

Child and Youth Pathways – Western Mental Health Project Package



Child and Youth Pathways – Western Mental Health Project is part of the Community Mental Health Planning and Service Coordination (CMHPSC) Initiative that supports implementation of the Victorian Mental Health Reform Strategy at the local level, engaging a range of agencies to improve mental health outcomes for local communities.

The project aims to provide the young people with mental health issues living in Melton and Wyndham with the best possible opportunity to receive the appropriate referral in a timely manner to the most appropriate service provider.

As a part of the project the Forum was held in November 2011. The purpose of the forum was to share knowledge and insight of mental health services in Wyndham and Melton and to identify the main issues and gaps. Based on the Forum outcomes the following recommendations have been made for the Project:

1. Develop service coordination model in child and youth mental health in Wyndham and Melton
2. Facilitate information sharing and access to information
3. Prepare discussion paper including gaps and service coordination issues in Wyndham and Melton based on forum findings and community consultations

One of the project outcomes was development of ***the Child and Youth Pathways Package*** that aims to:

- Improve referral pathways and service coordination
- Improve information sharing between the services
- Improve communication between the services
- Scope professional development options

The Package includes the following tools and resources for the service providers in Wyndham and Melton:

- Mental health referral pathways roadmap tool
- Map of available mental health services in Wyndham and Melton
- List of child, youth and mental health networks in Wyndham and Melton
- Mental health training calendar
- Training options in service coordination and e-referral
- Service coordination issues in child and youth mental health services in Wyndham and Melton discussion paper

The ***Child and Youth Pathways Package*** will be particularly useful for new staff as well as managers, team leaders, clinicians and intake workers from: mental health services, education services (including school staff engaged in welfare and support roles), alcohol and other drug services local youth services, early years providers, organisations working with young people from CALD background and other service organisations working with young people in Wyndham and Melton.

The ***Child and Youth Pathways Package*** can be found at the HealthWest's website www.healthwest.org.au

In addition to receive an up-to date information about the Child and Youth Pathways Project and other mental health initiatives, resources and training opportunities sign up to HealthWest fortnightly E-Bulletin at <http://healthwest.org.au/news/e-bulletin-sign-up.html>

If you have any questions or require further information please contact Agnieszka Kleparska, Service Coordination Project Officer, on 9017 5843 or email agnieszka.kleparska@healthwest.org.au

Child and Youth Pathways Package Components

The **Child and Youth Pathways Package** was developed to build capacity of wide range of agencies to provide the young people with mental health issues living in Melton and Wyndham with the best possible opportunity to receive the appropriate referral in a timely manner to the most appropriate service provider.

The **Child and Youth Pathways Package** includes the following tools and resources for service providers in Wyndham and Melton:

1. Mental health referral pathways roadmap tool

This tool has been developed as a guide for professionals to refer children and young people with mental health issues to the appropriate services. This tool is based on the Chronic Care Model - service delivery framework for supporting people with long-term conditions. This triaging tool is based on the severity of mental health issues and provides different options of care provided by primary, secondary and tertiary services.

2. Map of available mental health services in Wyndham and Melton

This resource has been developed as a guide to services that are available in Wyndham and Melton to assist and support children and young people with mental health issues. The services are grouped by category (primary, secondary and tertiary services) and type such as clinical mental health, community managed mental health, family, youth support, drug and alcohol, housing and other services. This resource has been design to help professionals to navigate the mental health system and chose the appropriate service for children and young people.

3. List of child, youth and mental health networks in Wyndham and Melton

The aim of this resource is to improve information sharing and communication between the services. It can be used as an orientation tool for new workers as well as a reference point for existing workers.

4. Mental health training calendar

This resource provides a list of mental health and other related training providers. The aim of this resource is to build capacity of primary care services to respond to the needs of children and young people with mental health issues.

5. Training options in service coordination and e-referral

This resource provides options of available training and support around improving service coordination and e-referral.

6. Service coordination issues in child and youth mental health services in Wyndham and Melton discussion paper

This discussion paper highlights the issues faced by mental health services and consumers in Wyndham and Melton and provides recommendations.

What is Service Coordination?

Clients with multiple and sometimes complex needs will require multiple services from a range of programs. This requires a coordinated approach that ensures services work together.

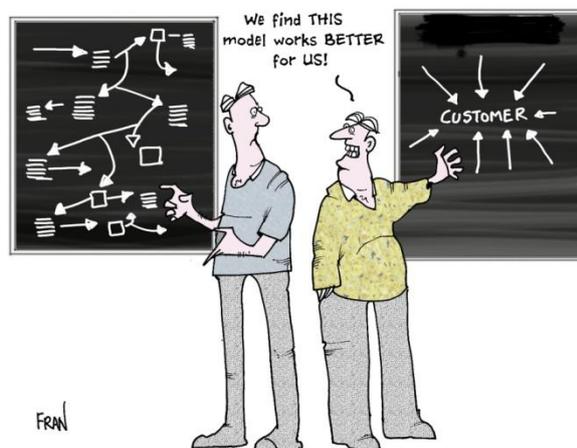
Service Coordination 'sees agencies come together to agree on how they will coordinate their services and communicate better with each other so consumers experience a more holistic health system'.¹ Service Coordination enables services to function independently while working in a coordinated way to provide shared consumers with a seamless and integrated response.

Service Coordination is supported by the *Victorian Service Coordination Practice Manual* that clarifies and documents how business is done between agencies for shared consumers. It defines agreed practices, processes, protocols and systems which support Service Coordination across Victoria.

Service Coordination is underpinned by the **key principles**:

1. A central focus on consumers
2. Partnerships and collaboration
3. The social model of health
4. Competent staff
5. A duty of care
6. Protection of consumer information
7. Engagement of other sectors
8. Consistency in practice standards

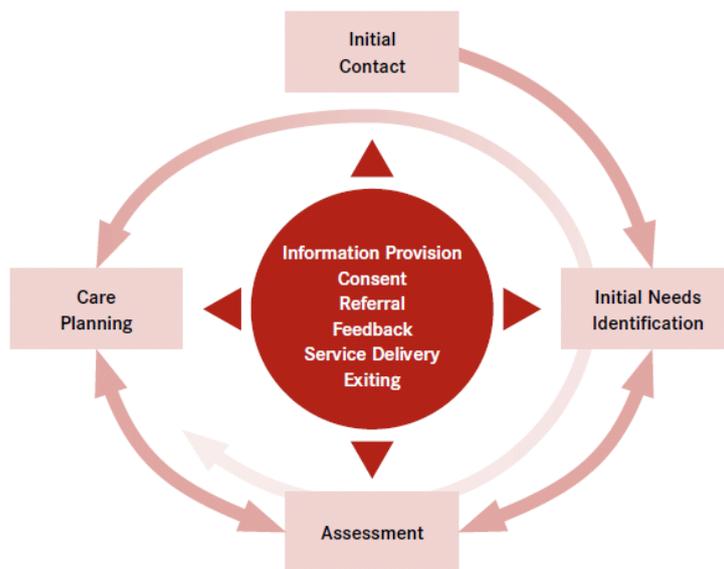
The **key Service Coordination elements** have been identified as priorities for action. All of the elements are already established in one form or another across the primary care sector. The terms to describe them are the terms of convenience. The Service Coordination framework aims to define them, show how they can be linked and to establish a basis of common language. Service coordination elements are implemented in a range of ways to suit the consumer groups and service provider settings.



Service coordination aims to place consumers at the center of service delivery ensuring that they have access to the services they need, opportunities for early intervention and health promotion and improved health outcomes.

¹ Victorian Department of Human Services, 2005 Service Coordination: Achieving tangible benefits through a partnership approach, Melbourne, accessed http://www.health.vic.gov.au/pcps/downloads/publications/kpmgrpt_jul05.pdf

Service coordination elements



Electronic management of health information is an excellent tool for enhancing service coordination and delivering safer, more efficient and integrated health care and services.

Electronic referral (e-Referral) enables client information to be sent and received using encrypted email across a secure platform. Secure e-Referral systems support Service Coordination by:

- encouraging good communication between services, providing an opportunity to easily send a referral, acknowledge the referral and inform on referral outcomes
- reducing duplication of information
- enhancing and improving the security of consumer information

More information about Service Coordination Framework is available at the Department of Health website <http://www.health.vic.gov.au/pcps/coordination/overview.htm>

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