

Attachment D: Jurisdictional Report for QLD

Key to Queensland's role in National Implementation Strategy:

Queensland to lead national implementation of action

Queensland to participate in national implementation Sub-Group

<p>1. Improve community and service understanding and attitudes through a sustained and comprehensive national stigma reduction strategy.</p>	<p>The Queensland Government is committed to improving community and service understanding and attitudes towards mental health and stigma reduction and is currently engaged in a number of projects that will support the development of a national stigma reduction strategy. These include:</p> <p><i>Queensland Centre for Mental Health Promotion, Prevention and Early Intervention</i> The Queensland Plan for Mental Health 2007-2017 (QPMH) identifies mental health promotion, prevention and early intervention as one of five priority areas. The Queensland Centre for Mental Health Promotion, Prevention and Early Intervention (QCMHPPEI) has been established to progress a comprehensive, whole of community approach to enhance individual and community wellbeing, and prevent and intervene early with mental illness. Planning and implementing a suite of linked activities aimed at improving the accuracy and quality of the knowledge and attitudes towards mental illness across the community as well as within key sectors is currently being progressed. Actions to specifically address the stigma experienced by people living with mental illness are also occurring. A national approach to a stigma reduction strategy is supported.</p> <p><i>The Queensland Health Consumer, Carer and Family Participation Framework (CCFPF)</i> Due to be launched in 2010, the CCFPF is a resource to support mental health services in engaging with consumers, carers and family members. Implementation strategies aim to enhance mental health services understanding of, and attitudes towards, consumers, carers and families, thereby reducing stigma.</p> <p><i>Forensic Mental Health Community Awareness Initiative</i> A website has been designed to help people understand the Queensland Forensic Mental Health System which responds to people with a mental illness who have been charged with an offence. In addition to a wide range of information for the general public, the website includes specific sections for media professionals and a resource kit for indigenous communities. The section specifically designed for media professionals includes facts, statistics and definitions and common myths. Through accurate reporting, the media can play a very important role in increasing community understanding and reducing the stigma associated with mental illness and people living with a mental illness.</p>
<p>2. Coordinate the health, education and employment sectors to expand supported education, employment and vocational programs which are linked to mental health programs.</p>	<p>The Queensland Government currently provides a number of initiatives aimed at coordinating vocational and educational programs with mental health services and recognising the contribution of education and employment outcomes in mental health and wellbeing. These include:</p> <p><i>Queensland Health Employment Specialist Initiative</i> The Queensland Government recognises integrating vocational services in to public mental health services can contribute to psychosocial rehabilitation for consumers. This initiative engages employment specialists from Disability Employment Service providers to work within a Queensland Health public mental health service team. These co-located positions offer opportunities to:</p> <ul style="list-style-type: none"> • synchronise employment with mental health; and • form normalising views of consumers as job seekers. <p>Eight demonstration sites are participating in the initiative and are currently undergoing evaluation with a view to expanding the model to include an employment specialist within each team by 2017.</p>

	<p>Social Inclusion and Recovery Working Group The Statewide Mental Health Network is a statewide advisory group formed to guide the development of public Mental Health Services. The Community Sub Network has formed this working group to identify key strategies establish practices within public Mental Health Services that promote social inclusion and recovery. A key aspect of this involves improving vocational and educational options for mental health consumers.</p> <p>Clubhouse style initiatives The Department of Communities currently provides pre-vocational training and clubhouses style initiatives to mental health consumers through community organisations.</p> <p>Work 'n' Place Project (Skilling Queenslanders for Work Initiative) The Department of Employment, Economic Development and Innovation is committed over 5 years (2006-2011) under the Skilling Queenslanders for Work program to assist 100 persons with a mental illness each year across Queensland, under the Work 'n' Place project with the Mental Health Association of Queensland.</p> <p>Hero's Journey Project (Skilling Queenslanders for Work Initiative) Following the successful pilot in 2007/08 under the Participate in Prosperity program, the Department of Employment, Economic Development and Innovation has committed a total of \$796,350 to the Hero's Journey project with the Mental Health Association of Queensland. The project, currently in its second year, aims to strengthen the capacity of people facing substantial barriers to access opportunities such as training and entry into the workforce. The project will assist 90 persons with a mental illness in the South West Metropolitan corridor.</p> <p>Social Enterprises The Queensland Government Social Enterprises initiative will seed the development and establishment of 4-6 social enterprises across Queensland which will provide vocational skills and employment opportunities for people with mental illness.</p>
<p>3. Improve coordination between primary care and specialist mental health services in the community to enhance consumer choice and facilitate 'wrap-around' service provision.</p>	<p>The Queensland Government is currently engaged in a number of activities aimed at improving coordination between primary care and specialist mental health services in the community. These activities will inform the development of a national approach to implementing this action under the Fourth Plan. Statewide activities to improve coordination between primary care and specialist mental health services include:</p> <p>Partners in Mind (PIM): Implementation of the Queensland Framework for Primary Mental Health Care Queensland Health supports the implementation of the Queensland Framework for Primary Mental Health Care through the PIM initiative. The Framework guides system reform and identifies a range of strategies at the local and state level to support a more integrated and effective primary mental health care system. It places an emphasis on partnerships and joint planning, education and training, resources, policy and processes, and increasing the understanding and use of available resources and initiatives.</p> <p>Queensland Health has funded General Practice Queensland (GPQ) to lead the implementation of the PIM initiative in 12 sites across Queensland. Within these sites, the public mental health service and Division of General Practice are working collaboratively to increase the capacity of the primary care sector to meet clients' needs, better integrate the public and private mental health care services and improve continuity of care.</p> <p>Queensland Health Primary Care Liaison Officer Positions As part of the QPMH, Queensland Health has established 10 Primary Care Liaison Officer (PCLO) positions across Queensland based within public mental health services. The PCLOs are responsible for leading the implementation of the PIM initiative within their local public mental health service and will liaise with relevant stakeholders to improve existing systems and processes between the primary care and specialist mental health services.</p>

The Statewide Mental Health Network

The Statewide Mental Health Network is a statewide advisory group formed to guide the development of public Mental Health Services. The Community Sub Network has formed a working group to identify strategies to strengthen relationships and referral pathways between public mental health services and other services including primary care.

Care Coordination Model

The Queensland Government prioritises improved systems coordination for consumers with severe mental illness under this initiative. With a focus on the specific needs of the individual consumer, 20 Service Integration Coordinators positions located in public mental health services were established to work with service providers to build capacity and increase collaboration between local organisations to meet these needs. Currently in its second year of implementation, this initiative provides flexible, tailored and coordinated care to Queenslanders with severe mental illness while building sustainability in to the sector for the longer term.

The Care Coordination Model has been founded on the following principles:

- Person centred and consumer driven;
- Carer and family inclusive;
- Recovery orientated; and
- Socially inclusive.

Time Out House Initiative (TOHI)

TOHI is a collaborative initiative between Department of Communities and the Queensland Alliance in partnership with Queensland Health and Queensland Treasury. The Queensland Government is currently running a three year pilot program in two communities (one metropolitan and one regional) to support young people aged 18 to 25 years with early signs and symptoms of mental illness. Services are provided by non-government organisations and Divisions of General Practice in collaboration with a range of local youth and health services to enable a seamless transition to a range of medium and long term support services for the young person.

Perinatal and Infant Mental Health Universal Risk Assessment and Referral Pathways Framework

A statewide and cross sectoral Perinatal and Infant Mental Health Advisory Group has been established to progress key perinatal and infant mental health service development priorities. Membership includes specialist mental health service providers across the government and private sectors, maternity and child health services, and General Practitioners.

This group has established a statewide Perinatal and Infant Mental Health Universal Risk Assessment and Referral Pathways Framework which forms the basis of cross sectoral workforce development initiatives, local partnership development and the identification and promotion of pathways to care.

Queensland Emergency Department Follow-Up Care Project

The Queensland Emergency Department Follow-Up Care Project is being piloted during 2009-2010 and 2010-2011. It aims to improve discharge planning, engagement with a medical practitioner, referral and community support for people who are at-risk of deliberate self-harm/suicide. The project will enhance clear and effective linkages between Divisions of General Practice, general practice services, clinical staff within hospital emergency departments, and relevant community based services.

Queensland Government Suicide Prevention Action Plan (QGSPAP)

The QGSPAP currently under development will consolidate and expand actions aimed at ensuring people at risk of suicide are better able to access appropriate clinical and community based services, including primary care, through improved service coordination at the local level.

4. Adopt a recovery oriented culture within mental health services, underpinned by appropriate values and service models.

The Queensland Government is committed to promoting a recovery oriented culture within all mental health services. This commitment is supported by a number of key policy documents and sector development activities. These include:

Recovery Oriented Mentoring Program (ROMP) Pilot

This active learning program supports mental health leaders from government and non-government organisations to implement strategies towards recovery oriented system transformation.

Recovery Oriented Certificate IV (ROC IV)

Department of Communities has funded this initiative in partnership with the Department of Education and Training and other stakeholders to train Vocational Education and Training providers in the delivery and content development of a recovery oriented certificate IV in Mental Health.

The development of the Queensland Health Recovery Framework

The Recovery Framework assists public mental health services to create and sustain recovery oriented systems of care. This framework is currently under review and will be completed in 2010.

The draft Queensland Plan for the Mental Health Community Sector 2009-17

The Department of Communities is developing a *Queensland Plan for the Mental Health Community Sector 2009-17*, framed in the context of self agency and self management and the range of support agencies developed will take account of this.

The Model of Service Project

The Community Sub Network of the Statewide Mental Health Network has formed a working group to identify key strategies to ensure recovery oriented practice in public mental health services. The working group will ensure that the Model of Service guidelines for public mental health services reflect recovery oriented care.

Implementation of the Queensland Health Consumer, Carer and Family Participation Framework

The Framework provides a guide to adopting a consumer driven, recovery oriented, and carer and family inclusive mental health service model. The Framework provides direction to mental health services across the state regarding enhancing participation at the local level. Priority Area 2 of the Framework to be implemented in 2010 is *Consumer-directed recovery planning and carer and family participation in recovery planning processes*.

Real Lives, Real People, Real Journeys DVD.

The Queensland Centre for Mental Health Learning has developed a Recovery DVD. This 20 minute DVD will contribute to the development of a recovery oriented culture through showcasing service providers, consumers and carers sharing their personal stories and recovery journeys. The DVD is designed to be used in staff orientation programs, mental health education/training activities, marketing activities amongst undergraduate students, recruitment activities, and at initial supervision sessions

Development and Implementation of a Consumer Perceptions of Care (CPOC) Survey

The CPOC Project aims to develop and implement a framework to facilitate regular measurement and reporting of CPOC information to support service evaluation, quality improvement and benchmarking. Perceptions of care – feedback for service improvement. The CPOC survey will contribute to recovery oriented mental health services through providing and empowering consumers in the improvement of service delivery.

<p>5. Develop integrated programs between mental health support services and housing agencies to provide tailored assistance to people with mental illness and mental health problems living in the community.</p>	<p>The Queensland Government is currently engaged in both strategic planning activities and the delivery of innovative programs that integrate housing and mental health support services. Policy and reform activities include the development of a draft Queensland Plan for the Mental Health Community Sector 2009-17 which proposes a range of strategies for social housing options for people with mental illness including those who are at risk of homelessness. Current initiatives include:</p> <p><i>Housing & Support Program (HASP)</i> The HASP program provides social housing with clinical and non clinical support to enable people with a psychiatric disability to live in their own homes. HASP offers housing support to consumers in a range of locations across Queensland. The program is an innovative and collaborative partnership between Queensland Health, Department of Communities and the non-government sector.</p> <p><i>Transitional Housing Program</i> This program is designed to provide up to six months transitional housing for individuals who are current inpatients of acute mental health units who, if discharged, would be homeless or at risk of homelessness. The service provides non clinical supports to people with a mental illness to facilitate re-engagement in the community and personal skills development. Collaborative partnerships with the non-government sector form a key element of the program to ensure a smooth transition into long term housing and support options.</p> <p><i>Transitional Recovery Program</i> Provides support services through the non-government sector to enable people with a mental illness to transition from acute or extended treatment facilities to community living.</p> <p><i>Transition from Correctional Facilities Program</i> Provides non-clinical support for people with a mental illness to transition from corrective facilities to accommodation in the community.</p> <p><i>Resident Recovery Program</i> The Resident Recovery Program is designed to support people with a mental illness living in marginalised housing (boarding houses and hostels) who regularly transition between homelessness, Queensland Health acute care inpatient facilities and private residential rental services.</p> <p>The Resident Recovery Program promotes positive mental health to prevent hospitalisation and relapse. It encourages community participation and inclusion. It has strong links to a recovery framework and promotes recovery in individuals. The funded non-government organisations work in collaboration with Community Mental Health and the consumer to actively support them to live in the community.</p>
<p>6. Develop integrated approaches between housing, justice, community and aged care sectors to facilitate access to mental health programs for people at risk of homelessness and other forms of disadvantage.</p>	<p>The Queensland Government is committed to developing and implementing integrated approaches between sectors to facilitate access to mental health programs for people at risk of homelessness and other forms of disadvantage. Current activities include:</p> <p><i>Housing & Support Program (HASP)</i> - Please refer to Action 5 for details</p> <p><i>Transitional Housing Program</i> - Please refer to Action 5 for details</p> <p><i>Prison Mental Health Service Transition Coordination Program</i> The Prison Mental Health Service offers the Transition Coordination Program to a limited number of people being discharged from custody with complex mental health and psychosocial needs. The primary goal of this program is to ensure that consumer's are able to access mental health care follow-up in the community, and have basic essentials for release, such as accommodation, and access to crisis support payments.</p> <p><i>Transition Support Program</i></p>

	<p>The Transition Support Program is provided by approved non-government agencies specialising in the provision of psychosocial support to people over 18 years with a mental illness who are to be released from correctional facilities. The majority of Transition Coordination Program participants are referred to this service, and are provided with up to six months of intensive support by the non-government agency after release.</p> <p>Transitional Recovery Program Provides support services through the non-government sector to enable people with a mental illness to transition from acute or extended treatment facilities to community living.</p> <p>The development of a new Queensland Health Forensic Mental Health Policy Queensland Health is working with other Queensland government agencies and the non-government sector to develop a new Queensland Health Forensic Mental Health Policy for release in 2010. The policy will ensure that people who have a mental illness and who are involved with the criminal justice system, or who are at risk of becoming involved in the criminal justice system, have access to appropriate mental health care. The policy will aim for an integrated approach to care across the police, justice, corrections and health portfolios.</p> <p>Homeless Health Outreach Teams (HHOT) Queensland Health has funded HHOT in five locations across Queensland to provide comprehensive assessment, case management, and intervention for homeless persons who are experiencing mental illness. A further two teams will commence in 2010 with HHOT operating in a total of seven sites across Queensland.</p> <p>Resident Recovery Program Assists people with a mental illness who regularly transition between homelessness, Queensland Health acute care inpatient facilities and private residential services (boarding houses and hostels).</p> <p>Community Sub Network The Community Sub Network of the Statewide Mental Health Network has formed a working group to identify key strategies to strengthen relationships, referral pathways and access between public mental health services and other services.</p>
<p>7. Lead the development of coordinated actions to implement a renewed Aboriginal and Torres Straits Islander Social and Emotional Well Being Framework.</p>	<p>The Queensland Government is well placed to support the development and implement a renewed Aboriginal and Torres Straits Islander Social and Emotional Well Being Framework. A well established SWMHN subnetwork provides strategic advice in regards to the development, implementation and ongoing monitoring of mental health services that are responsive to the needs of Aboriginal and Torres Strait Islander consumers in Queensland.</p> <p>Other current and planned activities that will support the implementation of a renewed Aboriginal and Torres Straits Islander Social and Emotional Well Being Framework include:</p> <p>The establishment of an Aboriginal and Torres Strait Islander Hub The Queensland Government is committed under the QPMH to the establishment of a specialist hub of expertise to provide leadership and oversight of the development of service models, workforce and partnerships and to provide support to Aboriginal and Torres Strait Islander workers in the development and delivery of clinical services. Queensland Health is currently engaged in scoping a model for the hub, identification of directions and potential structure, activities and governance models in relation to broader internal and external partners.</p> <p>Culturally Specific Mental Health Programs The Queensland Government currently provides culturally specific mental health programs through Aboriginal and Torres Strait Islander organisations in Far North Queensland. The programs include the Creative Recovery Mental Health Program, a community based art project in remote Cape York communities specifically committed to the recovery from mental illness of people from an Aboriginal and Torres Strait Islander background.</p>

	<p>Capacity Building Activities in Aboriginal and Torres Strait Islander Health Services The Queensland Government supports the Queensland Aboriginal and Islander Health Council (QAIHC) to enhance the mental health capacity of Indigenous Health Services to compete for new funding available from the State and Commonwealth governments.</p> <p>The LIFE Promotion Program Provides suicide prevention programs and support in three Indigenous communities in North Queensland.</p>
<p>8. Work with schools, workplaces and communities to deliver programs to improve mental health literacy and enhance resilience.</p>	<p>The Queensland Government is currently engaged in a number of activities to improve mental health literacy and enhance resilience at both strategic planning and service delivery levels. The Queensland Centre for Mental Health Promotion, Prevention and Early Intervention, established under the Queensland Plan for Mental Health 2007-2017, provides leadership in this area. The Department of Communities also provides support for non government organisations to visit schools and increase the mental health literacy of secondary students.</p> <p>Other activities that will contribute to the implementation of this action include:</p> <p>The development of a Mental Health Literacy Plan One of the key actions for the Queensland Centre for Mental Health Promotion, Prevention and Early Intervention is to improve mental health literacy and capacity in non clinical workers in key government and non government services, carers and the general community. The development of a MH Literacy Plan is scheduled for 2010.</p> <p>A statewide approach to Mental Health First Aid (MHFA) A statewide approach for MHFA is being developed which aims to facilitate improved delivery and coordination of training to target groups and areas of need. For example, a Youth MHFA Instructor Training Course was conducted in 2009, followed by the establishment of a Youth MHFA Instructors Network. Groups identified to target for ongoing Youth MHFA training include child protection, alcohol and drug workers, youth workers, non-government organisations working with young people, secondary school staff, and rural and remote communities. Mental Health First Aid for Carers, is also being rolled out to four sites across Queensland in 2009-10.</p> <p>Ed-LinQ: Strengthening partnerships between school communities and child and youth mental health services Ed-LinQ is a Queensland Health program aimed at strengthening partnerships between school communities and child and youth mental health services to improve the detection and management of mental health problems in children and young people. The program includes the development and implementation of a professional development and training program for health care professionals, education personnel and other key stakeholders.</p> <p>The development of resources for non Mental Health Nurses Queensland Health is working with the Hunter Institute of Mental Health on the adaptation of the MIND (Mental Illness Nursing Documents) Essentials resource; a MH literacy resource targeting non MH nurses.</p> <p>Older Persons Mental Health and Emotional Wellbeing Project Will develop and deliver a sustainable training program aimed at increasing the awareness of HACC staff to promote mental health and wellbeing and prevention of mental health disorders, for older persons in Queensland</p> <p>Mental Health Week Promotion Queensland Health leads the cross government and cross sector coordination of awareness raising and health promotion activities.</p> <p>Development of Human Psychosocial Framework Enhancing Community Resilience Queensland Health is currently leading the on-going development of human social (psychosocial) framework enhancing communities' resilience in responding to disasters. Specific activities include the delivery of Psychological First Aid to staff of Queensland Health, other Government and non-</p>

	<p>government agencies involved in disaster response and recovery activities.</p> <p>Foundations of Psychosocial Disaster Management: Disaster Connect Developed in collaboration with New Zealand Ministry of Health, University of Western Sydney and the Australian Homeland Security Research Centre. Training is currently being rolled out across Queensland Health to improve the department level of preparedness to manage responsibilities during disaster events in the community. A proposal is currently being considered to role this training out to other Government agencies.</p>
<p>9. Implement targeted prevention and early intervention programs for children and their families through partnerships between mental health, maternal and child health services, schools and other related organisations.</p>	<p>The Queensland Government recognises the value of targeted early intervention services that connect mental health services with maternal and child health services, schools, early childhood centres and other related organisations. Current state based programs that will inform the development of a national approach to implementing this action include:</p> <p>Ed-LinQ: Strengthening partnerships between school communities and child and youth mental health services Ed-LinQ is a Queensland Health initiative aimed at strengthening partnerships between school communities and child and youth mental health services to improve the prevention, detection and management of mental health problems in children and young people. The Ed-LinQ initiative will develop a state-wide approach to the evidence-based implementation of prevention activities targeting school aged children and young people.</p> <p>Perinatal and Infant Mental Health Universal Risk Assessment and Referral Pathways Framework A Queensland Perinatal and Infant Mental Health Universal Risk Assessment and Referral Pathways Framework has been developed in partnership with mental health, maternal and child health services, child protection services, and General Practitioners. The framework aims to enhance the detection of mental health problems and early intervention for families during the perinatal period and/or who have infants up to 36 months.</p> <p>Perinatal Mental Health Nurses National Perinatal Depression Initiative funding is being utilised to enhance specialist assessment, brief intervention and referral for women considered to be at moderate to high risk of perinatal mental health problems. Women are referred to Queensland Health perinatal mental health nurses by obstetric, general practice, maternity and child health services following antenatal and postnatal psychosocial screening.</p>
<p>10. Expand community-based youth mental health services which are accessible and combine primary health care, mental health and alcohol and other drug services.</p>	<p>The Queensland Government supports the expansion of community based youth mental health services and currently funds community organisations to deliver a range of activities for young people, including counselling, community awareness and mental health promotion. Other key activities that will support implementation of this action include:</p> <p>The development of a Youth Mental Health Policy for Public Health Services In 2010 Queensland Health will develop a Youth Mental Health Policy for public mental health services. This policy will address the specific mental health service needs of young people aged between 15 and 25 years and form the basis for future expansion of community based mental health services.</p> <p>Time Out House Initiative (TOHI) - Please refer to Action 3 for details</p>
<p>11. Implement evidence-based and cost-effective models of intervention for early psychosis in young people to provide</p>	<p>Current Queensland Government activities that will support the implementation of evidence-based and cost-effective models of intervention for early psychosis in young people include:</p> <p>Early Psychosis Model of Care for Public Mental Health Services The draft Early Psychosis Model of Care for public mental health services provides consistent guidelines, expectations and key recommendations for service provision. It will support the development of appropriate outcome measures for youth experiencing early psychosis, promote data collection to</p>

<p>broader national coverage.</p>	<p>improve understanding of this group, and bridge service gaps between Child and Youth and Adult Mental Health Service systems.</p> <p>The model provides a standardised framework and key recommendations to improve access, early detection and treatment in mental health services working with young people aged 15-24 years with an early psychosis. The guidelines utilise a developmental focus of care, with emphasis on an assertive therapy outreach model and holistic care involving families, carers and organisations across the youth sector.</p> <p>The development of a statewide Early Psychosis Interim Implementation Team has been funded for an initial 18 months to support local early psychosis service development initiatives across Queensland.</p> <p>Time Out House Initiative (TOHI) - Please refer to Action 3 for details</p>
<p>12. Provide education about mental health and suicide prevention to front line workers in emergency, welfare and associated sectors.</p>	<p>The Queensland Government is currently engaged in a number of cross government strategic planning and service development and delivery activities that support workers in emergency, welfare and associated sectors through the provision of education mental health and suicide prevention. Activities include:</p> <p>Queensland Government Suicide Prevention Action Plan (QGSPAP) A central component of the QGSPAP currently under development will be strengthening the understanding, linkages, collaboration and sharing of information to improve continuity of care across key sectors and ensure people at risk of suicide receive timely and effective treatment and ongoing support. The development and implementation of a cross-sectoral suicide prevention workforce capability plan will be undertaken that identifies key competencies for front-line workers and service providers reflecting their role in regard to risk detection and management and facilitates provision of appropriate training and skill development.</p> <p>Mental Health Intervention Program (MHIP) The Queensland Government aims to prevent and safely resolve incidents involving persons with a mental illness who are experiencing a mental health crisis under this innovative initiative. A statewide network of staff from Queensland Police Service, Queensland Health and the Queensland Ambulance Service come together to share expertise and resources. Local Mental Health Intervention Coordinators from each agency routinely liaise to increase the capacity of district services to respond to mental health crisis situations.</p> <p>Mental Health Intervention Coordinators from each agency recognise the need to develop cross agency training to provide:</p> <ul style="list-style-type: none"> • agreed responses to individuals experiencing a mental health crisis; • improved safety; • improved continuity in communication and liaison regarding roles and responsibilities across all situations; and • adequate and timely responses informed by risk. <p>Evolve Therapeutic Services (ETS) The Queensland Health ETS program includes Professional Development Coordinators who provide education and training to a range of government and non-government stakeholders who work with children in out of home care regarding the emotional and behavioural sequelae of trauma, abuse and neglect and how to manage appropriately and reduce escalation of destructive behaviours. A key goal of the training is to prevent or reduce the levels of distress experienced by children and young people through the earlier identification and intervention of key support personnel. In 2009, ETS staff provided education and training to 651 child protection staff, 140 disability services staff, 1635 education staff, 1597 health staff, 424 foster carers, 416 non-government residential care providers, 46 youth workers, 174 medical students and 45 police officers.</p> <p>Queensland Emergency Services Mental Health Literacy Project The Queensland Emergency Services Mental Health Literacy Project is a partnership between Queensland Health and the Hunter Institute of Mental</p>

	Health to develop a specific mental health literacy resource for the Queensland context which will target workers who provide front line response to people with mental illness.
<p>13. Coordinate state, territory and Commonwealth suicide prevention activities through a nationally agreed suicide prevention framework to improve efforts to identify people at risk of suicide and improve the effectiveness of services and support available to them.</p>	<p>Queensland Health is currently leading the Queensland Government in a number of suicide prevention activities that are aligned with the National Suicide Prevention Strategy. Activities that will support the development of a nationally agreed suicide prevention framework include:</p> <p>Queensland Suicide Prevention Plan (QGSPAP) Queensland Health is coordinating the development of the QGSPAP consistent with the National Suicide Prevention Strategy. Based on evaluations of previous state suicide prevention strategies, consultations and review of the expert literature, four priority areas from the Living is for Everyone (LIFE) framework have been identified for action in Queensland. These priority areas focus on improving the cross-sectoral, whole-of-government response in detecting, responding and managing suicide risk and are 'working together; responding early; connecting early and strengthening the foundation'. A central component of the QGSPAP will involve strengthening the understanding, linkages, collaboration and sharing of information to improve continuity of care across key sectors and ensure people at risk of suicide receive timely and effective treatment and ongoing support.</p> <p>LIFE Promotion Program The delivery of suicide prevention programs and support under the LIFE program in three Indigenous communities in North Queensland.</p>
<p>14. Expand the level and range of support for families and carers of people with mental illness and mental health problems, including children of parents with a mental illness.</p>	<p>The Queensland Government is well positioned to develop a national approach to implementing this action having undertaken a number of activities under the QPMH that have enhanced the capacity of consumers and carers to be actively involved in mental health service planning and delivery. Current activities that will inform further work in this area includes:</p> <p>The Queensland Health Consumer, Carer and Family Participation Framework (CCFPF) Due to be implemented in 2010, the CCFPF is a resource to support mental health services in engaging with consumers, carers and family members. One of the implementation strategies of the Framework is to provide education to carers and families about mental illness, treatment options, recovery and support strategies.</p> <p>Queensland COPMI Framework A Queensland COPMI Framework (with links to the National COPMI Initiative) is under development which will include the documentation of 'good practice' program examples; linking service providers with existing networks and initiatives; supporting service providers to enhance assessment, care planning, and interventions to meet the needs of children and their families; and the identification of sustainable statewide mechanisms for promoting linkages between mental health services and key government and non government agencies providing services to children and families.</p> <p>Meeting the needs of children for whom a person with a mental illness has care responsibilities policy In 2008, Queensland Health introduced a policy with the aim of enhancing support for families in which there is a child of a parent/carer with a mental illness. The policy clarifies the Queensland Health processes for ensuring the immediate protection needs of children; determining the impact of parental/caregiver mental illness on the care and protection needs of children; and supporting parents or carers with a mental illness to meet the needs of children for whom they have care responsibilities.</p> <p>Carers Matter Website and Workshops The Carers Matter Website was developed by Queensland Health to provide information and resources for carers and families of people with a mental illness. In 2009, four Queensland Health Carers Matter Workshops were piloted with the aim of enhancing the skills and coping strategies of carers, encouraging partnerships between carers and mental health services, and providing practical and relevant information regarding carer support resources. Following a positive evaluation of these workshops, additional workshops will be conducted across Queensland during 2010.</p>

<p>15. Develop tailored mental health care responses for highly vulnerable children and young people who have experienced physical, sexual or emotional abuse, or other trauma.</p>	<p>The Queensland Government is committed to the continued development of whole-of-government responses to young people who have experienced physical, sexual, emotional abuse and other forms of trauma. Tailored mental health care for vulnerable young people is currently delivered through:</p> <p><i>Responding to the needs of children and young people with identified sexually abusive behaviours project</i> In 2008, the Responding to the needs of children and young people with identified sexually abusive behaviours project aimed to identify the nature and incidence rates of sexually abusive behaviours, Queensland's capacity and response to the issue, and a gap analysis of the existing service provision system. Recommendations identified a range of immediate to long term strategies to improve service system responses in order to better meet the needs for these children and young people.</p> <p><i>Queensland Health Evolve Therapeutic Services (ETS) program</i> The ETS program provides mental health therapeutic interventions for children and young people in the care Department of Communities (Child Safety Services). Interventions are medium to long term and aimed at reducing the child or young person's maladaptive emotional and behavioural responses, improving their emotional wellbeing and assisting in the development of skills to enhance their participation in school and the community. There are currently seven ETS teams across the state, with a further two teams to be established in 2010.</p> <p><i>The Queensland Health Child and Youth Forensic Outreach Service (CYFOS)</i> CYFOS provides multi-disciplinary services to young people up to 18 years of age with severe and complex mental health and substance use problems who are involved or at risk of involvement in the juvenile justice system. Services include an integrated consultation-liaison, mobile assessment and intervention service in the community, outreaching to a wide range of agency sites across the state, including a court liaison service. CYFOS has proposed a number of enhancements to service delivery through implementation of the second phase of the QPMH.</p>
<p>16. Develop a national service planning framework that establishes targets for the mix and level of the full range of mental health services, backed by innovative funding models.</p>	<p>The Queensland Government will support the development of national service planning frameworks that establish targets for the mix and level of mental health services. Queensland contribution to the implementation of this action will be informed by the following activities and initiatives:</p> <p><i>Queensland Plan for Mental Health 2007-2017 (QPMH)</i> The QPMH has established targets and will improve access to public mental health services through funding additional community mental health positions, additional acute and extended treatment mental health inpatient services, and improving access to housing and support options for people in the community.</p> <p><i>Mental Health Activity Based Funding</i> Queensland is leading the development of a nationally consistent approach to Activity Based Funding for mental health services that will improve the efficiency and capacity of these services.</p> <p><i>The draft Queensland Plan for the Mental Health Community Sector 2009-2017</i> The Department of Communities is developing a Queensland Plan for the Mental Health Community Sector 2009-17 which will propose planning targets for non-government support services in Queensland and the mix of services required.</p> <p><i>Model of Service for Mental Health in Queensland Project (MOS)</i> MOS is developing guidelines for each type of public mental health service in Queensland, including specialist and statewide programs. Each MOS guideline will contextualise and define the structure, function and design of the nominated service/program, by outlining a range of service characteristics including operational procedures, service aims, target population, governance and service linkages. The MOS Framework is intended to inform and guide service providers in the provision of high quality mental health care, and to support</p>

	<p>service partners, consumers, carers and the community in their navigation through the public mental health system. The MOS Framework will align with national and state priorities for mental health outcomes.</p>
<p>17. Establish regional partnerships of funders, service providers, consumers and carers and other relevant stakeholders to develop local solutions to better meet the mental health needs of communities.</p>	<p>The Queensland Government is committed to supporting local communities in developing solutions to improve mental health. In recent years sector development projects have improved the ability of the non-government sector to work collaboratively with relevant stakeholders. A number of mental health interagency networks across the state make a valuable contribution to the development of regional solutions. These networks will be well placed to support the implementation of this action. Other Queensland Government activities that will contribute to the establishment of regional partnerships of funders, service providers, consumers and carers include:</p> <p><i>Rural and Remote Mental Health Project</i> \$2.36 allocated in the 2007-08 budget to develop rural and remote mental health service models and innovative mechanisms to improve recruitment and retention in rural and remote areas. The three sites are Roma, Normanton, and Winton.</p> <p><i>Housing & Support Program (HASP)</i> The HASP program provides social housing with clinical and non clinical support to enable people with a psychiatric disability to live in their own homes. HASP offers housing support to consumers in a range of locations across Queensland. The program is an innovative and collaborative partnership between Queensland Health, Department of Communities and the non government sector.</p> <p><i>Implementation of Queensland Health policy 'Service delivery for people with dual diagnosis (co-occurring mental health and alcohol and drug problems)' 2008</i> This policy outlines Queensland Health service requirements for mental health services and Alcohol, Tobacco and Other Drugs Services to establish local governance structures that provide leadership in the development and implementation of collaborative partnerships and interagency relationships that facilitate the provision of care and linkage with services for people with dual diagnosis (co-occurring mental health and alcohol and other drug problems). District reporting requirements on the progression of policy implementation is to be developed by the Alcohol, Other Drugs and Mental Health Collaborative, a partnership between Mental Health Directorate and Alcohol, Tobacco and Other Drug Branch in 2010.</p>
<p>18. Improve communication and the flow of information between primary care and specialist providers, and between clinical and community support services, through the development of new systems and processes that promote continuity of care and the development of cooperative service models.</p>	<p>The Queensland Government is well placed to develop a national approach to implementing this action and currently supports the improved flow of information between primary care and specialist mental health service providers through a number of innovative projects. These include:</p> <p><i>Partners in Mind (PIM): Implementation of the Queensland Framework for Primary Mental Health Care</i> - Please refer to Action 3 for details</p> <p><i>Queensland Health Primary Care Liaison Officer Positions</i> - Please refer to Action 3 for details</p> <p><i>CIMHA Phase II: Secure transfer of information</i> Queensland Health is investigating implementation of the capacity to securely transfer discharge, or other key pieces of clinical information, from the Consumer Integrated Mental Health Application (CIMHA), to General Practitioners and other relevant external clinical stakeholders using the established Queensland Health Secure Transfer Service.</p> <p><i>The Statewide Mental Health Network (SWMHN)</i> The Statewide Mental Health Network (SWMHN), established in 2006, is a statewide advisory group that provides strategic direction and leadership in the development of policy, planning and service improvement strategies for Queensland Health mental health services. A variety of Sub Networks established under the SWMHN ensure that mental health policy and service development are progressed in consultation with key stakeholders such as consumers and carers, specialist mental health services, the primary care sector, and the non-government sector.</p>

	<p>Memorandum of Understanding (MOU) between Queensland Health Child and Youth MH Services and the Department of Communities (Child Safety Services) This MOU will improve partnerships between the two services to enhance services for children and young people with mental health issues who are at risk of harm or in need of protection. The MOU will address communication and information sharing, case planning and pathways to appropriate care options.</p>
<p>19. Work with emergency and community services to develop protocols to guide and support transitions between service sectors and jurisdictions.</p>	<p>Current Queensland Government activities that will support the implementation of this action include:</p> <p>Mental Health Intervention Program (MHIP) The Queensland Government aims to support transitions between service sectors and prevent and safely resolve incidents involving persons with a mental illness who are experiencing a mental health crisis under this initiative. A statewide network of staff from Queensland Police Service, Queensland Health and the Queensland Ambulance Service come together to share expertise and resources. Local Mental Health Intervention Coordinators from each agency routinely liaise to and develop local protocols and increase the capacity of district services to respond to mental health crisis situations.</p> <p>The Community Sub Network The Community Sub Network of the Statewide Mental Health Network has formed two working groups to specifically address barriers in order to improve transition for mental health consumers between service sectors and jurisdictions.</p>
<p>20. Improve linkages and coordination between mental health, alcohol and other drug and primary care services to facilitate earlier identification of, and improved referral and treatment for, mental and physical health problems.</p>	<p>The Queensland Government currently works to improve linkages between mental health services, alcohol and other drug services, and primary care services with a focus on addressing physical health outcomes for mental health consumers through a number of programs and activities. These include:</p> <p>Alcohol, Other Drugs & Mental Health Collaborative (AOD&MHC) Queensland Health has convened the AOD&MHC, a partnership between the Mental Health Directorate and Alcohol, Tobacco and Other Drug Branch to progress strategies to improve service delivery for people with dual diagnosis (co-occurring mental health and alcohol and drug problems). The AOD&MHC are progressing a range of strategies to support the implementation of the Queensland Health policy 'Service delivery for people with dual diagnosis (co-occurring mental health and alcohol and drug problems)' 2008.</p> <p>Dual Diagnosis E-Learning Program A dual diagnosis e-learning training package is currently being developed by the Queensland Centre for Mental Health Learning and the Alcohol and Drug Training and Research Unit. This program aims to upskill mental health staff and alcohol and other drugs staff in the assessment and treatment of people with a dual diagnosis.</p> <p>Activate: Mind and Body (Improving the Physical and Oral Health of Individuals with Severe Mental Illness) Queensland Health and General Practice Queensland are working collaboratively on the Activate: Mind and Body project in an aim to improve the physical and oral health of individuals with severe mental illness. The project targets strategies at the public mental health services and General Practice, and places an emphasis on education and awareness, policy and processes, prevention and early intervention, and partnerships.</p> <p>Partners in Mind (PIM): Implementation of the Queensland Framework for Primary Mental Health Care - Please refer to Action 3 for details</p> <p>Queensland Health Primary Care Liaison Officer Positions - Please refer to Action 3 for details</p>

	<p><i>The Community Sub Network</i> The Community Sub Network of the Statewide Mental Health Network has formed a working group to address mental health promotion, prevention and early intervention issues relating to Queensland Health community mental health services. This working group will collaborate with other working groups under the Sub Network to identify strategies to strengthen relationships and referral pathways between Queensland Health community mental health services, alcohol and drug services, and primary care services, in order to facilitate earlier identification and intervention for people with mental and physical health problems.</p>
<p>21. Develop and implement systems to ensure information about the pathways into and through care is highly visible, readily accessible and culturally relevant.</p>	<p>The Queensland Government is currently engaged in a number of activities that will contribute to the implementation of this action. This includes the formation of a number of Sub Networks under the Statewide Mental Health Network that work collaboratively to identify strategies to improve and clarify care pathways within mental health services, and transition between sectors. Priority Area 1 and 2 of the Queensland Health CCFPF also emphasise the importance of consumer, carer and family participation within mental health assessment and recovery planning processes. Other activities include:</p> <p><i>Development of forensic mental health system resources</i> The Queensland Centre for Mental Health Learning in 2007-08 has developed three resource packages aimed at enhancing community awareness and understanding of the forensic mental health system. One package focuses on improving general community understanding, another is tailored to the needs of Indigenous people, while the third targets media professionals' practice. A DVD and series of factsheets were developed for Indigenous people, which are used by Indigenous Mental Health Workers to facilitate community information sessions.</p> <p><i>Statewide Guidelines for Admission to Child and Youth Inpatient Services</i> These guidelines provide principles and minimum standards to guide service delivery with an emphasis on promoting best practice and improving consumer outcomes.</p> <p><i>Trial guidelines for the admission of adults with eating disorders to inpatient facilities</i> The Eating Disorders Sub Network of the Statewide Mental Health Network is a statewide advisory group formed to guide the development of eating disorders services in Queensland. The Sub Network is monitoring trialling of new guidelines for the admission of adults with eating disorders to medical and psychiatric inpatient facilities.</p>
<p>22. Better target services and address service gaps through cooperative and innovative service models for the delivery of primary mental health care.</p>	<p>Current Queensland Government activities that will support the development of cooperative and innovative service models for primary mental health care include:</p> <p><i>Partners in Mind (PIM): Implementation of the Queensland Framework for Primary Mental Health Care</i> - Please refer to Action 3 for details</p> <p><i>Queensland Health Primary Care Liaison Officer Positions</i> - Please refer to Action 3 for details</p> <p><i>Eating Disorders Sub Network</i> The Eating Disorders Sub Network of the Statewide Mental Health Network aims to promote the provision of training, supervision and resources to support General Practitioners in the identification, referral, assessment and treatment of people with eating disorders.</p> <p><i>Consumer Operated Services Program</i> The Consumer Operated Services Program is an innovative service model that will support the delivery of a range of services, including primary mental health care, through employing peers with a lived experience to support individuals with a mental illness. The program is focused on short term practical</p>

	<p>support, crisis prevention and providing an alternative to inpatient admission.</p> <p>Time Out House Initiative (TOHI) - Please refer to Action 3 for details</p> <p>Perinatal Mental Health Pathways to care for women experiencing perinatal mental health problems in Queensland have been enhanced through the establishment of local service networks and the identification of appropriate pathways. A model for the delivery of specialist mental health assessment and brief intervention in partnership with primary care providers has been piloted to inform the state-wide enhancement of perinatal mental health services. National Perinatal Depression Initiative funding is being utilised to create up to 14 perinatal mental health nurses across the state to implement this model.</p>
<p>23. Review the Mental Health Statement of Rights and Responsibilities.</p>	
<p>24. Review and where necessary amend mental health and related legislation to support cross-border agreements and transfers of people under civil and forensic orders, and scope requirements for the development of nationally consistent mental health legislation.</p>	<p>Queensland supports and is participating in processes to develop nationally consistent mental health legislation. Current jurisdictional activities include the development of a number of interstate agreements detailed below.</p> <p>Interstate Agreements Queensland has developed Forensic Apprehension and Return Agreements with New South Wales (NSW), Victoria and the Australian Capital Territory (ACT), which allow for the interstate apprehension and return of Queensland classified, forensic and certain other patients to Queensland, and for the apprehension and return of security, forensic and certain other patients to the other State.</p> <p>Queensland has established Civil Agreements with the ACT and NSW, which allow for the transfer of persons between health facilities in Queensland and facilities in the other State, and for the apprehension and return of persons who abscond from Queensland to these States, and vice versa. A Civil Agreement has been drafted between Queensland and Victoria and negotiations have commenced for development of an agreement between Queensland and South Australia. It is anticipated that these agreements will be finalised in 2010.</p> <p>While the Queensland <i>Mental Health Act 2000</i> provides for the Minister for Health to enter into an agreement with another State about the application of mental health laws of Queensland or the other State, there is some ambiguity regarding how these provisions apply in relation to movement of forensic patients and on the impact of interstate movement of a patient on the forensic order. Consideration is being given as to whether legislative amendment may be required to enable interstate transfer of forensic patients.</p>
<p>25. Develop and commence implementation of a National Mental Health Workforce Strategy that defines standardised workforce competencies and</p>	<p>Current Queensland Government activities under the QPMH are aligned with this action and good progress towards implementation is underway. This includes:</p> <p>Recovery Oriented Certificate IV (ROC IV) The statewide implementation of a new Certificate IV in Mental Health developed in partnership the community sector.</p> <p>Mental Health Professional Online Development Program (MHPOD) MHPOD is a national project that aims to develop and implement an innovative web-based professional education tool for clinical staff from a range of disciplines in public mental health services. The goal of MHPOD is to create an evidence based curriculum which is consistent with the National</p>

<p>roles in clinical, community and peer support areas.</p>	<p>Practice Standards for the Mental Health Workforce. Pilot testing will commence in July 2010 with two Queensland Health Service Districts participating (Metro North and Sunshine Coast - Wide Bay).</p>
<p>26. Increase consumer and carer employment in clinical and community support settings.</p>	<p>The Queensland Government, through Priority 2 of the QPMH, is committed to increasing consumer and carer employment in clinical and community support settings. In 2009-10 Queensland Health established a statewide manager position for consumer and carer participation to further develop activities that will make a significant contribution to the development of a national approach to implement this action. Current activities include:</p> <p><i>Intentional Peer Support Training</i> Currently 55 peer workers have completed the five day training course. There has by a general move in Queensland to require funded community organisations to consider employing peer workers as a component of their workforce.</p> <p><i>The implementation of the Queensland Health Consumer and Carer Workforce Pathway</i> In 2009-10 the implementation of the Queensland Health Consumer and Carer Workforce Pathway will provide a career structure for consumer and carer workers across Queensland.</p> <p><i>Expansion of the Queensland Health Consumer Companion Program</i> 2009-10 will see continuous growth in the Queensland Health Consumer Companion Program, with approximately 90 consumers remunerated to offer peer support to consumers in acute mental health facilities across Queensland.</p> <p><i>Consumer Operated Services Program</i> The Consumer Operated Services program will employ peers with a lived experience to support individuals with a mental illness. The key focus of the program will be on short term practical support and crisis prevention and providing an alternative to inpatient admission.</p>
<p>27. Ensure accreditation and reporting systems in health and community sectors incorporate the National Standards for Mental Health Services.</p>	<p>Queensland Health is committed to supporting the public, private, primary care and non-government sectors to implement the National Standards for Mental Health Services (NSMHS). Current activities that will support this action include:</p> <p><i>The development of a Queensland Implementation Plan of the NSMHS</i> Queensland Health plans to implement the NSMHS using a range of cross government and cross sector strategies to facilitate and guide all sectors to incorporate the NSMHS. Accreditation and reporting systems will occur via an agreed methodology established under the National Standards Implementation Steering Committee.</p> <p>This Queensland Health implementation plan is guided by the following fundamental principle:</p> <p>Clinical care and non clinical care through the adoption of the revised NSMHS will be guided by and monitored effectively leading to improved service delivery across all mental health care providers and settings.</p>
<p>28. Further develop and progress implementation of the National Mental Health Performance</p>	<p>The Queensland Government is currently participating in national performance and benchmarking activities. These include:</p> <p><i>Queensland Mental Health Benchmarking and Service Development Activities</i> Queensland Health is working towards developing a clear benchmarking framework, linked with the national benchmarking work and integrated with a performance framework which includes the construction and reporting of key performance indicators, across the service delivery system to enable</p>

<p>and Benchmarking Framework</p>	<p>comparison between services and within services over time to promote quality improvement in mental health care.</p> <p>Seclusion and Restraint Reduction Project The Queensland Health supports mental health services to progress strategies identified in the Queensland Health Policy statement on reducing and where possible eliminating restraint and seclusion. Since 2008 the project has been involved in the development of state policy and engagement of services in improvement activities. In 2010 the project will focus on promoting and progressing improvement initiatives across the state by engaging with local champions and providing a central coordinating role for the distribution and communication of resources.</p> <p>Development and Implementation of a Consumer Perceptions of Care (CPOC) Survey The CPOC Project aims to develop and implement a framework to facilitate regular measurement and reporting of CPOC information to support service evaluation, quality improvement and benchmarking.</p> <p>Adult Mental Health Clinical Collaborative Queensland Health continues to support the Mental Health Clinical Collaborative which aims to develop and review clinical indicators to promote clinician driven service improvement in the treatment of Schizophrenia and reduction of seclusion and restraint in adult mental health services. In 2010, the MHCC will focus on the development of community indicators in the area of community treatment of Schizophrenia.</p>
<p>29. Develop a national mental health research strategy to drive collaboration and inform the research agenda.</p>	<p>Development of health and medical research capability is a priority for Queensland Health. Current jurisdictional activities that will inform the Queensland contribution to the development of a national approach to implementing this action include:</p> <p>The Mental Health Research Network The Mental Health Research network is a formal network established to identify state research priorities and develop strategies to facilitate collaboration between universities, research entities and mental health services. Research activity will be further supported by the development of a framework to guide involvement in research and support for developing researchers.</p>
<p>30. Expand and better utilise innovative approaches to service delivery including telephone and e-mental health services.</p>	<p>The Queensland Government is strongly committed to better utilisation of current technologies and innovative approaches to service delivery. Current projects that will inform further expansion and implementation of this action include:</p> <p>E-CYMHS Queensland Health Child and Youth Mental Health Services provides E-CYMHS, a coordinated telepsychiatry/mental health service linking specialist child psychiatry and other mental health clinicians via videoconference, telephone and email to child and youth mental health practitioners in rural and remote areas across central and north Queensland. This is linked to a scheduled outreach service to each rural and remote clinic.</p> <p>Telemedicine (e-PACE) trial for Older Persons The Older Persons Mental Health Service at the Princess Alexandra Hospital in Queensland has been trialling a psychogeriatric assessment and clinical support via telemedicine (e-PACE) service since January 2009. The Medical Specialist Outreach Assistance Program (MSOAP) already makes telemedical dementia diagnostic services available through the Aged Care Assessment Service in many parts of Queensland. e-PACE is a trail enhancement of the telemedical dementia service and provides an opportunity to test the feasibility of psychogeriatric assessment by telemedicine in Queensland.</p> <p>On-Track on-line technology On-Track is an on-line technology program aimed at facilitating access by the Queensland public and health service practitioners to high quality psychological interventions for mental health.</p>

<p>31. Establish comprehensive, timely and regular national reporting on the progress of mental health reform which responds to the full range of stakeholders.</p>	<p><i>National Mental Health Performance Subcommittee</i> The Mental Health Directorate provides chair and secretariat roles and is a member on the National Mental Health Performance Subcommittee, which promotes and progresses the ongoing development of a national performance measurement framework for mental health services, and provides information and expert advice to stakeholders on performance measurement within the mental health sector.</p>
<p>32. Build an accountable service delivery system that monitors its performance on service quality indicators and makes this information available to consumers and other stakeholders.</p>	<p>The Queensland Government will support the implementation of this action, informed by the following activities currently taking place:</p> <p><i>Development of a Queensland Mental Health Performance Framework</i> The Mental Health Directorate is progressing the development and implementation of a mental health performance framework for Queensland mental health services, which includes the construction and reporting of the key performance indicators identified in the National Mental Health Performance Framework.</p> <p><i>Integrated Mental Health Data Reporting Repository Project</i> The Integrated Mental Health Data Reporting Repository Project is investigating the inclusion of a business intelligence solution which supports information delivery that enables performance monitoring and data collected to be transformed into actionable information.</p>
<p>33. Further develop mental health information, including national mental health data collections, that provide the foundation for system accountability and reporting.</p>	<p>The Queensland Government will support the implementation of this action, informed by the following activities currently taking place:</p> <p><i>Data analysis and reporting</i> The Mental Health Directorate is developing it's capacity to facilitate the development and enhancement of an evidence base to support clinical practice, including investigating the development of an Integrated Mental Health Data Reporting Repository Project.</p> <p><i>Management, Validation and Reporting of Mental Health Collections</i> Queensland Health is investigating the establishment of a National Minimum Dataset for Residential Mental Health Care. The Mental Health Directorate continues to support data collection through the ongoing management of the National Minimum Data Set, National Outcomes Collection and Mental Health Establishments.</p> <p><i>CIMHA Phase II</i> The Consumer Integrated Mental Health Application (CIMHA), implemented in the latter part of 2008, is a clinical information system that supports the ongoing information requirements and evolving needs of public mental health services in Queensland. CIMHA Phase II will see the further development of this health electronic record so that comprehensive information can be used to support quality clinical practice, informed decision making, and service delivery, to improve consumer outcomes, continuity of care and promote recovery.</p>
<p>34. Conduct a rigorous evaluation of the Fourth National Mental Health Plan.</p>	<p>The Queensland Government will support the implementation of this action, informed by the following activities currently taking place:</p> <p><i>Evaluation of the Queensland Plan for Mental Health 2007-2017-</i> The Mental Health Directorate is conducting an evaluation of the Queensland Plan for Mental Health 2007-2017 to assess how well the visions for reform set out in the Plan have been achieved, to develop ways of capturing and measuring the change and to assess what realistically can be achieved from the Plan.</p>