. They are about ensuring that people with a psychiatric disability receive the best possible support to live independently and with dignity in the community, and that their families and carers are well supported in their caring role.

They are also about making MHCSS an integral and integrated part of both the specialist mental health service system and our broader health and human service systems.

### New service delivery arrangements

Under these important reforms, we will move from rigid, siloed programs to flexible client support packages able to be tailored to the individual's needs and preferences. While supporting people to develop the life skills to live well in the community and better manage their mental illness remains central, there will be a stronger focus on helping clients to secure and maintain stable housing, develop relationships, improve their health and wellbeing, or find suitable employment.

The majority of the MHCSS funding (\$60 million per annum) will be spent on delivery of *Individualised Client Support Packages*. This includes \$2.5 million per annum in new funding.

Fourteen providers (involving 19 individual agencies) will deliver these support packages. In many catchments, clients will have the choice of three providers.

The second key change is the new local *intake assessment service* which will make it easy for people with a psychiatric disability and referring agencies to access support and to exercise more choice over this support.

People most in need will get priority access to minimise the development of a long-term disability and the social and economic disadvantage that can result.

Three agencies – the Australian Community Support Organisation (ACSO), Neami and EACH - will deliver this new function, organised to achieve consistency and economies of scale, while remaining closely linked with local services.

The third important part of the system is a revitalised *Youth Residential Rehabilitation* (YRR) program which will ensure that young people with complex mental health and associated problems get the support they need to recover.

Seven organisations will be responsible for delivering YRR services through the existing 16 sites across Victoria. The regionally-based approach to service delivery will better connect these services with other local mental health and wider youth oriented health and welfare services.

The fourth part of the new system will be the centralised planning function for each region. The independent planning function will give the Individualised Client Support Packages and the Youth Residential Rehab providers up-to-date, localised information about the needs of mental health clients in each region.

It will also support community mental health providers to participate in regionally-based planning and coordination platforms such as Services Connect, Public Health Services and Local Government Authorities.

## Supporting the transition and next steps

A key priority now is to ensure that current clients, their carers and families are supported to transition to the new arrangements with minimal disruption to their support.

The target commencement date for new funding and delivery arrangements is 1 August 2014.

To support a smooth transition to the new service delivery arrangements the Victorian Government has allocated \$2.3 million in a support package that will directly support clients, service providers and workers until 1 August and beyond.

The period of transition is crucial and I am confident that through good planning and goodwill, we all – government, providers and clients alike – will manage this with minimal disruption and with a focus on improving the client experience.

A range of transition support initiatives, as outlined in my previous Communiqué (Number 4 April 2014), will commence in coming weeks. Further details will be available shortly.

I would like to thank all those organisations that have agreed to assist with these activities, including vital ongoing support from the peak bodies VICSERV, the Victorian Mental Illness Awareness Council and the Victorian Mental Health Carers Network.

Transition planning with service providers will commence immediately, with Department of Health regional staff working closely with all providers – those to hand over delivery responsibilities, those continuing under new arrangements and new providers.

Good communications will be critical to this process. Regular information bulletins will be issued by the Department as the work progresses and a series of fact sheets on various aspects of the changes will be progressively released commencing this week.

To keep up to date on the progress of the reforms and access available information products you can visit [www.health.vic.gov.au/mentalhealth/pdrss-reform](http://www.health.vic.gov.au/mentalhealth/pdrss-reform).

I look forward to your continued interest and engagement in this important process of change.



**Hon Mary Wooldridge MP**  
Minister for Mental Health

Table 1: Approved Providers by Catchment and Function

**SOUTHERN METROPOLITAN REGION**

Locations		Approved Providers for MHCSS function			
Service catchment	Local government authorities	Individual Client Support Packages	Youth Residential Rehabilitation	Catchment-based Intake Assessment	Catchment-based Planning
Bayside	City of Bayside City of Glen Eira City of Kingston City of Port Phillip City of Stonnington	Inner South Community Health The Uniting Church of Australia (in partnership with Sacred Heart Mission)	Neami (Moorabbin)	Neami	The Uniting Church of Australia
South-Eastern Melbourne	Cardinia Shire City of Casey City of Greater Dandenong	EACH Ermha The Uniting Church of Australia (in partnership with Sacred Heart Mission)	Neami (Noble Park)	EACH	The Uniting Church of Australia
Frankston-Mornington Peninsula	City of Frankston Mornington Peninsula Shire	Peninsula Support Services Neami	Neami (Seaford)	Neami	Neami

## NORTH AND WEST METROPOLITAN REGION

Locations		Approved Providers for MHCSS function			
Service catchment	Local government areas covered	Individual Client Support Packages	Youth Residential Rehabilitation	Catchment-based Intake Assessment	Catchment-based Planning
Inner North Melbourne	City of Melbourne City of Moonee Valley City of Moreland City of Yarra	Neami cohealth <sup>1</sup> Mind Australia	cohealth (Essendon)	Neami	cohealth
North Melbourne	City of Banyule City of Darebin City of Whittlesea Shire of Nillumbik	Neami cohealth Mind Australia	cohealth (Reservoir) Mind Australia (Rosanna)	EACH	cohealth
North Western Melbourne	City of Brimbank City of Hume City of Maribyrnong Shire of Melton	Neami Break Thru People Solutions cohealth	cohealth (St Albans)	Neami	cohealth
South Western Melbourne	City of Hobsons Bay City of Wyndham	Neami cohealth	N/A	Neami	cohealth

<sup>1</sup> cohealth is the legal name of a recently merged entity comprising Dousta Galla Community Health, North Yarra Community Health and Western Region Health Centre.

## EASTERN METROPOLITAN REGION

Locations		Approved Providers for MHCSS function			
Service catchment	Local government areas covered	Individual Client Support Packages	Youth Residential Rehabilitation	Catchment-based Intake Assessment	Catchment-based Planning
Inner East Melbourne	City of Boroondara City of Manningham City of Monash City of Whitehorse	EACH  Neami  The Uniting Church of Australia	EACH (Box Hill)  Neami (Hawthorn)	EACH	EACH
Eastern Melbourne	City of Knox City of Maroondah Shire of Yarra Ranges	EACH  Neami	EACH (Wantirna)	EACH	EACH

**GIPPSLAND REGION**

Locations		Approved Providers for MHCSS function			
Service catchment	Local government areas covered	Individual Client Support Packages	Youth Residential Rehabilitation	Catchment-based Intake Assessment	Catchment-based Planning
Gippsland	Shire of Bass Coast Shire of Wellington Shire of East Gippsland Shire of South Gippsland	SNAP Gippsland	Mind Australia (Traralgon)	Australian Community Support Organisation (ACSO)	Mind Australia
	City of Latrobe Shire of Baw Baw	Mind Australia			

## HUME REGION

Locations		Approved Providers for MHCSS function			
Service catchment	Local government areas covered	Individual Client Support Packages	Youth Residential Rehabilitation	Catchment-based Intake Assessment	Catchment-based Planning
Goulburn Valley	City of Greater Shepparton Shire of Mitchell Shire of Moira Shire of Murrindindi Shire of Strathbogie	Mental Illness Fellowship Victoria	Mental Illness Fellowship Victoria (Shepparton)	Australian Community Support Organisation (ACSO)	Mental Illness Fellowship Victoria
Hume	Rural City of Benalla Rural City of Wangaratta Rural City of Wodonga Shire of Alpine Shire of Indigo Shire of Mansfield Shire of Towong	Mind Australia	Mind Australia (Wodonga)	Australian Community Support Organisation (ACSO)	Mind Australia

**GRAMPIANS REGION**

Locations		Approved Providers for MHCSS function			
Service catchment	Local government areas covered	Individual Client Support Packages	Youth Residential Rehabilitation	Catchment-based Intake Assessment	Catchment-based Planning
Grampians	City of Ballarat Rural City of Ararat Shire of Hepburn Rural City of Horsham Shire of Golden Plains Shire of Hindmarsh Shire of Moorabool Shire of North Grampians Shire of Pyrenees Shire of West Wimmera Shire of Yarriambiack	Wimmera UnitingCare (in partnership with Ballarat UnitingCare)  Mental Illness Fellowship Victoria	Wimmera UnitingCare (Ballarat)	Australian Community Support Organisation (ACSO)	Wimmera UnitingCare

## LODDON MALLEE REGION

Locations		Approved Providers for MHCSS function			
Service catchment	Local government areas covered	Individual Client Support Packages	Youth Residential Rehabilitation	Catchment-based Intake Assessment	Catchment-based Planning
Loddon Mallee	Rural City of Mildura Rural City of Swan Hill Shire of Buloke Shire of Gannawarra	St Luke's Anglicare (in partnership with Mallee Family Care)	Australian Community Support Organisation (ACSO) (Bendigo)	Australian Community Support Organisation (ACSO)	St Luke's Anglicare
	Greater City of Bendigo Shire of Campaspe Shire of Central Goldfields Shire of Loddon Shire of Macedon Ranges Shire of Mount Alexander	Care Connect (in partnership with Life without Barriers and Aftercare)  Mind Australia			

**BARWON SOUTH WESTERN REGION**

Locations		Approved Providers for MHCSS function			
Service catchment	Local government areas covered	Individual Client Support Packages	Youth Residential Rehabilitation	Catchment-based Intake Assessment	Catchment-based Planning
Great South Coast	City of Warrnambool Shire of Corangamite Shire of Glenelg Shire of Moyne Shire of Southern Grampians	Mental Illness Fellowship Victoria	Mental Illness Fellowship Victoria (Warrnambool)	Australian Community Support Organisation (ACSO)	Mental Illness Fellowship Victoria