

Forging stronger partnerships to address homelessness

“Let’s make it happen !”

WA SAAP Protocols

Protocols between

**Health Department of WA
Mental Health Division**

and

The Department for Community Development

in order to improve linkages between

Health Department of WA—Mental Health Division

and

SAAP services

The Supported Accommodation Assistance Program (SAAP) is jointly funded by the Commonwealth and State/Territory Governments.

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1. RATIONALE FOR THE PROTOCOL

Strong co-ordination between the Health Department of WA - Mental Health Division and the Department for Community Development both at a departmental level and between Mental Health services and the SAAP services, is necessary to both improve the service and the quality of services provided.

The Health Department of WA - Mental Health Division and the Department for Community Development funded SAAP services have a shared client group. This includes clients who are homeless or at risk of homelessness where this is directly or indirectly linked to the state of their mental health. It is also recognised that alcohol and other drugs are also often an issue for these clients.

It is also acknowledged that the Health Department of WA - Mental Health Division and the Department for Community Development have a shared responsibility for serving the needs of people who require the professional assistance of both SAAP and mental health services.

A collaborative relationship between the Health Department of WA - Mental Health Division and the Department for Community Development will ensure that common issues and any overlap or gaps in agency response can be dealt with effectively to enhance the service received by clients. A commitment to effective collaboration and co-ordination is important at and between all levels including:

- * strategic policy and planning
- * program planning and management
- * service delivery

This document addresses co-ordination at the levels of strategic policy and planning and program planning and management, and sets a foundation for the development of operational protocols between The Health Department of WA - mental health services and SAAP funded services at the service delivery level.

This protocol has been agreed to by the Executive Director Strategy and Funding Management and the General Manager Mental Health Division, the responsible senior officers of both departments. (Note Family and Children's Services is now the Department for Community Development). It provides a context within which departmental staff and funded services can work together to improve the outcomes and quality of service for clients.



Pauline Bagdonavicius
Executive Director
Strategy and Funding Management
Family and Children's Services
24 August 2000



George Lipton
General Manager
Mental Health Division
Health Department of Western Australia
28 August 2000

2. THE AIMS OF THE PROTOCOL

The aims of the Protocol between the Health Department of WA - Mental Health Division and the Department for Community Development are:

1. To enhance the working relationship and communication between the Health Department of WA - Mental Health Division and the Department for Community Development for SAAP clients in respect of:
 - * strategic policy and planning
 - * program planning and management
 - * service delivery.
2. To establish and nurture a collaborative relationship by which the Health Department of WA - Mental Health Division and the Department for Community Development promote and assist the development of operational protocols at the service delivery level between the Health Department of WA - mental health services and SAAP services.
3. To acknowledge the process of establishing and maintaining effective interdepartmental and interagency agreements requires a commitment of time and resources by all participants.

3. PRINCIPLES

The principles underpinning this Protocol include:

1. The best interests of the client are the primary focus for the development and implementation of this Protocol. Improved client outcomes will be achieved by addressing operations at and between all levels:
 - * strategic policy and planning
 - * program planning and management
 - * service delivery
2. The agreements promoted within this Protocol should be implemented flexibly to ensure that the needs of all clients are considered, and there is not a group of clients who fall through the safety net provided by the Health Department of WA - mental health services and SAAP funded services.
3. This Protocol intends to promote a mutual climate of co-operation, professional respect and goodwill between the Health Department of WA - Mental Health Division, mental health services and the Department for Community Development staff and SAAP funded services which ensures that people with mental illness who are homeless can access SAAP and receive the services they require.
4. Both the Health Department of WA - Mental Health Division and the Department for Community Development will strive to maximise the potential of their services to serve the needs of mutual clients. This may include:
 - * Ensuring relevant departmental information and communications are exchanged in a timely manner.
 - * Ensuring relevant departmental information and communications are passed on to service providers, both internal and funded services, in a timely manner.
 - * Encouraging the development and nurturing of collaborative relationships between SAAP services and Health Department of WA - mental health services.
 - * Encouraging participation and input into the development of new services and strategies at local and/or regional levels.
 - * Encouraging opportunities for combined learning and professional development to enhance service delivery, this includes service providers, policy officers, planners and program managers.
 - * Encouraging service practices which are based on the presenting needs of the clients and incorporate a planned approach to meet those needs.

4. PROTOCOL GUIDELINES

The Protocol negotiated between the Health Department of WA – Mental Health Division and the Department for Community Development is described below under the headings of:

- * Consultation
- * Information Sharing.
- * Guiding Practice Statements

A schedule outlining key dates for policy, planning, and budget formulation is attached

CONSULTATION

In respect to issues which may effect SAAP services and their clients who have mental health needs, the Health Department of WA - Mental Health Division and the Department for Community Development agree to consult with each other around the development of:

- * strategic policy and planning
- * program planning and review, and
- * service delivery.

Up-to-date contact details of the relevant officers responsible for the above areas will be provided and updated by each agency.

Consultation with key stakeholders will need to occur at both a program and service delivery level. Key stakeholders may include consumers, service providers, program advisory committees, sector representatives and the Department for Community Development and the Health Department of WA - Mental Health Division.

Strategic Policy and Planning

Interdepartmental consultation regarding strategic policy and planning will focus on ensuring that any changes to policy in one program will not adversely affect the clients of the other program. The outcome of enhanced interdepartmental consultation at this level will ensure the complimentary nature of program design and management.

Program Planning and Review

Consultation on program planning and review will ensure that the needs of joint clients in both services are taken into account, and that the impact on clients of any changes are monitored and reviewed. The outcome of enhanced interdepartmental consultation at this level will ensure the complementary nature of service design and establishment or purchasing of services.

Both the Health Department of WA - Mental Health Division and the Department for Community Development have in place planning processes that identify strategies and priorities for their respective programs.

These planning mechanisms will ensure consultation with key stakeholders in both the Health Department of WA - Mental Health Division and the Department for Community Development at and between all levels.

Service Delivery

The Health Department of WA - Mental Health Division and the Department for Community Development will consult with each other about any changes which impact or have the potential to impact on the service delivery areas. Service providers, both government and non-government, will be encouraged and supported to develop effective operational protocols and consultative processes.

INFORMATION SHARING

The Health Department of WA - Mental Health Division and the Department for Community Development undertake to share relevant information with each other, and to disseminate information both from service providers to program managers and vice versa.

In this way, all stakeholders will have access to the information they require to best meet the needs of their clients.

Information with the potential to impact upon SAAP services will be shared including:

- * strategic policy and planning
- * program planning and review
- * program management
- * **service delivery**

The Health Department of WA - Mental Health Division and the Department for Community Development will identify key positions with responsibility for information sharing which are incorporated into the Schedule attached.

Information on Strategic Policy and Planning

The Health Department of WA - Mental Health Division and the Department for Community Development policy staff will share relevant information regarding changes to strategic policy and plans which may have an impact on joint clients or the provision of services. Copies of relevant strategic policy documentation will be made available.

Information on Program Planning and Review

The Health Department of WA - Mental Health Division and the Department for Community Development program planning staff for SAAP funded services and mental health services will keep each other informed regarding:

- * changes to overall program aims and objectives
- * planning and review processes and time lines
- * opportunities for input and consultation
- * the outcomes of planning and review processes

Copies of relevant reports will be provided. These include:

- * SAAP State Report
- * The Department for Community Development Procurement Strategy
- * SAAP National Data Collection Agency (NDCA) reports
- * National Mental Health Principles
- * National Mental Health Strategies 1 and 2
- * Mental Health Division policies and purchasing intentions
- * Health Department of WA alcohol and drug policies

Information on Program Management

The Health Department of WA - Mental Health Division and the Department for Community Development program management staff are to inform each other of any changes which affect, or have the potential to affect the policy, or planning of services for SAAP clients and mental health clients. Changes may include:

- * programmatic changes in policy
- * changes in departmental structures
- * requests for tenders or requests for proposals and procurement time lines
- * significant changes in resource allocations
- * reform projects and restructures

Information on Service Delivery

The Health Department of WA - Mental Health Division and the Department for Community Development program management staff will keep each other informed of any changes to broad purchasing changes which affect or have the potential to affect program planning or service delivery.

AGREED PRACTICE FOR SERVICE DELIVERY

Issue	Intent	Practice
<p>Access to clinical assessment and assistance - non diagnosed persons displaying behaviours which may be indicative of a mental health disorder - diagnosed persons who are displaying behaviour indicating a need for treatment or specialist assistance in management</p>	<ul style="list-style-type: none"> • Clear and precise process of referral for assessments and assistance 	<ul style="list-style-type: none"> • Mental health services will receive referrals from SAAP agencies and discuss the urgency and appropriateness of the referral. An appropriate assessment plan to be agreed between the local mental health service and the SAAP service. Including <ul style="list-style-type: none"> - Clients unknown to mental health - Clients known to mental health - Emergency and crisis situations in the SAAP service • Mental Health staff will provide feedback on the outcomes of any assessment to the SAAP service and any strategies that will assist the SAAP service in their work with the client whether or not the person is accepted as a client of the mental health service
<p>Access to rehabilitation services and other continuing care services provided for people with a psychiatric disability</p>	<ul style="list-style-type: none"> • Clear process for ensuring SAAP clients can access appropriate services 	<ul style="list-style-type: none"> • The mental health services and the SAAP service will jointly agree on a plan for rehabilitation or continuing care service • The mental health services will arrange for entry to the program • SAAP service provider will assist the client in undertaking a rehabilitation program
<p>Releasing of client information</p>	<ul style="list-style-type: none"> • Mental Health services will provide accurate client information at the point of referral • SAAP services will not release this information to other services without the written consent of the client 	<ul style="list-style-type: none"> • With informed consent of the client , all doctors / mental health workers will provide accurate and informative client information at the referral • SAAP services will require accurate client information relevant to the person's stay in a SAAP service, detailing the specific needs and supports relating to the client's current mental health status, prior to admitting any referrals. • SAAP services will maintain and document information relevant to the care and treatment of mental health services clients in a manner which is readily accessible for mental health workers, eg a separate day book/journal on mutual clients • Where informed consent is not provided, mental health services will provide information on current medication and violent and/or disruptive behaviours to SAAP service providers

Issue	Intent	Practice
<p>Access to SAAP accommodation services for mental health clients</p>	<ul style="list-style-type: none"> • Availability of accurate and up to date information about SAAP services • Standardise some referrals practices 	<ul style="list-style-type: none"> • The Department for Community Development will make accurate information about SAAP services available to Mental Health Division for distribution to mental health services. • The Salvo Care Line, or Crisis Care will be used as the first point of access for metropolitan mental health services • Common referral processes will be agreed at the local level by mental health services and SAAP services. In particular referrals and support plans will be addressed. • Mental health services and SAAP services will develop contingency plans for potential high risk admissions. Any contingency accommodation plan should be prepared with the involvement of the client and be done prior to admission wherever possible • Where a referral is from an inpatient mental health service, the inpatient service will arrange a transfer of clinical case responsibility to a community based mental health team or other suitable agency.
<p>Joint case management/support planning</p>	<ul style="list-style-type: none"> • Mutual clients receive appropriate support from SAAP and mental health services • Develop common agreement on continued case management responsibility during transition phase 	<ul style="list-style-type: none"> • Mental health services and SAAP services will establish agreements for the coordination of clinical and support services prior to admission to a SAAP service wherever possible. Where this is not possible, such planning should occur within 5 working days (not including weekends and public holidays) of admission. • Planning for leaving SAAP accommodation will occur in a coordinated and collaborative manner with maximum client input.

Issue	Intent	Practice
Maintaining continued involvement of mental health services once clients are admitted to SAAP accommodation	<ul style="list-style-type: none"> • Agreement of continued involvement needs to be clarified upon referral and renegotiated during the term of the stay 	<ul style="list-style-type: none"> • Mental health services and SAAP services are to determine the continued involvement of the mental health staff at the time of acceptance of the referral. • With informed consent of the client, support and specialised /clinical services are provided in a coordinated and collaborative manner with maximum client input.
Consultation services for SAAP staff on mental health issues - after hours - in emergency	<ul style="list-style-type: none"> • SAAP services receive support after hours and in emergencies 	<ul style="list-style-type: none"> • That the after hours and emergency consultation source is promoted widely among SAAP services as being accessible to staff for after hours consultations. • That access to after hours and emergency consultation services will be established at the local level based on agreements between SAAP and mental health services • Psychiatric Emergency Team Phone Number Metro: 9224 8888 Country: 1800 676 822
Training for SAAP services on mental health issues	<ul style="list-style-type: none"> • Shared training opportunities, opportunities for SAAP staff to attend mental health services training • Wide promotion of training opportunities including CSTC, TAFE mental health units / courses, and other short courses and workshops 	<ul style="list-style-type: none"> • Mental health services will invite SAAP workers to training and professional development sessions with mental health staff where this is relevant • SAAP services will invite mental health staff to training and professional development sessions with SAAP workers where this is relevant • Mental Health training opportunities will be promoted to SAAP services wherever possible. • The Department for Community Development will promote SAAP service participation in mental health training and courses. • The Department for Community Development will investigate means of supporting SAAP services having staff participate in mental health training (fees, correspondence costs, relief staff) • Models of training need to be flexible

Issue	Intent	Practice
Promotion of mental health and SAAP services	<ul style="list-style-type: none"> Local mental health services and SAAP services understand and know what each can provide 	<ul style="list-style-type: none"> SAAP and mental health staff undertake a visit to the local services and meet the personnel and gain an understanding Local mental health services and SAAP services will arrange ways in which staff teams can meet and understand each working environment
Grievance Process	<ul style="list-style-type: none"> Resolve differences speedily and professionally. 	<ul style="list-style-type: none"> Staff involved will endeavour to resolve differences speedily and in a professional manner If workers are unable to resolve the issue, then managers will become involved If the dispute remains unsettled, then the Clinical Director of the mental health service will meet with the Chairperson or Director of the SAAP service to resolve the dispute
SAAP access to a/hrs consultation on alcohol and other drug issues (AOD)	<ul style="list-style-type: none"> SAAP services are able to utilise the 24hr Alcohol and Drug Information Service (ADIS) 	<ul style="list-style-type: none"> ADIS will be promoted widely among SAAP services as being accessible to staff for after hours AOD consultations. Phone number 9442 5000 or 1800 198 024 for country callers

5. IMPLEMENTATION OF THE PROTOCOL

In order to ensure continuing commitment to the full implementation of this Protocol, the following actions are agreed:

Nominated Officers

- * The Health Department of WA - Mental Health Division and the Department for Community Development have nominated a senior officer from each agency to be responsible for the implementation and monitoring of these Protocols within their agency.
- * The officer in Health Department of WA – Mental Health Division responsible for the implementation and monitoring of these protocols is the Director Policy
- * The officer in the Department for Community Development responsible for the implementation and monitoring of these protocols is the Director Funding Management
- * Regular liaison between the senior officers and/or delegated staff will occur to share information and identify and address any issues that may arise as outlined in the attached schedule.

Implementation at all Levels

- * The Health Department of WA - Mental Health Division and the Department for Community Development will support the development and implementation of protocols at the service delivery level consistent with this protocol.
- * The Department for Community Development has developed and distributed the WA SAAP Protocols File which includes a guide to assist service providers to develop local interagency protocols.
- * The Department for Community Development in conjunction with the Health Department of WA - Mental Health Division will facilitate the development of interagency protocols at a local level, and the development of regional processes for consultation and information sharing between Health Department of WA - mental health services and SAAP services

EVALUATION

This Protocol will be reviewed two years after implementation. The review process will involve the State Ministerial SAAP Advisory Committee both the Department for Community Development and the Health Department of WA - Mental Health Division as well as representatives from SAAP funded services and mental health services.

The evaluation framework will be developed by the Protocols Reference Group.

Any proposed amendments and/or additions to this Protocol are to be circulated for comment with a reasonable period for feedback prior to agreement.

Further reviews are to take place every two years to ensure the arrangements are relevant to the identified needs of the target group and any other significant influencing factors.

RESOLUTION OF DIFFERENCES

Where there is a disagreement between the Health Department of WA - Mental Health Division and the Department for Community Development and staff have been unable to resolve the matter, the matter will be directed to the respective manager.

If the matter is unable to be resolved at management level it should be directed to the respective Executive Directors and General Manager for resolution.

In the event of a SAAP service experiencing a disagreement with a the Health Department of WA - mental health service, the matter will be dealt with in accordance with their local interagency agreed process.

6. AGENCY DESCRIPTION

HEALTH DEPARTMENT OF WA - MENTAL HEALTH DIVISION

The goal of the Mental Health Division is to reduce the incidence and prevalence of mental disorder and the degree of disability associated with mental illness.

The Mental Health Division has responsibility for statewide policy development, broad strategic statewide planning, investing in and purchasing services and managing a variety of statutory responsibilities in relation to mental health. The Mental Health Division also has policy and planning responsibility for alcohol and drug services purchased by the Health Department.

The Drug and Alcohol Policy Branch -

- * provides leaderships for the development of alcohol and drug policy in the Health Department;
- * co-ordinates policy issues across the health sector;
- * develops the health sector alcohol and drug policy framework; and
- * facilitates the development of policy that will inform the purchasing of services across the Health Department.

Mental Health services aim to -

- * promote positive mental health, reducing the stigma associated with mental disorders;
- * provide comprehensive high quality clinical services to all age groups, in the least restrictive environment, with measurable outcomes;
- * develop partnerships with consumers and carers, other government and non-government private mental health services; and
- * develop intersectoral links that promote a co-ordinated approach to providing services.

A key focus in the delivery of mental health services is that clinical services are predominantly community based, with inpatient care being a small but significant part of a regional service. There is emphasis on the provision of integrated services, decreasing the former separation between inpatient treatment in hospital settings and community based care.

THE DEPARTMENT FOR COMMUNITY DEVELOPMENT

The corporate goals of the Department for Community Development are to work collaboratively with the community, to plan and to provide services in Western Australia to:

- * enhance the well-being and development of families, children, individuals and communities,
- * promote parental care and responsibility, and
- * protect children and young people from harm and provide them with quality care.

An important program for achieving these aims is the Support Accommodation Assistance Program (SAAP).

Supported Accommodation Assistance Program (SAAP)

SAAP is a joint Commonwealth/State program administered in Western Australia by the Department for Community Development.

SAAP Aims

The aim of SAAP is to assist people who are homeless or at imminent risk of becoming homeless, and in crisis, to achieve the maximum possible degree of self-reliance and independence. This includes people who are experiencing long term homelessness, and those escaping domestic violence.

Assistance is aimed at the resolution of crisis, re-establishment of family links where appropriate, and reintegration into mainstream society. This is achieved by providing, or actively promoting, access to a range of services including accommodation. The degree to which this is achieved for each person varies.

Program Management

A Commonwealth/State SAAP Memorandum of Understanding, National Strategic Plan and Bilateral Agreement sets broad parameters and directions for the program. These documents identify goals, priorities and specific gaps needing addressing.

The Department for Community Development purchases SAAP services from the non-government sector. SAAP funds are used to purchase services against generic specifications for seven types of service as follows:

- * Domestic Violence Supported Accommodation Services
- * Domestic Violence Support Services
- * Supported Accommodation Services for Young People
- * Services for Young People
- * Supported Accommodation Services for Families and Single Adults
- * Supported Accommodation Assistance Program: Day Centres
- * Counselling Services

Currently the Department for Community Development has 119 Service Agreements for the provision of SAAP services. A list of the current SAAP services and the contact information is included in the Attachments.

NOTE!

For further information on SAAP and SAAP funded services contact
The Senior Policy Officer SAAP on (08) 9222 2641.

Attachment 1:

Abbreviations and Terminology

Agencies - include government departments, commissions, authorities, local government authorities, as well as non-government organisations such as incorporated associations, businesses, etc.

ADIS – Alcohol and Drug Information Service

AOD – Alcohol and other drugs

Collaborative relationship - working together for the benefit of the client .

DCD - The Department for Community Development

HDWA – Health Department of Western Australia

MHD - Mental Health Division

Mutual client / shared client - could be either:

- * a client who is engaged with both parties;
- * a client accessing a SAAP service and/or a mental health service who requires the services of the other party.

Protocol¹ - is an agreement between agencies to enable all parties to gain maximum benefits and outcomes

SAAP - Supported Accommodation Assistance Program ²

SAAP services - service delivery agencies in the Supported Accommodation Assistance Program.

SAC - SAAP State Advisory Committee.

Attachment 2:

¹ See attached diagram titled 'Mandates and Responsibilities', taken from the *SAAP Protocols Project Planning Process*

² See Supported Accommodation Assistance Act 1994.

Relevant HDWA Documents

- 2.1 Mental Health Division, Mental Health Services, A Framework for Reform
- 2.2 National Standards for Mental Health Services, 1997

Attachment 3:

Relevant Department for Community Development Documents

- 3.1 Health and Family Services and the Department for Community Development
–
SAAP Second Plan Update for WA July 1997 to December 1999
- 3.2 The Department for Community Development – SAAP Service Agreements
generic specifications and outcomes
- 3.3 Western Australian SAAP Minimum Standards 1996
- 3.4 Supported Accommodation Assistance Program 2000 – 2005 Memorandum of
Understanding, 1999