

Mental Health and Wellbeing Local

Local Services Whittlesea



Local Mental Health & Wellbeing Services

- The Royal Commission into Victoria's Mental Health System recommended 50 to 60 new Local Adult and Older Adult Mental Health and Wellbeing Services be established across Victoria by the end of 2026.
- Providing a welcoming front door to the public mental health and wellbeing system. Local Services will aim to close the service gap in the mental health and wellbeing system for Victorians experiencing mental illness and psychological distress.
- Local Services will provide easy to access, high quality treatment, care and support for people aged 26 years and over experiencing mental illness or psychological distress, including those with co-occurring substance use or addiction, whose needs cannot be met by primary and secondary mental health care providers alone, but who do not require intensive episodic or ongoing care from tertiary area mental health and wellbeing services.



Local Mental Health & Wellbeing Services

- Whittlesea: Neami National in partnership with Drummond St Services, Uniting Vic Tas and Victorian Aboriginal Health Service
- Multidisciplinary workforce consisting of Mental Health Clinicians, Peer Support Workers, Family Workers, AOD Practitioners, LGBTIQ+ Workers and Social and Emotional Wellbeing Workers
- Staged implementation, beginning with phone and telehealth in October, and moving to full outreach and Centre-based activities in early 2023



Where Locals Fit Within The System



Whittlesea Local staffing profile

Neami Staff - 50% lived experience roles

Neami

- Clinical Service Manager
- Lived Experience Service Manager
- Peer Leads
- Peer Workers
- Clinical Leads
- Mental Health Clinicians
- Health Coaches (Social Prescribing)

Drummond Street

- Service Manager Families, LGBTIQ+
- Family and Carer Support Workers and LGBTIQ+ Workers

Uniting Vic Tas

- AOD Clinicians

VAHS

- Social and Emotional Wellbeing Workers



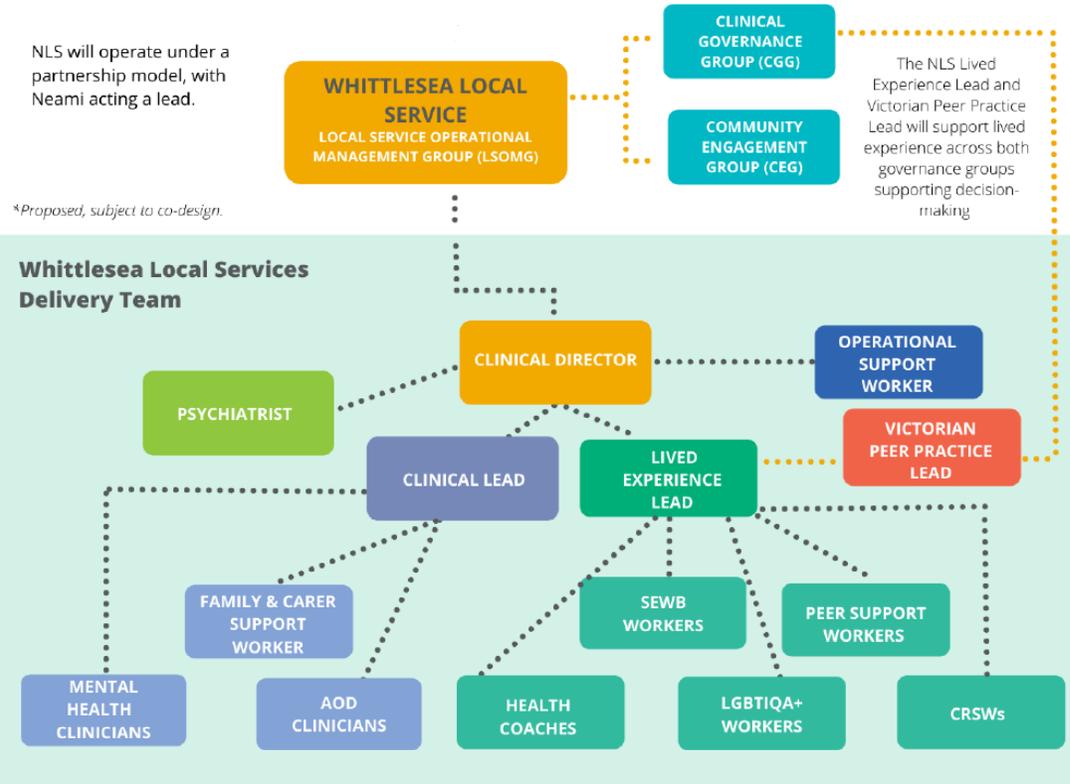
Neami Local Service Governance

Whittlesea NLS Governance*

NLS will operate under a partnership model, with Neami acting a lead.

**Proposed, subject to co-design.*

Whittlesea Local Services Delivery Team



Access to Whittlesea Local

- Self referral, family carer or other service provider
- A free service, no appointment or referral needed, people can just walk in the door
- Operating hours (eventually) Monday – Saturday 9am – 8pm and Sunday by appointment
- The service will offer outreach support, clinical, groups, telephone , telehealth and site based services and will scale up over the coming months
- Level of need determined by using IAR tool level 5 would be referred on to NAMHS



Initial Assessment and Referral Tool (IAR)

- The IAR is a tool to assist GP's and clinicians to recommend the most appropriate level of care for a person seeking mental health support. It is an initiative of the Australian Department of Health. All Local Mental Health and Wellbeing Services will be utilising the IAR.
- IAR Gathers information in a series of domains to guide decisions about appropriate next steps
- There are 8 domains ranging from symptom severity and distress, risk of harm, functioning, impact on coexisting conditions, treatment and recovery history, social and environmental stressors, family and other supports, engagement and motivation.
- The information gathered through the IAR is then used to recommend a service type and intensity (level of care) and inform referral decisions.



Levels of Care



Levels of Care

- Any person who receives a recommended level of care of 5 will be referred to specialist Area Mental Health Services, and the Whittlesea Local will be able to make this referral directly.
- The Whittlesea Local will primarily be supporting people seeking mental health care who are considered to sit within the 2-4 recommended level of care.
- The Whittlesea Local will be able to offer up to 12 months of support.



Principles of Care

- Engagement driven and responsive
- Dignity, rights and responsibilities
- Recovery focused and person-centred
- Local, accessible and appropriate
- Right care in the right place at the right time
- Carer and family engagement and inclusion
- Achieving best outcomes for consumers
- Collaborative and integrated
- Delivered by a high quality, skilled, diverse and multidisciplinary workforce



Supports Available

- A range of short–medium term clinical/ non-clinical supports
- Collaborative care planning
- Strategies for supports priority cohorts within target populations (Older adults, people with dual diagnosis, people with dual disability)
- Tailored strategies and approaches for target groups (Aboriginal and Torres Strait Islander persons, Culturally and Linguistically Diverse, LGBTIQ+)
- Comprehensive intake and assessment
- Health Coaches delivering Social Prescribing service
- Supports offered include:
 - Wellbeing supports
 - Treatment including psychological & psychotherapeutic therapies
 - Education, peer support and self-help
 - Care planning & coordination
 - Neami’s group-based coaching & support programs
 - Psychiatric assessments and treatment
- Free, no appointment necessary and no referral required



Out-of-Scope

Providers of a Local Service will not deliver the following service types:

- A crisis outreach response for people with a mental illness experiencing a crisis/urgent need. When established, Area Services will deliver a 24 hour a day, seven day a week telephone/telehealth crisis response service which will provide crisis assessment and immediate support for people of all ages, complemented by a dedicated crisis outreach response, as part of the reformed mental health and wellbeing system.
- Residential and non-residential AOD withdrawal and rehabilitation services.
- Disability support to a consumer that is a participant of the National Disability Insurance Scheme (NDIS) and is in receipt of an individualised funding package. Any support provided by a Local Service to a NDIS participant will complement but not duplicate disability supports funded by the NDIS.



Any Questions?





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